

DOCUCOLOR 12 PRINTER

SYSTEM ADMINISTRATION GUIDE



THE DOCUMENT COMPANY
XEROX

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PANTONE[®] * Colors generated by the DocuColor 12 Printer are four-color process simulations and may not match PANTONE identified solid color standards. Use current PANTONE Color Reference Manuals for accurate color.

PANTONE Color simulations are only obtainable on this product when driven by qualified Pantone-licensed software packages. Contact Pantone, Inc. for a current list of qualified licensees.

*Pantone, Inc.'s check-standard trademark for color.

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Changes are periodically made to this document. Technical updates will be included in subsequent editions.

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Safety Notes

The Xerox DocuColor 12 Printer and the recommended maintenance supplies have been designed and tested to meet strict safety requirements. Attention to the following notes will ensure the continued safe operation of your printer.

Electrical safety

- Use only the power cord supplied with this equipment.
- Plug the power cord directly into a correctly grounded electrical outlet. Do *not* use an extension cord. If you do not know whether or not an outlet is grounded, consult a qualified electrician.
- Do not use a ground adapter plug to connect this equipment to an electrical outlet that lacks a ground connection terminal.



WARNING: You may get a severe electrical shock if the outlet is not correctly grounded.

- Do not place the printer where people may step on or trip on the power cord. Do not place objects on the power cord.
- Do not override or disable electrical or mechanical interlocks.
- Do not obstruct the ventilation openings. These openings are provided to prevent overheating of the machine.



WARNING: Never push objects of any kind into slots or openings on this equipment. Making a contact with a voltage point or shorting out a part could result in fire or electrical shock.

If any of the following conditions occur, switch off the power to the machine immediately and disconnect the power cord from the electrical outlet. Call an authorized Xerox service representative to correct the problem.

- The machine emits unusual noises or odors.
- The power cord is damaged or frayed.
- A wall panel circuit breaker, fuse, or other safety device has been tripped.
- Liquid is spilled into the printer.
- The machine is exposed to water.
- Any part of the machine is damaged.

Disconnect Device

The power cable is the disconnect device for this equipment. It is attached to the back right side of the machine as a plug-in device. To remove all electrical power from the machine, disconnect the power cable from the electrical outlet.

Laser safety



CAUTION: Use of controls, adjustments, or procedures other than those specified in this documentation may result in a hazardous exposure to laser radiation.

This equipment complies with international safety standards. With specific regard to laser safety, the equipment complies with performance standards for laser products set by government, national, and international agencies as a Class 1 laser product. It does not emit hazardous light, as the beam is totally enclosed during all phases of customer operation and maintenance.

Maintenance safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation that is supplied with your printer.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance of the printer, and could create a dangerous condition.
- Use the supplies and cleaning materials only as directed in this manual. Keep all of these materials out of the reach of children.
- Do not remove the covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.

Do not perform any maintenance procedures unless you have been trained to do them by a Xerox representative or unless a procedure is specifically described in one of the printer manuals.

Operational safety

Your Xerox equipment and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Your attention to the following safety guidelines will help ensure the continued safe operation of your printer:

- Use the materials and supplies specifically designed for your printer. The use of unsuitable materials may result in poor performance of the machine and possibly a hazardous situation.
- Follow all warnings and instructions that are marked on or supplied with the machine.
- Place the machine in a room that provides adequate space for ventilation and servicing.
- Place the machine on a level, solid surface (not on a thick pile carpet) that has adequate strength to support the weight of the machine.
- Do not attempt to move the machine. A leveling device that was lowered when your machine was installed may damage the carpet or floor.
- Do not locate the machine near a heat source.
- Do not locate the machine in direct sunlight.

- Do not locate the machine in line with the cold air flow from an air conditioning system.
- Do not place containers of coffee or other liquid on the machine.
- Do not block or cover the slots and openings on the machine. Without adequate ventilation, the machine may overheat.
- Do not attempt to override any electrical or mechanical interlock devices.



WARNING: Be careful when working in areas identified with this warning symbol. These areas may be very hot and could cause personal injury.

If you need any additional safety information concerning the machine or materials, contact your Xerox representative.

Ozone safety

This product produces ozone during normal operation. The ozone is heavier than air, and the quantity is dependent on print volume. Providing the correct environmental parameters, as specified in the Xerox installation procedures, ensures that concentration levels meet safe limits.

If you need additional information about ozone, request the Xerox publication, *OZONE*, 600P83222, by calling 1-800-828-6571 in the USA. For a French language version, call 1-800-828-6571 in the USA, then press 2.

Notices

Radio Frequency Emissions

FCC

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not specifically approved by the Xerox Corporation may void the authority granted by the FCC to operate this equipment.

Shielded cables must be used with this equipment to maintain compliance with FCC regulations.

In Canada

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as defined in the Radio interference regulations of Industry Canada.

Safety Extra Low Voltage Approval

The Xerox DocuColor 12 Printer is in compliance with various governmental agencies and national safety regulations. All system ports meet the Safety Extra Low Voltage (SELV) circuits for connection to customer-owned devices and networks. Additions of customer-owned or third-party accessories that are attached to the printer must meet or exceed the requirements listed above. All modules that require external connection must be installed per the DocuColor 12 Printer installation procedure.

Certifications... in Europe



The CE marking that is applied to this product symbolizes Xerox Europe's Declaration of Conformity with the following applicable Directives of the European Union as of the dates indicated:

January 1, 1995: - Council Directive 73/23/EEC amended by Council Directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.

January 1, 1996: - Council Directive 89/336/EEC, approximation of the laws of the member states related to electromagnetic compatibility.

Changes or modifications to this equipment not specifically approved by Xerox Europe may void the user's authority to operate the equipment.

Shielded cables must be used with this equipment to maintain compliance with the EMC Directive 89/336/EEC.

This equipment is not intended for use in a domestic environment.

A full declaration, defining the relevant Directives and referenced standards, can be obtained from your Xerox Europe representative.



WARNING: In order to allow this equipment to operate in proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation from ISM equipment may have to be limited or special mitigation measures taken.

It's Illegal... in the USA

Congress, by statute, has forbidden the reproduction of the following subjects under certain circumstances. Penalties of fine or imprisonment may be imposed on those guilty of making such copies.

1. Obligations or Securities of the United States Government, such as:

Certificates of Indebtedness National Bank Currency

Coupons from Bonds Federal Reserve Bank Notes

Silver Certificates Gold Certificates

United States Bonds Treasury Notes

Federal Reserve Notes Fractional Notes

Certificates of Deposit Paper Money

Bonds and Obligations of certain agencies of the government, such as FHA, etc.

Bonds. (U.S. Savings Bonds may be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.)

Internal Revenue Stamps. (If necessary to copy a legal document on which there is a canceled revenue stamp, this may be done, provided the reproduction of the document is performed for legal purposes.)

Postage Stamps, canceled or uncanceled. (For philatelic purposes, Postage Stamps may be photographed, provided the reproduction is in black and white and is less than 75% or more than 150% of the linear dimensions of the original.)

Postal Money Orders.

Bills, Checks, or Drafts of money drawn by or upon authorized officers of the United States.

Stamps and other representatives of value, of whatever denomination, which have been or may be issued under any Act of Congress.

2. Adjusted Compensation Certificates for Veterans of the World Wars.
3. Obligations or Securities of any Foreign Government, Bank, or Corporation.
4. Copyrighted material, unless permission of the copyright owner has been obtained or the copying falls within the "fair use" or library reproduction rights provisions of the copyright law. Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.
5. Certificates of Citizenship or Naturalization. (Foreign Naturalization Certificates may be photographed.)
6. Passports. (Foreign Passports may be photographed.)
7. Immigration Papers.
8. Draft Registration Cards.
9. Selective Service Induction Papers that bear any of the following Registrant's information:
Earnings or Income Dependency Status
Court Record Previous military service
Physical or mental condition
Exception: U.S. Army and Navy discharge certificates may be photographed.
10. Badges, Identification Cards, Passes, or Insignia carried by Military or Naval personnel, or by members of the various Federal Departments, such as FBI, Treasury, etc. (unless photograph is ordered by the head of such department or bureau.)

Copying the following is also prohibited in certain states:

Automobile Licenses - Drivers' Licenses -
Automobile Certificates of Title.

The above list is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your attorney.

It's Illegal... in Canada

Parliament, by statute, has forbidden the copying of the following subjects under certain circumstances. Penalties of fines or imprisonment may be imposed on those guilty of making such copies.

