

# **DOCUCOLOR 12 DOCUMENT CENTRE COLORSERIES 50**

## **IN-LINE STAPLER FINISHER USER GUIDE**



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**XEROX**

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# ***Safety notes***

The Xerox In-line Stapler Finisher 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 equipment.

## ***Electrical safety***

Do not attempt to override any electrical or mechanical interlock devices.



**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.
- A wall panel circuit breaker, fuse, or other safety device has been tripped.
- Liquid is spilled into the In-line Stapler Finisher.
- The machine is exposed to water.
- Any part of the machine is damaged.

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## ***Maintenance safety***

Do not attempt any maintenance procedure that is not specifically described in the documentation that is supplied with your In-line Stapler Finisher.

Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance of the In-line Stapler Finisher, and could create a dangerous condition.

Use the supplies and cleaning materials only as directed in the *DocuColor 12 System Administration Guide* or *Document Centre ColorSeries 50 System Administration Guide*. 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 this guide or one of the copier/printer manuals.

Follow all warnings and instructions that are marked on, or supplied with, the machine.

Refer to the Safety Notes in the copier/printer user guide for proper placement of the equipment.



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.

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# Overview



**Figure 1: Xerox DocuColor 12 with a Finisher/Mailbox**

The In-line Stapler Finisher is an optional accessory for the Xerox DocuColor 12 and Document Centre ColorSeries 50 copier/printers. It attaches to the right side of the copier/printer, as shown in Figure 1. The In-line Stapler Finisher will be referred to as the Finisher in the remainder of this guide.

The Finisher provides stapling capability for print jobs. It can staple from 2 to 50 sheets of a single paper size or selected mixed paper sizes. It offers both single and dual stapling choices. Stapling options are selected from the printer properties window of the application used to print the job. All stapled sets are delivered to the Finisher Output Tray. The Finisher Output Tray offsets the output for easy retrieval.

In addition to the Finisher Output Tray, the Finisher has 10 top bins and a Center Output Tray. The accessibility of the bins and trays depends on how the Finisher has been configured, the mode of operation, and the options selected for the job.

At installation, the Finisher is configured as either a Finisher/Mailbox or a Finisher/Sorter. This configuration determines how the 10 top bins function. The stapling option is available with either configuration. You must contact your Xerox Service Representative to switch between the Finisher/Mailbox and Finisher/Sorter configurations.

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## ***Finisher/Mailbox configuration***

When the Finisher is configured as a Finisher/Mailbox, the top 10 bins are designated as mailbox bins for print jobs. Unstapled print jobs can be directed to any one of these bins or to either of the output trays. Stapled print jobs must be sent to the Finisher Output Tray.

All copy jobs from the Finisher/Mailbox configuration are directed to the Center Output Tray. The mailbox bins and the Finisher Output Tray are not available for copy jobs.

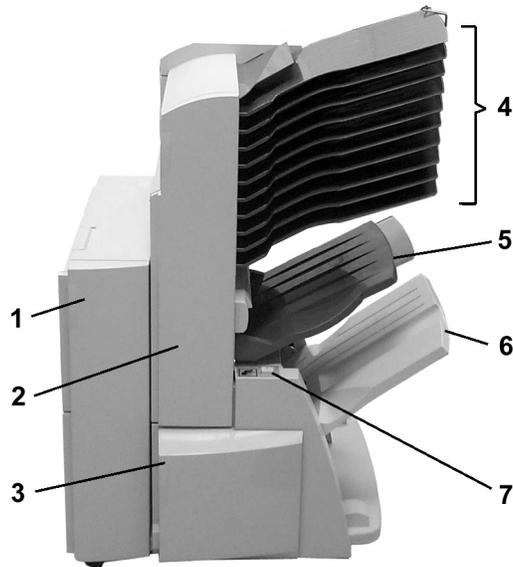
## ***Finisher/Sorter configuration***

When the Finisher is configured as a Finisher/Sorter, the top 10 bins are designated as sorter bins for copy jobs. These bins can be used for both collated and uncollated copy jobs. Uncollated copy jobs can also be directed to the Center Output Tray.

Unstapled print jobs can be sent to the Center Output Tray. The Finisher Output Tray can accept both stapled and unstapled print jobs. The sorter bins are not available for print jobs.

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# Components



**Figure 2: Finisher Components**

- 1 Left Door** - Open to clear jams in Areas 5 and 6.
- 2 Right Door** - Open to clear jams in Areas 7 and 8. The top edge of the Right Door is also used to grasp the Finisher when separating the Finisher from the copier/printer for jam clearance.
- 3 Finisher Front Door** - Open to access the stapler area for staple jams and staple refills.
- 4 Finisher Mailbox/Sorter Bins** - When the Finisher is configured as a Finisher/Mailbox, printed jobs can be directed to any of the 10 mailboxes. When the Finisher is configured as a Finisher/Sorter, up to 10 copied sets can be sorted to these bins. Each bin holds a maximum of 100 sheets.
- 5 Center Output Tray (Top Tray)** - Uncollated output from copy and print jobs will be delivered to this tray. When the Finisher is unavailable, printed jobs will default to this tray. The Center Output Tray holds a maximum of 300 sheets.
- 6 Finisher Output Tray** - Stapled and unstapled print jobs will be offset in this tray. The Finisher Output Tray holds a maximum of 1000 sheets. This capacity varies depending on paper size.
- 7 Pause/Resume button** - To ease unloading, press to pause output. Wait for the machine to stop before unloading. This will ensure that your stapled sets are complete. Press the button again to immediately resume printing or printing will resume automatically after the one-minute timeout period.