1. Current bank notes or current paper money.
2. Obligations or securities of a government or bank.
3. Exchequer bill paper or revenue paper.
4. The public seal of Canada or of a province, or the seal of a public body or authority in Canada, or of a court of law.
5. Proclamations, orders, regulations or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queen's Printer for Canada, or the equivalent printer for a province).
6. Marks, brands, seals, wrappers or designs used by or on behalf of the Government of Canada or of a province, the government of a state other than Canada or a department, board, Commission or agency established by the Government of Canada or of a province or of a government of a state other than Canada.
7. Impressed or adhesive stamps used for the purpose of revenue by the Government of Canada or of a province or by the government of a state other than Canada.
8. Documents, registers or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the copy falsely purports to be a certified copy thereof.
9. Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner.
10. The above list is provided for your convenience and assistance, but it is not all inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your solicitor.

Environmental Notices... in the USA



As an ENERGY STAR® partner, Xerox Corporation has determined that this printer model meets the ENERGY STAR® guidelines for energy efficiency.

ENERGY STAR® is a US registered trademark.

The ENERGY STAR program is a team effort between the Environment Protection Agency and the office equipment industry to promote energy-efficient personal computers, monitors, printers, fax machines and copiers. Reducing the energy consumption of this equipment will help combat smog, acid rain and long-term changes to the climate by decreasing the emissions that result from generating electricity.

Environmental Notices... in Canada



As a participant in the Environmental Choice program, Xerox Corporation has determined that this printer model meets the Environmental Choice guidelines for energy efficiency.

Environment Canada established the Environmental Choice program in 1988 to help consumers identify environmentally responsible products and services. Copier, printer and fax products must meet energy efficiency and emissions criteria, and exhibit compatibility with recycled supplies. Currently, Environmental Choice has more than 1600 approved products and 140 licensees. Xerox has been a leader in offering EcoLogo approved products. In 1996, Xerox became the first company licensed to use the Environmental Choice EcoLogo for its copiers, printers, and fax machines.

1. About this manual

The System Administration screens enable the System Administrator to check meters, consumables, and output counts. It also enables the System Administrator to access the Tools Mode.

In the Tools Mode, the System Administrator can set the default values for a variety of print output and printer features.

The System Administrator is generally the one person trained to perform maintenance tasks, order supplies, and perform removal/replacement procedures.

The guide therefore is divided into three parts:

- Checking meters and consumables
- Tools mode
- Maintenance

This guide should be used in conjunction with the *DocuColor 12 Printer User Guide*, *Color Materials Usage Guide*, the *Recommended Materials List* and your Digital Front End (DFE) user documentation.

For planning information, refer to the *DocuColor 12 Printer Customer Site Planning Guide*.

Conventions used in this manual

1

Descriptions of features and options generally precede procedure steps. You may need to combine several procedures to achieve desired results.

This manual uses a number of symbols to help you identify various kinds of information. These symbols are described below.

1 2 3...

The 1, 2, 3 symbol indicates the beginning of a procedure. Be sure to follow steps carefully in the order given.



NOTE: Notes provide extra information that may be helpful to your understanding or performance of procedures.



KEY POINT: The key symbol draws your attention to important additional information, hints, or tips.



WARNING: This symbol alerts you to an operating or maintenance procedure, practice, or condition, that, if not strictly observed, could result in injury or loss of life.



WARNING: This Hot Surface symbol warns you of an area that may be very hot and would cause personal injury if touched.



CAUTION: This symbol alerts you to an operating or maintenance procedure, practice, or condition that, if not strictly observed, could result in damage to or destruction of equipment or loss of data.

2. Meters, consumables

Overview

The System Administrator is responsible for periodically checking the meter counts for print output and the status of consumables, such as dry ink or fuser oil.



You do not have to be the System Administrator in order to check the meter counts or the consumables status. Any user can check both of these features.

This chapter provide information on how to access and perform the procedures needed for checking the meter counts and the status of the consumables.

Entering the Administration mode

In order to enter the Administration mode, press the **Administration** button. This button is located above the numeric keypad.



Figure 1: Administration button

Meters

The **Meters** feature allows you to check the output volume for black and white, full-color, 11 x 17 inch or A3 color, and a total for all black and white and full color prints. As stated previously, you do not have to be the System Administrator in order to check the meter counts. Any user can check the meter counts.

1 2 3...

- 1 If you are not already in the Administration mode, enter it now. In order to enter the Administration mode, press the **Administration** button. This button is located above the numeric keypad.
- 2 The **Access** screen is displayed.

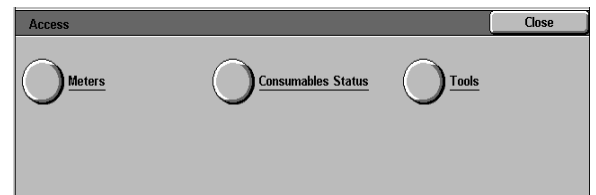


Figure 2: Access screen

- 3 Touch the **Meters** button.



Figure 3: Meters button

- 4 The **Meters** screen is displayed.

Meter 1: Total Color - This meter provides the total output for all color prints, regardless of paper size.

Meter 2: Total Black & White - This meter provides the total output for all black and white prints, regardless of paper size.

Meter 3: 11 x 17", 12 x 18" & A3 Color - This meter provides the total output for all 11 x 17 inch or A3 **color** prints.

Meter 4: Total Meters 1 & 2 - This meter provides the combined total output for Meters 1 and 2.

- 5 To exit, touch the **Close** button; the **Access** screen is displayed.

- 6 Touch the **Close** button to exit Administration mode.

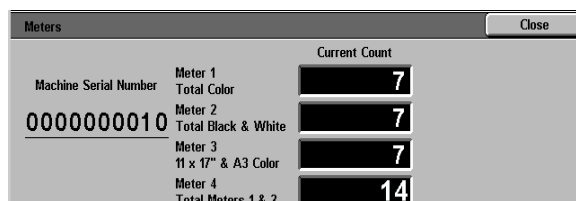


Figure 4: Meters screen



Figure 5: Access screen

Consumables status

The **Consumables Status** feature allows you to check the current status for the various consumables, such as dry ink and fuser oil. As stated previously, you do not have to be the System Administrator in order to check the status of the consumables. Any user can check the status.

By periodically checking the **Consumables Status**, you can determine what, if any, consumables need to be replaced.

2

1 2 3...

1 If you are not already in the Administration mode, enter it now by pressing the **Administration** button. This button is located above the numeric keypad, as illustrated in Figure 1.

2 The **Access** screen is displayed.

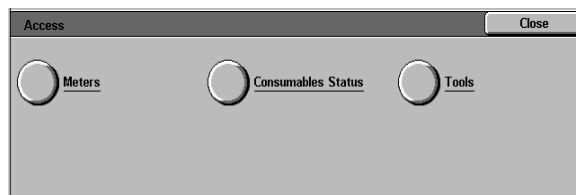


Figure 6: Access screen

3 Touch the **Consumables Status** button.

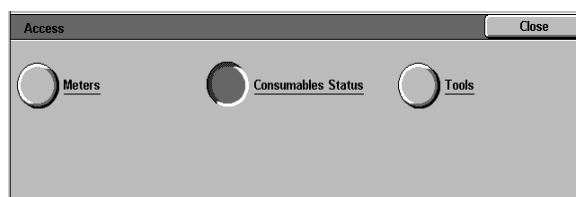


Figure 7: Consumables Status button

4 The **Consumables Status** screen is displayed.

5 Note the status for the various consumables:

- Dry ink color (colors: yellow, magenta, cyan, and black)
- Dry Ink Waste Container
- Developer Waste Container
- Fuser Oil Cartridge
- Copy/Print Cartridge
- Cleaning Web



NOTE: If the printer is equipped with a finishing device, a “staple cartridge” status will be displayed.

“**Ok**” indicates that no replacement is necessary. Other messages include:

- “**Low**” indicates that the dry ink cartridge is getting low and a new dry ink cartridge will be required soon,
- “**Empty**” indicates that the fuser oil or dry ink cartridge must be replaced immediately,
- “**Change soon**” indicates that the appropriate consumable be replaced soon, and
- “**Change**” indicates that the dry ink waste container, developer waste container, cleaning web or copy/print cartridge must be replaced immediately.

6 To exit, touch the **Close** button; the **Access** screen is displayed.

7 Touch the **Close** button to exit Administration mode.

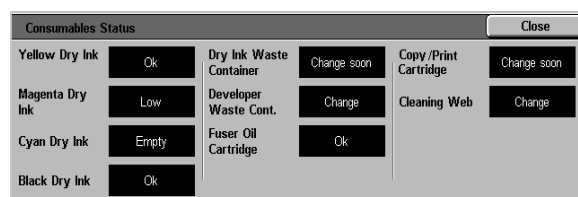


Figure 8: Consumables Status screen

*

2

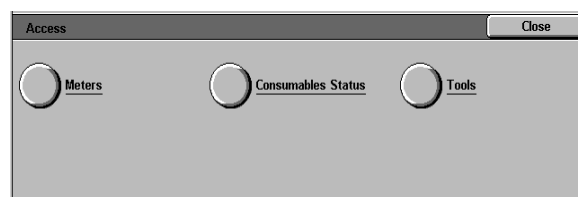


Figure 9: Access screen

3. Tools Mode

Overview

Tools Mode allows the System Administrator to set the default values for a variety of settings.

The Tools screen, illustrated in Figure 1, is displayed when you enter the Tools Mode. From this screen, you can access and change options for the following features:

- Tray Management
- Machine Set-up
- Audio Tones
- Machine Timeouts
- Change Tools Access Number

This chapter helps you enter and exit Tools Mode, and provides information and procedures for each of the features listed above to help you customize the DocuColor 12 Printer.



KEY POINT: Touch the **Close** button on the Tools screen to return to the printer features screen.

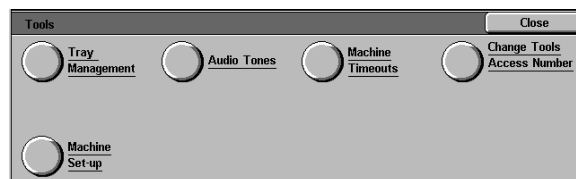


Figure 1: Tools screen

Entering and Exiting Tools Mode

Entering Tools Mode

KEY POINT:



- All previous programming selections are canceled when you press the **Clear All (CA)** button in the Tools Mode.
- The printer will not accept print jobs while in Tools Mode.

3

1 2 3...

1

Press the **Administration** button above the numeric keypad to display the Access screen.

2

Touch the **Tools** button to display the Tools Access Number screen.

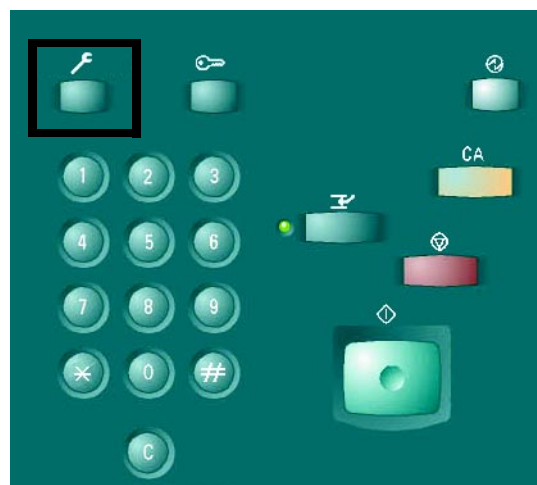


Figure 2: Administration button



Figure 3: Access screen

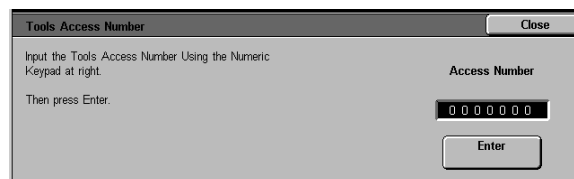


Figure 4: Tools Access Number screen

3

Use the numeric keypad to enter the correct password and touch **Enter** on the Touch Screen.



NOTE: The default password is 11111. Be sure to change the password so that unauthorized individuals do not have access to Tools Mode.

To close the window without entering a password, touch **Close**.

After you have entered the correct password, the Tools screen displays.

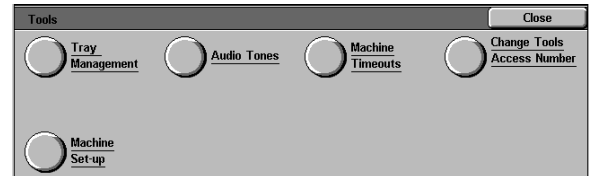


Figure 5: Tools screen

3

Exiting Tools Mode

1 2 3...

To exit the Tools Mode, touch the **Close** button on the Tools screen.



Touch the **Close** button to exit any screen within Tools Mode without making changes and to display the previous screen.

Tray Management

The Tray Management screen displays the Paper Type feature.

Paper Type

The Paper Type screen displays Paper Trays 1, 2, 3 and 4 and the current type of stock (normal or heavyweight) that is in each tray.



NOTE: Do not run heavyweight paper from Paper Tray 1. Use Trays 2, 3 and 4 for paper stock up to 32 lb. (128 gsm). Use Tray 5 for stock up to 140 lb. (250 gsm).

For more information on paper stock, see the *Color Materials Usage Guide* and the *Recommended Materials List*. You can access both documents at the Xerox website (www.xerox.com) by clicking on 'Support.'

3

1 2 3...

1 On the Tools screen, touch the **Tray Management** button to display the Tray Management screen.

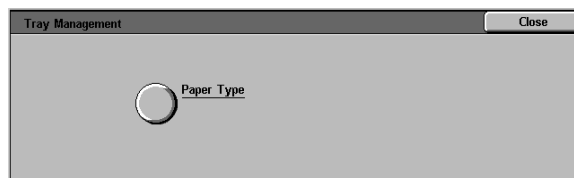


Figure 6: Tray Management screen

2 Touch the **Paper Type** button to display the Paper Type screen.

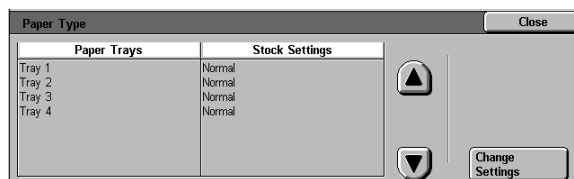


Figure 7: Paper Type screen

3 Review the settings for each tray. Use the up and down arrows to highlight the desired paper tray.

4 Touch the **Change Settings** button to display the detail screen for the tray. A sample detail screen for Trays 2, 3, and 4 is illustrated in Figure 8.



NOTE: You cannot run heavyweight paper from Paper Tray 1. The only option on the Tray 1 detail screen is Normal.

NOTE: The Heavyweight option for Trays 2, 3 or 4 must be selected when running paper above 28 lb. (105 gsm). The heaviest paper that can be run from Trays 2, 3 or 4 is 32 lb. (128 gsm).

For additional information on Normal and Heavyweight papers, see the *Color Materials Usage Guide* and the *Recommended Materials List*. You can access both documents at the Xerox website (www.xerox.com) by clicking on 'Support.'

5 Touch the button for the setting that best describes the paper type for the tray.

6 Touch the **Save** button to save the settings and return to the Paper Type screen.

7 If desired, repeat steps 3 through 6 for another paper tray.

8 Touch the **Close** button to return to the Tray Management screen.

9 Touch the **Close** button to return to the Tools screen.

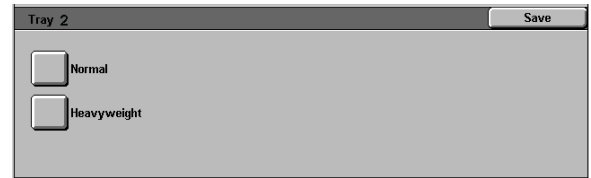


Figure 8: Sample Tray detail screen

Machine Set-up

The Machine Set-up feature enables you to review and change the units, inches or millimeters, that are displayed on the Touch screen.

1 2 3...

- 1 On the Tools screen, touch the **Machine Set-up** button. The Machine Set-up screen is displayed, as illustrated in Figure 9.
- 2 Review the localization setting. Touch the **Change Settings** button to display the Localization screen. See Figure 10.
- 3 Touch the button for inches or millimeters to indicate the desired units to display on the Touch screen.
- 4 Touch the **Save** button to save the settings and return to the Machine Set-up screen.
- 5 Touch the **Close** button to return to the Tools screen.

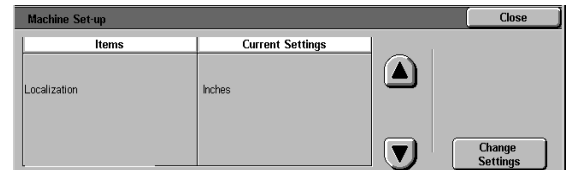


Figure 9: Machine Set-up screen

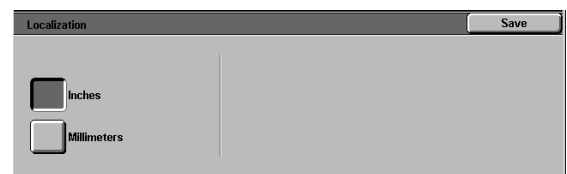


Figure 10: Localization screen

3

Audio Tones

You can change the Audio Tones settings for the following options:

- Selection Tone
- Conflict Tone
- Control Panel Input Tone
- Fault Tone

You can select the Control Panel Input Tone to either the on or off position. For all other options, you can select the tone to off or set its volume to soft, normal or loud.

1 2 3...

- 1 On the Tools screen, touch the **Audio Tones** button to display the Audio Tones screen. See Figure 11.
- 2 Review the settings for each tone. To change a setting, use the up and down arrows to highlight the desired tone and touch the **Change Settings** button to display the detail screen.
- 3 Perform one of the following:
 - For the Control Panel Input Tone, touch **No Tone** or **Tone**. See Figure 12.
 - For the Selection, Conflict, and Fault tones, touch **No Tone**, **Softer**, **Normal**, or **Louder**. See Figure 13.
- 4 Touch the **Save** button to save the settings and return to the Audio Tones screen.
- 5 If desired, repeat steps 2 through 4 for the other tones.
- 6 Touch the **Close** button to return to the Tools screen.

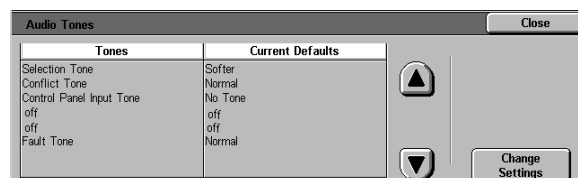


Figure 11: Audio Tones screen

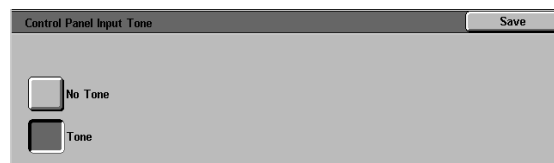


Figure 12: Control Panel Input Tone screen

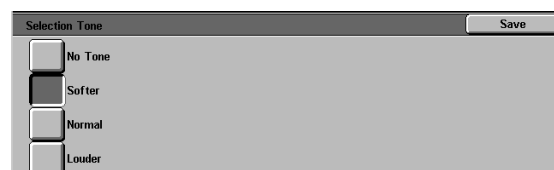


Figure 13: Selection Tone screen

Machine Timeouts

The Machine Timeouts feature allows you to change the length of time the printer waits before entering Power Saver mode, or exiting the Tools mode. You may also disable or enable a timeout option through the Timeouts feature screens.

The machine timeouts and settings are described in Table 1.

Machine Timeout	Description	Setting
Power Saver	This sets the time from the last job until the machine enters power saver mode.	15-240 min.
Tools Mode Timeout	This sets the time from the last selection until Tools Mode is automatically exited.	10-60 min.

Table 1: Machine Timeouts

- 1 On the Tools screen, touch the **Machine Timeouts** button to display the Timeouts screen.
- 2 Review the settings for each tone. To change a setting, use the up and down arrows to highlight the desired item and touch the **Change Settings** button to display the detail screen.
- 3 Perform one of the following:
 - Use the up and down arrows to change the desired time before the machine enters Power Saver mode, or exits Tools mode.
 - In the Tools Mode timeout screen, touch the Timeout Disabled button if you want to prevent the machine from timing out.
- 4 Touch the **Close** button to save the settings and return to the Machine Timeouts screen.
- 5 If desired, repeat steps 2 through 4 for other timeout settings.
- 6 Touch the **Close** button to return to the Tools screen.

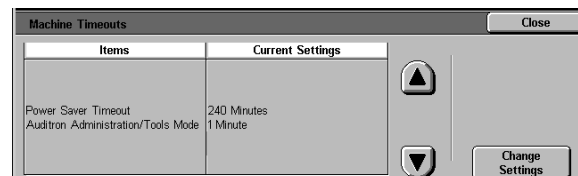


Figure 14: Timeouts screen

Change Tools Access Number

Access numbers (sometimes called passwords) are used to ensure that unauthorized individuals do not have access to System Administration Tools. For maximum security, set your Access Number to a number other than the default (11111), and change it periodically.



KEY POINT: In choosing a new access number, avoid known values such as birthdates or phone numbers, simple combinations, or five repeated numbers.

KEY POINT: If you forget your access number, a Service Technician will be required to reset it to the default setting.

3

1 2 3...

1 On the Tools screen, touch the **Change Tools Access Number** icon to display the Change Tools Access Number screen.

2 Enter a value from the numeric keypad in the New Number box. Touch the **Enter** button.

3 Enter the same number in the Confirm New Number box. Touch the **Enter** button.



NOTE: If you make a mistake in entering a value, touch the **Clear** button, retype the number and touch the **Enter** button again.

4 Touch **Close** to display the Tools screen.

Figure 15: Change Tools Access Number screen

4. Maintenance

Overview

Some areas of the printer require periodic cleaning or supply replacement to keep it operating reliably.

This chapter specifies the areas of the printer that require customer maintenance and provides procedures for maintaining those areas.

Problems that cannot be solved by the operator need to be referred to the Xerox service representative. Use the procedure, "Calling For Service," in this chapter when it becomes necessary to request a service call.

The procedures for ordering the supplies for the printer and a list of the supplies are also included at the end of the chapter.

Cleaning the Touch Screen

Clean the Touch Screen before the warm up cycle at the start of each day. Remove all dust and fingerprints.

1 2 3...

Wipe the Touch Screen with a clean, lint-free cloth.



CAUTION: To avoid damage to the Touch Screen, do not use any Xerox or Xerox Europe cleaner, water, or any commercial cleaner on the Touch Screen or on the hard button Control Panel.



Figure 1: Cleaning the Touch Screen

4

Supply Replacement

Replacing the Dry Ink Cartridge

When a message is displayed to replace a Dry Ink Cartridge, follow the instructions provided here in addition to those on the labels surrounding the cartridges and affixed to the printer.



CAUTION: To prevent dry ink spillage, remove the Dry Ink Cartridge from the printer only when the "Cartridge is Empty" message appears on the Touch Screen.

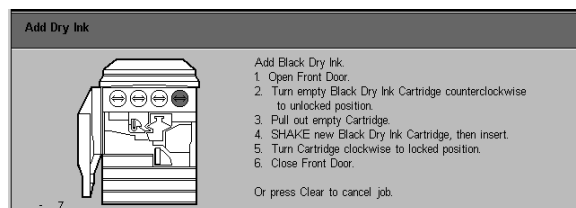


Figure 2: Add Dry Ink message



NOTE: The Dry Ink "Please replace dry ink" message indicates the consumable should be replaced. When this message is displayed, for a general office usually less than 1500 prints can be made prior to replacement. For graphic arts, less than 1000 prints can be made prior to replacement.



NOTE: When a Dry Ink low condition is displayed on the screen, the color that is low will be shown. If additional Dry Ink low conditions occur, a more generic message is displayed on the screen and you will not know which Dry Ink cartridges require replacement. You must access Administration mode and select the consumables button to view the Dry Ink status to verify which Dry Ink cartridges must be replaced.

1 2 3...

- 1 Open the Front Door of the printer and locate the Dry Ink Cartridges. From left to right the Dry Ink Cartridge colors are Cyan, Magenta, Yellow, and Black.
- 2 Place a few sheets of paper on the floor under the Dry Ink Cartridge to catch any dry ink that may spill.

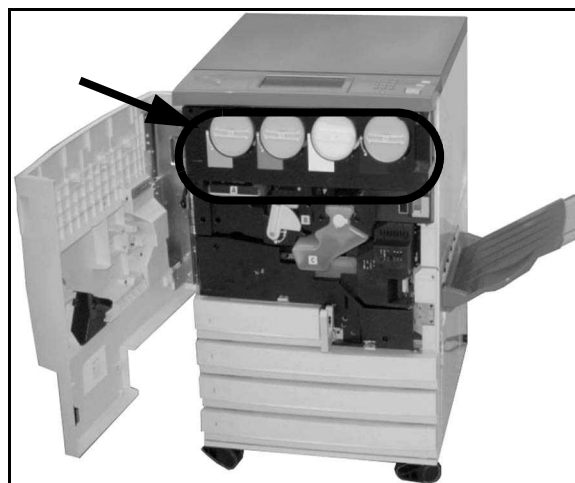


Figure 3: Locating the Dry Ink Cartridge

4

- 3** Remove the empty cartridge by rotating it counterclockwise until the arrow on the cartridge is aligned with the open padlock on the printer.

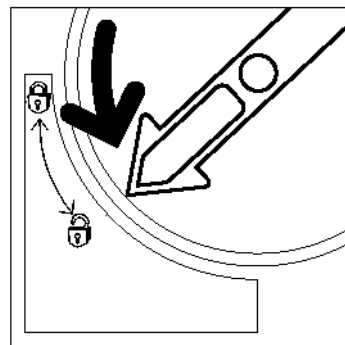


Figure 4: Rotating the Dry Ink Cartridge

- 4** Pull the cartridge completely out of the printer. Dispose of the cartridge according to local regulations.

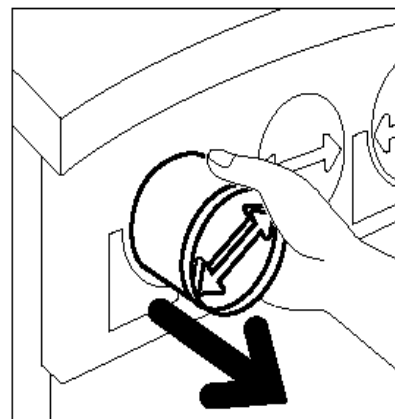


Figure 5: Pulling the Cartridge out of the printer

- 5** Remove the new cartridge from the box.

- 6** Shake the cartridge from side to side.

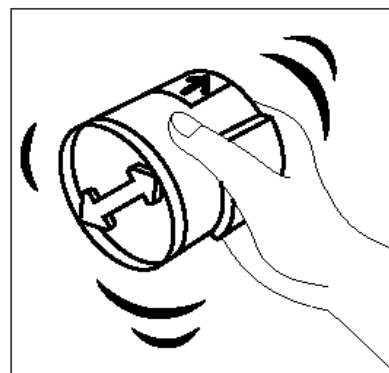


Figure 6: Shaking the Cartridge

- 7 Align the arrow on the cartridge with the raised arrow at the top of the opening, and slide the cartridge into the printer.

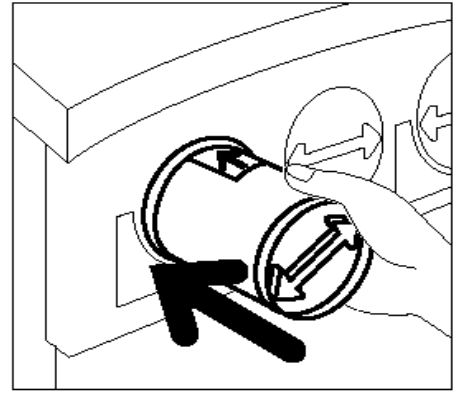


Figure 7: Aligning the Cartridge arrow and sliding the Cartridge into the printer

- 8 Rotate the cartridge clockwise until the arrow on the cartridge is aligned with the closed padlock on the printer and the arrows on the cartridge are horizontal.

- 9 Close the Front Door of the printer.

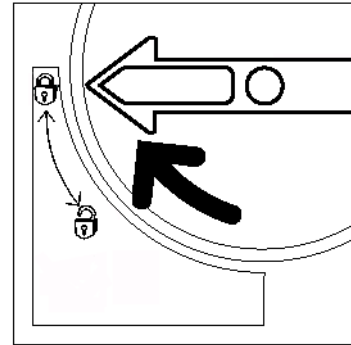


Figure 8: Rotating and securing the Cartridge

- 10 Remove the sheets of paper on the floor under the Dry Ink Cartridge, and dispose of the sheets according to local regulations.



CAUTION: Do not use warm or hot water, or cleaning solvents, to remove dry ink from your skin or clothing. This will set the dry ink and make it difficult to remove. If any dry ink gets on your skin or clothing, use a brush to remove the dry ink, blow it off, or wash it off with cold water and mild soap.



CAUTION: If more than one Dry Ink Cartridge needs to be replaced at the same time, be careful to place the new cartridges in their correct color locations.

Replacing the Dry Ink Waste Container

When a message is displayed to replace a Dry Ink Waste Container, follow the instructions provided on this page in addition to those on the labels surrounding the Dry Ink Waste Container and affixed to the printer.



CAUTION: To prevent spilling dry ink, remove the Dry Ink Waste Container only when the "Dry Ink Waste Container is Full" message appears on the Touch Screen.

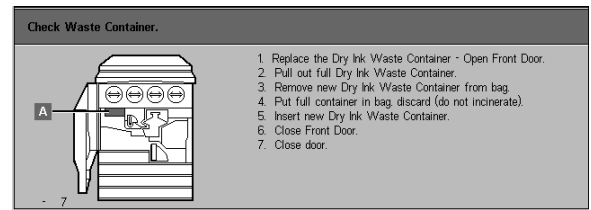
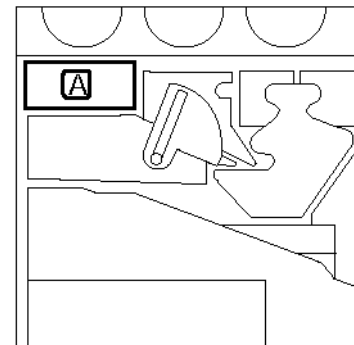


Figure 9: Dry Ink Waste Container message

1 2 3...

- 1 Open the Front Door of the printer.
- 2 Place a few sheets of paper on the floor under the Dry Ink Waste Container to catch any dry ink that may spill.
- 3 Locate the Waste Container (area A in Figure 10) in the upper left area of the printer.



4

Figure 10: Locating the Dry Ink Waste Container

- 4** Grasp the Dry Ink Waste Container with your right hand, and pull the Dry Ink Waste Container completely out of the printer.

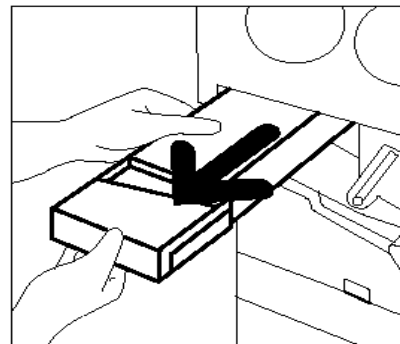


Figure 11: Removing the Dry Ink Waste Container

- 5** Place the Dry Ink Waste Container in a plastic bag, and dispose of the used container according to local regulations.

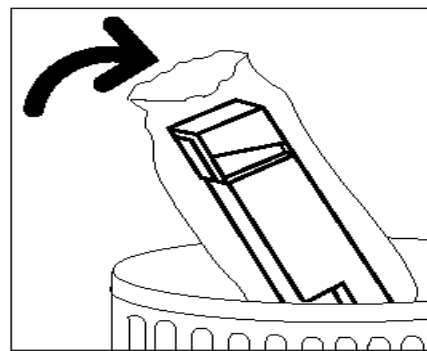


Figure 12: Disposing of the Dry Ink Waste Container

- 6** Remove the new Dry Ink Waste Container from the box and bag.

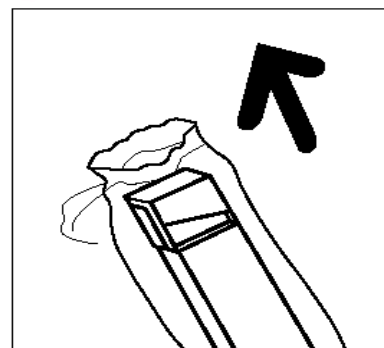


Figure 13: Removing the new Dry Ink Waste Container from the bag

- 7 Align the new Dry Ink Waste Container with the arrow on the printer, and slide the Dry Ink Waste Container into the printer.
- 8 Close the Front Door of the printer.
- 9 Remove the sheets of paper on the floor under the Dry Ink Waste Container, and dispose of the sheets according to local regulations.



CAUTION: Do not use warm or hot water, or cleaning solvents, to remove dry ink from your skin or clothing. This will set the dry ink and make it difficult to remove. If any dry ink gets on your skin or clothing, use a brush to remove the dry ink, blow it off, or wash it off with cold water and mild soap.

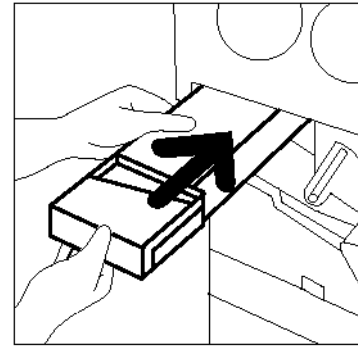


Figure 14: Inserting the new Dry Ink Waste Container

Replacing the Developer Waste Container

When a message is displayed to replace a Developer Waste Container, also known as the Trickle Bottle, follow the instructions provided on this page in addition to those on the labels surrounding the Developer Waste Container and affixed to the printer.



CAUTION: To prevent developer spillage, remove the Developer Waste Container only when the "Developer Waste Container is Full" message appears on the Touch Screen.

1 2 3...

- 1 Open the Front Door of the printer.
- 2 Place a few sheets of paper on the floor under the Developer Waste Container to catch any developer that may spill.
- 3 Locate the Developer Waste container (area C in Figure 15).

4

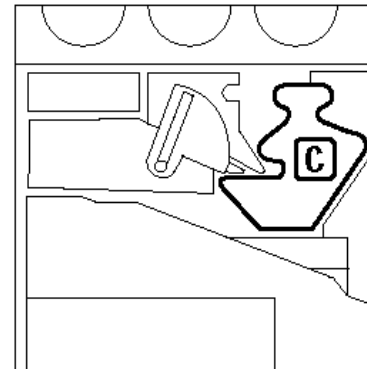


Figure 15: Locating the Developer Waste Container

- 4** Grasp the Developer Waste Container with your right hand. Pull the Developer Waste Container completely out of the printer.

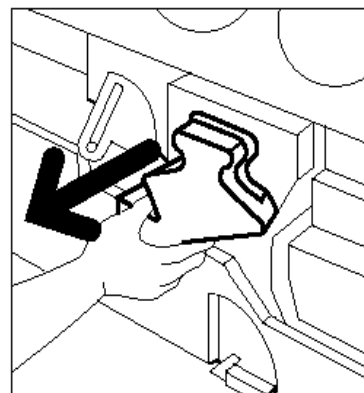


Figure 16: Removing the Developer Waste Container

- 5** Remove the gold cap from the front of the full Developer Waste Container.

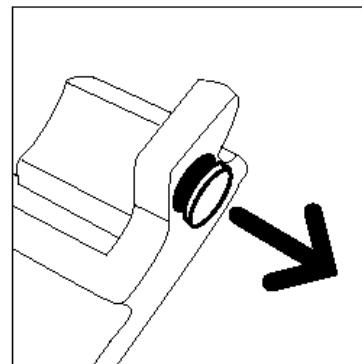


Figure 17: Removing the cap

- 6** Securely push the gold cap over the opening on the back of the waste container, to prevent developer beads from spilling out.

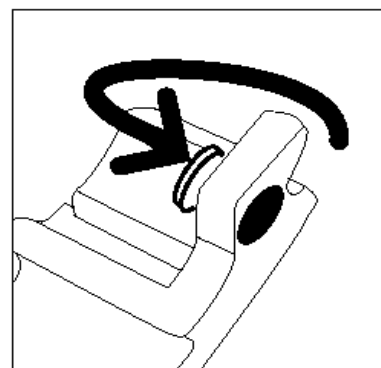


Figure 18: Placing the cap on the waste container

- 7** Place the full Developer Waste Container in a plastic bag, and dispose of it according to local regulations.

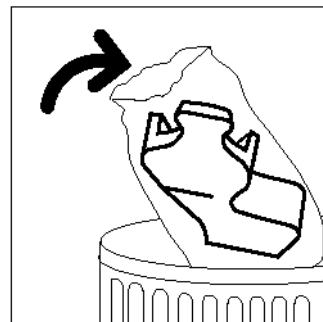


Figure 19: Disposing of the Developer Waste Container

- 8** Remove the new Developer Ink Waste Container from the box and bag.

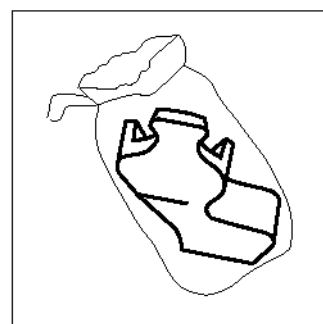


Figure 20: Removing the new container from the bag

- 9** Align the new Developer Waste Container with the arrow on the printer, then slide the Developer Waste Container into the printer.

- 10** Close the Front Door of the printer.

- 11** Remove the sheets of paper on the floor under the Developer Waste Container and dispose of the sheets according to local regulations.

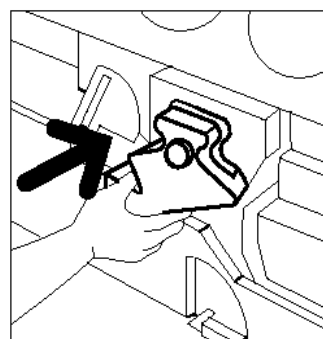


Figure 21: Inserting the new Developer Waste Container

Replacing the Copy/Print Cartridge

When a message is displayed to replace a Copy/Print Cartridge, follow the instructions provided on this page in addition to those on the labels surrounding the Copy/Print Cartridge and affixed to the printer.



CAUTION: To prevent any damage to the new Copy/Print Cartridge, remove the Copy/Print Cartridge only when the “Replace the Copy/Print Cartridge” message appears on the Touch Screen, or when instructed by Xerox Personnel.

CAUTION: Do not pull out the Dry Ink Waste Container when the Copy/Print Cartridge has been pulled out. Damage to the Copy/Print Cartridge may occur.

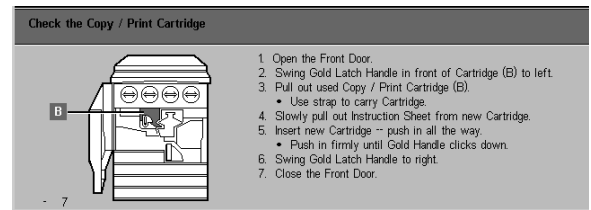


Figure 22: Replace the Copy/Print Cartridge message

1 2 3...

- 1 Open the Front Door of the printer.
- 2 Rotate the Copy/Print Cartridge gold latch release (area B) counterclockwise to its unlocked position.



NOTE: The “B” pictured on the release in Figure 23 is actually on the cartridge.

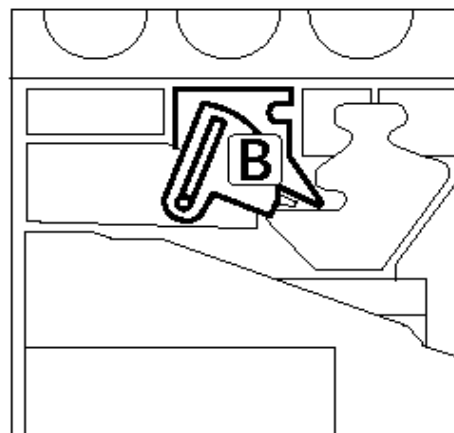


Figure 23: The gold latch release (B)

4

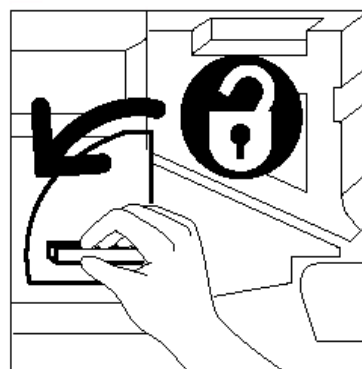


Figure 24: Unlocking the Copy/Print Cartridge

- 3 Grasp the Copy/Print Cartridge gold handle release with your right hand and push up to release the latch. Pull the cartridge out slowly until the strap on top of the Copy/Print Cartridge is visible.
- 4 Grasp the strap with your left hand and remove the cartridge completely out of the printer. Set the Copy/Print Cartridge aside.

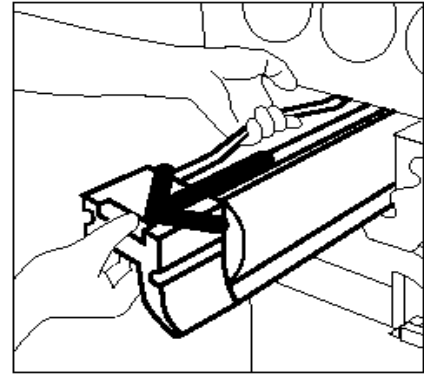


Figure 25: Removing the Copy/Print Cartridge and grasping the Strap

- 5 Remove the new Copy/Print Cartridge from the box.
- 6 Grab the tab on the Protective Instruction Sheet and pull the sheet out slowly counterclockwise from the Copy/Print Cartridge.

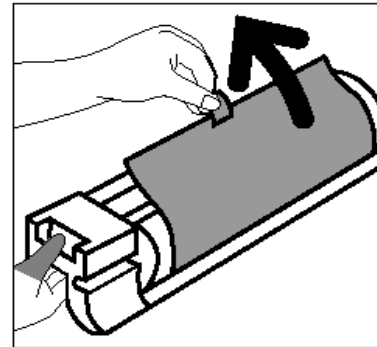


Figure 26: Removing the Protective Instruction Sheet from the Cartridge



CAUTION: To prevent any damage to the new Copy/Print Cartridge, ensure the cartridge alignment is correct before sliding it into the printer.

- 7 Align the new Copy/Print Cartridge with the arrow on the printer, then slide the new Copy/Print Cartridge into the printer.

- 8 Push the new Copy/Print Cartridge in very firmly until the gold handle clicks down.

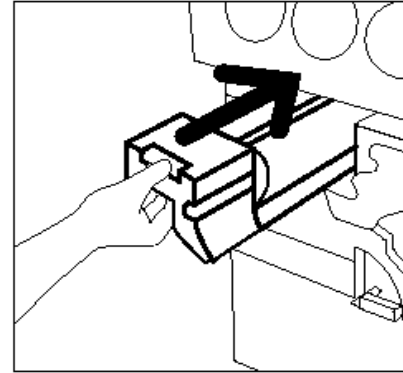


Figure 27: Inserting the new Copy/Print Cartridge

- 9 Rotate the Copy/Print Cartridge gold latch release clockwise to its locked position.

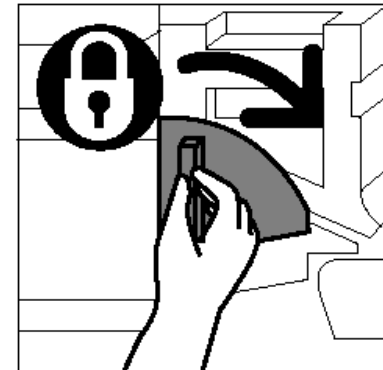


Figure 28: Locking the Copy/Print Cartridge

- 10 Close the Front Door of the printer.
- 11 Place the old Copy/Print Cartridge in the box that contained the new cartridge and return it to Xerox according to the instructions on the box.

Replacing the Fuser Oil Cartridge

When a message is displayed to replace the Fuser Oil, follow the instructions provided on this page in addition to those on the labels surrounding the Fuser Oil area and affixed to the printer.



WARNING: The fuser can be very hot. To avoid personal injury, do not touch any component other than those indicated in the following procedure.



CAUTION: Fuser oil can be slippery. If any fuser oil is spilled on the floor, thoroughly clean the area.



WARNING: Do not place the fuser oil cartridge on the printer. If any fuser oil is spilled on the printer, thoroughly clean it.

WARNING: Fuser oil may cause irritation to your eyes. Thoroughly wash your hands with soap and water after handling the fuser oil cartridge.

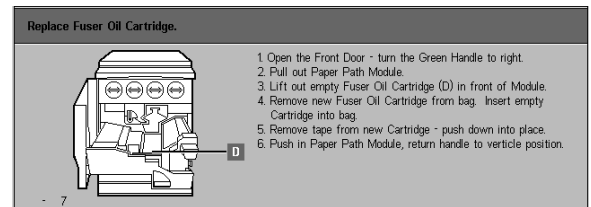


Figure 29: Check the Fuser Oil message

1 2 3...

- 1 Open the Front Door of the printer.
- 2 Place a few sheets of paper on the floor to catch any fuser oil that may spill.
- 3 Rotate the green handle clockwise, to the down position.

4

- 4** Grasp the Paper Path Module and firmly pull the module out of the printer until it is fully open.

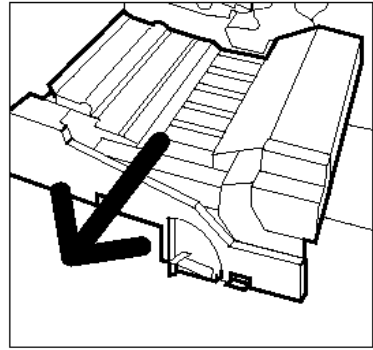


Figure 30: Pulling out the Paper Path Module

- 5** Locate the Fuser Oil Cartridge in the front of the Paper Path Module (area D).
- 6** Lift the Fuser Oil Cartridge straight up off the module. Hold it steady in this position until any excess oil has dripped off the cartridge and into the fuser oil reservoir. Hold a sheet of paper under the bottle nozzle to catch any drips while removing the cartridge from the machine.

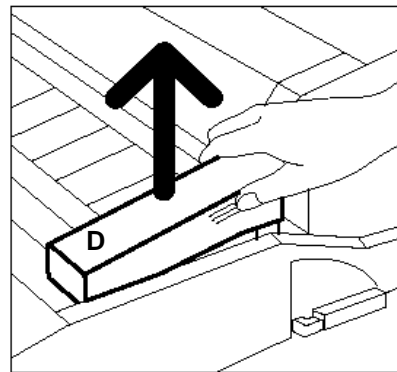


Figure 31: Removing the old Fuser Oil Cartridge (D)



WARNING: Do not place the fuser oil cartridge on the printer. If any fuser oil is spilled on the printer, thoroughly clean it.

- 7 Place the old cartridge in a plastic bag, and dispose of it according to local regulations.

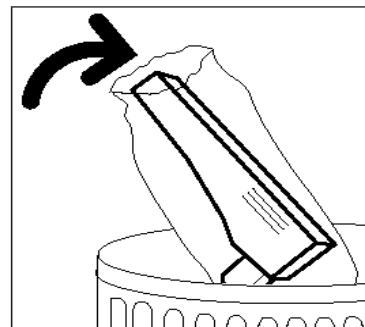


Figure 32: Disposing of the old cartridge

- 8 Remove the new cartridge from the box and bag.

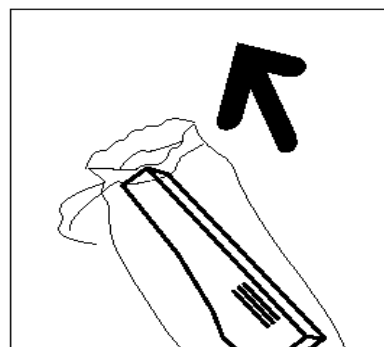


Figure 33: Removing the new cartridge from the box and bag

- 9** Remove the cap at the end of the Fuser Oil Cartridge.

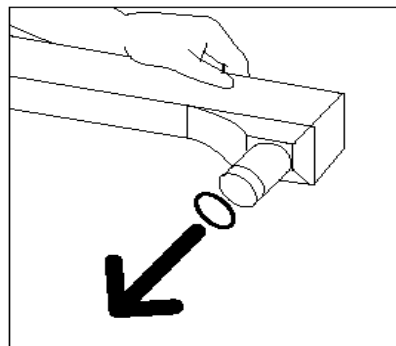


Figure 34: Removing the Fuser Oil Cartridge Cap

- 10** Align the cartridge in the proper position on the Paper Path Module. Press it carefully into place.

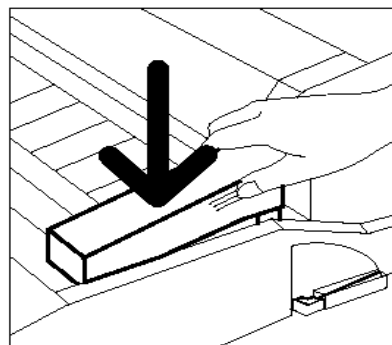


Figure 35: Installing the Fuser Oil Cartridge

- 11** Grasp the Paper Path Module and firmly push the module into the printer.

12 Rotate the Paper Path Module Handle counterclockwise, to the up position, until it is in a locked position.

13 Close the Front Door of the printer.

14 Remove the sheets of paper on the floor under the Paper Path Module and dispose of the sheets according to local regulations.



CAUTION: Fuser oil can be slippery. If any fuser oil has been spilled on the floor, thoroughly clean the area.



WARNING: Do not place the fuser oil cartridge on the printer. If any fuser oil is spilled on the printer, thoroughly clean it.

WARNING: Fuser oil may cause irritation to your eyes. Thoroughly wash your hands with soap and water after handling the fuser oil cartridge.

Replacing the Cleaning Web

When a message is displayed to replace the Cleaning Web, follow the instructions provided on this page in addition to those on the labels near the Cleaning Web affixed to the printer.

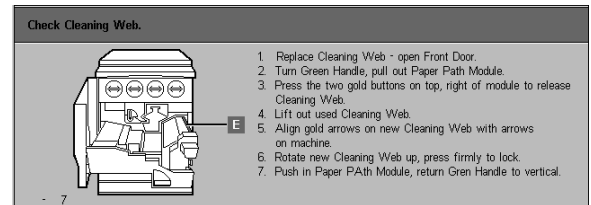


Figure 36: Check the Cleaning Web message



WARNING: The fuser can be very hot. To avoid personal injury, do not touch any components other than those indicated in the following procedure.

1 2 3...

- 1 Open the Front Door of the printer.
- 2 Rotate the Green Paper Path Module Handle clockwise, to the down position.
- 3 Pull the Paper Path Module out of the printer until it is fully extended.

4

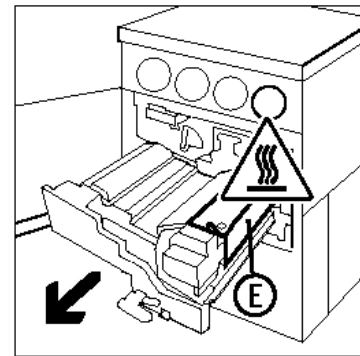


Figure 37: Pulling out the Paper Path Module



WARNING: The fuser can be very hot. To avoid personal injury, wait at least 20 minutes before performing the next step to allow the fuser to cool. Do not touch any component other than those indicated in the following procedure.

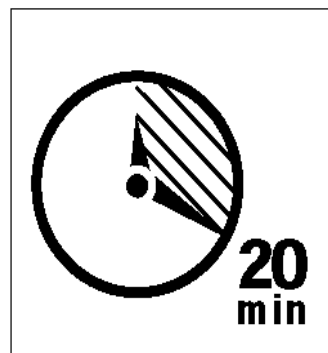


Figure 38: Allow the fuser to cool

- 4 Press down on the Front and Rear Release buttons on the top of the fuser assembly, to unlatch the Cleaning Web (area E). The web opens to the right of the Paper Path Module.

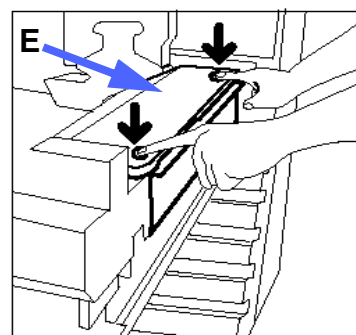


Figure 39: Unlatching the Cleaning Web

- 5 Gently push down on the Cleaning Web (E) and pull it toward the right to remove the web from the printer.
- 6 Place the Cleaning Web in a bag and dispose of the web according to local regulations.

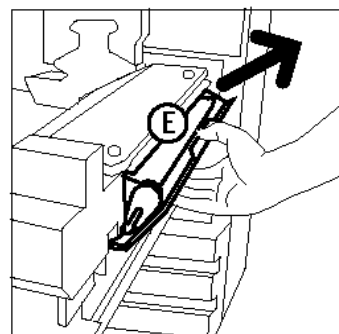


Figure 40: Removing the Cleaning Web

7 Remove the new Cleaning Web from the box.

8 Align the front and rear arrows of the new Cleaning Web with the front and rear arrows on the right side of the fuser.

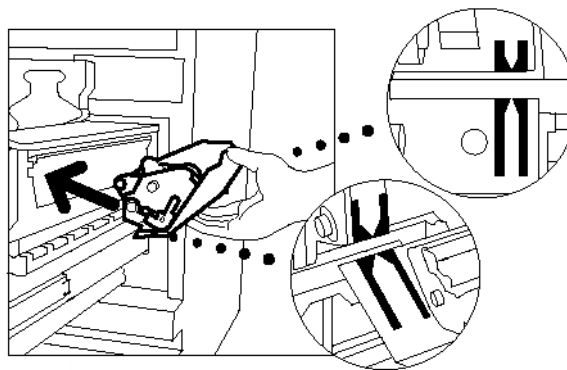


Figure 41: Aligning the new Cleaning Web

9 Rest the Cleaning Web on the black brackets and gently push the top of the new Cleaning Web into place. The Cleaning Web is in position when it stops. Press firmly to ensure that it latches.

CAUTION: Do not force the new Cleaning Web into the fuser, or you may damage the Cleaning Web.

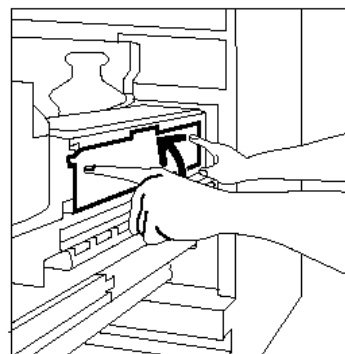


Figure 42: Replacing the new Cleaning Web

10 Grasp the Paper Path Module and push the module into the printer.

11 Rotate the Paper Path Module handle counterclockwise, to the up position, until it is in a locked position.

12 Close the Front Door of the printer.

Calling for Service

There may be times when you will not be able to correct a printer problem. When this happens, you should call for service.

Follow the instructions below before calling for service.

1 2 3...

- 1 Be prepared to provide a complete description of the problem to the service operator. Defining the printer problem accurately may help you and the operator solve the problem over the phone and minimize printer downtime. If the problem cannot be solved by telephone, a service representative will be dispatched to your printer promptly.
- 2 Before you attempt to clear a fault condition, record the fault code in the lower left-hand corner of the touch screen.



NOTE: The fault code will disappear after you have attempted to clear the fault.

- 3 Record the displayed Fault Codes.

4

- 4 Record the Machine Serial Number from the label on the inside lower left cover of the printer.
- 5 If print quality is a problem, take a print sample to the telephone with you to help you describe the problem or to assist you when answering the questions from the service operator about the defects.
- 6 If possible, use a phone near the printer to call the Service Telephone Number. Follow the instructions provided by the operator.
- 7 For applications support, user help, and service support, call the appropriate number:

USA: 1-800-821-2797(Full Service
Maintenance Agreement customers)

USA: 1-800-828-5581 (Time and Materials
customers)

Canada: 1-800-939-3769

Europe: _____

Latin America: _____

The Xerox Web address is:

<http://www.xerox.com>

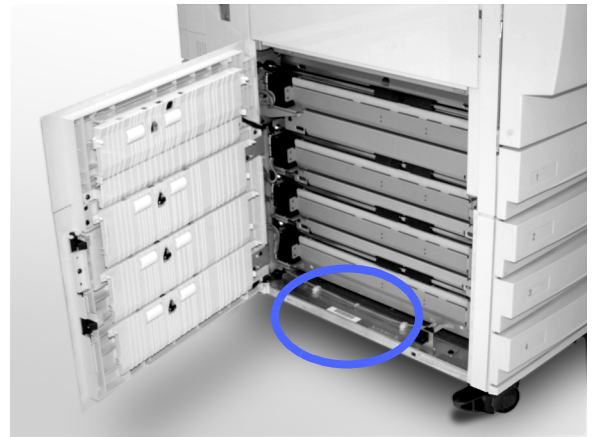


Figure 43: Machine Serial Number location

Ordering Customer Replacement Units

Ensure that you have sufficient quantities of replacement supplies so that they are available when needed. Depending on your service contract, locate on the list below the appropriate telephone number and call that number for consumable supplies.

- If you have a Time and Materials service contract, call the following number for dry ink waste containers, developer waste containers, cleaning webs, and copy/print cartridges:
 - USA: 1-800-828-5581
- If you have an Full Service Maintenance Agreement service contract, call the following number for dry ink waste containers, developer waste containers, cleaning webs, and copy/print cartridges:
 - USA: 1-800-821-2797

- For all other supplies, such as dry ink, and regardless of the type of service contract you have, call:
 - USA: 1-800-822-2200
 - Canada (English): 1-800-668-0199
 - Canada (French): 1-800-668-0133
 - Europe: _____
 - Latin America: _____

Give the representative the following information:

- Your Xerox Customer Number (in the format X-XXX-XXX-XXXX)

- Your Model Number:

DocuColor 12 Printer

S/N _____

DocuColor 12 Printer with External Digital Front End (DFE) (eg. X12, XP12)

S/N _____

- Item description
- Quantities of items required

Supplies to keep on hand

Refer to the following table for a list of the supplies you should keep on hand and the part numbers for each item.

Quantities for each supply item are listed in parentheses after the appropriate part number.

Supply Items	USA	Xerox Canada	Xerox Europe
Lens and Mirror Cleaner	43P81 (1)	43P81 (1)	8R90178 (1)
Lint Free Cloth	19P3025 (1)	19P3025 (1)	19P3025 (1)
Film Remover	43P45 (1)	43P45 (1)	8R90176 (2)
Dry Ink, Black	6R945 (4)	6R945 (4)	6R90280 (4)
Dry Ink, Cyan	6R946 (4)	6R946 (4)	6R90281 (4)
Dry Ink, Magenta	6R947 (4)	6R947 (4)	6R90282 (4)
Dry Ink, Yellow	6R948 (4)	6R948 (4)	6R90283 (4)
Fuser Oil Cartridge	8R7975 (1)	8R7975 (1)	8R7982 (1)
Dry Ink Waste Container	8R7976 (1)	8R7976 (1)	8R7983 (1)
Developer Waste Container	8R7977 (1)	8R7977 (1)	8R7984 (1)
Cleaning Web	8R7980 (1)	8R7980 (1)	8R7985 (1)
Copy/Print Cartridge (FSMA)	13R557 (1)	13R557 (1)	13R559 (1)
Copy/Print Cartridge (T&M)	13R558 (1)	13R558 (1)	13R560 (1)

Recommended Papers and Transparencies

For general information, refer to the *Color Materials Usage Guide*.

For additional specific information regarding materials that have been tested and approved for use in the DocuColor 12 Printer, refer to the *Recommended Materials List*. This list is available on the Xerox web site (www.xerox.com) and will be updated periodically. Contact your Xerox representative for additional details.

Replacement Manuals (USA market only)

To order a replacement *DocuColor 12 Printer User Guide*, or *System Administration Guide*, call the Xerox Customer Parts & Product Support Center at the following number:

1-800-828-5881 (USA only)

Be prepared to provide your Customer Order Number and the Serial Number of your printer.

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