---

# ***Enabling the Finisher options***

Once the Finisher printer driver has been installed on your workstation, you will need to enable the Finisher options. The procedure for doing so varies by operating system. Follow the instructions for the operating system you are running.

**NOTE:** *The procedures in this section apply to the Document Centre ColorSeries 50 copier/printer only. To enable the Finisher options on the DocuColor 12 copier/printer, refer to the product manual supplied by the manufacturer of the Digital Front End connected to your DocuColor 12. The minimum software levels for the Splash and Fiery Digital Front Ends are as follows:*

*To support the IOT finisher functionality, the Splash G610 system software must be at a minimum of version 2.0.*

*To support the IOT finisher functionality, the Fiery XP12 and X12 system software must be at a minimum of version 1.1.*

## ***Windows 2000***

- 1 From the Start menu, select **Settings > Printers > Xerox Document Centre CS 50 PS**.
- 2 From the File menu, select **Properties**.
- 3 Select the **Device Settings** tab.
- 4 Under Installable Options, select **Output Tray** to display a drop-down options menu.
- 5 Select **Finisher Output Tray + Mailbox**.
- 6 Select **OK** to complete the installation.

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## ***Windows 95/98***

- 1 From the Start menu, select **Settings > Printers > Xerox Document Centre CS 50 PS**.
- 2 From the File menu, select **Properties**.
- 3 Select the **Device Options** tab.
- 4 Under Installable options, select **Output Tray**.
- 5 In the Change setting for box, select **Finisher Output Tray + Mailbox**.
- 6 Select **OK** to complete the installation.

## ***Windows NT 4.0***

- 1 From the Start menu, select **Settings > Printers > Xerox Document Centre CS 50 PS**.
- 2 From the File menu, select **Properties**.
- 3 Select the **Device Settings** tab.
- 4 Under Installable Options, select **Output Tray**.
- 5 From the Change 'Output Tray' Setting box, select **Finisher Output Tray + Mailbox**.
- 6 Select **OK** to complete the installation.

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## **Mac OS 7.6 and above**

- 1 From the Apple menu, select **Chooser**.
- 2 In the Chooser, select **AdobePS**.
- 3 In the Select a PostScript Printer dialog box, highlight the name of the desired printer and select **Setup**.
  - If a PostScript Printer Description file has not already been associated with the printer, the Select a PostScript Printer Description File window is displayed.
  - If a PostScript Printer Description file has already been associated with the printer, go to step 6.
- 4 Browse until you find:
  - xrdccs50.ppd Xerox Document Centre CS50 PS
- 5 Highlight the file and click **Select**.
- 6 In the Chooser, select **Setup** to display a list of options.
- 7 Select **Configure**.
- 8 At the Output Tray option, select **Finisher Output Tray + Mailbox** and click **OK**.
- 9 Click **OK** to complete the installation and then close the Chooser.

# Using the Finisher

The Finisher can staple from 2 to 50 sheets (50-sheet maximum applies to up to 24 lb/90 gsm paper). You can staple both portrait and landscape documents with single or dual staples. Output to the Finisher Output Tray is delivered face down.

- Jobs containing more than 50 sheets will not be stapled.
- Paper Tray 5 cannot be selected as the paper source for a stapled job.

Refer to the “Technical data” section of this guide for complete stapling specifications.

**NOTE:** *The procedures in this section apply to the Document Centre ColorSeries 50 copier/printer only. To use the Finisher options on the DocuColor 12 copier/printer, refer to the product manual supplied by the manufacturer of the Digital Front End connected to your DocuColor 12.*

## Stapling options

Stapling options are selected from your printer driver and depend on the paper size selected. The table below shows the typical stapling options along with an example of the finished output for 8.5 x 11 or A4 paper.

Printer driver selection	Finished example
1 Staple Portrait	
1 Staple Landscape	 8.5 x 11  A4
2 Staples Portrait, Long Edge	
2 Staples Landscape, Long Edge	
2 Staples Portrait, Short Edge	
2 Staples Landscape, Short Edge	

**Table 1: Stapling options**

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## ***Resolving stapling conflicts***

If a staple option is not compatible with the print settings you have selected in the printer driver, a caution symbol will appear next to the staple option. If you select an item with a caution symbol next to it, a dialog box containing details about the conflict will open. You can either go back to the print settings and make the appropriate changes or you can ignore the conflict. If you ignore the conflict, your job may print without staples.

**NOTE:** For Mac OS, staple options that are not compatible with your print settings are dimmed. No conflict resolution dialog box is available. To determine the conflict, you will need to review your print settings.

The majority of staple conflicts can be resolved by changing the current paper or duplex setting in your printer driver. Below are some helpful hints for resolving stapling conflicts.

### **HELPFUL HINTS:**

- If you are printing a portrait document (as determined in the page setup dialog box of the application you are using), you must choose a portrait stapling option.
- If you are printing a landscape document (as determined in the page setup dialog box of the application you are using), you must choose a landscape stapling option.
- The paper selection shown in the printer driver must be the same as the paper selection of the first page of your document.

**NOTE:** Some applications have a page setup command that automatically changes the paper selection in the printer driver, while other applications do not. When the application does not change the paper selection, you must change it manually in the printer driver.

- If a paper can be fed both long edge and short edge, the printer driver will contain two separate paper selections. The selection for the long edge feed will indicate just the paper size (e.g., Letter). The selection for the short feed will be followed by SEF (e.g., Letter SEF).
- For dual stapling, ensure that the staple edge and paper feed edge are the same. For example, if you are stapling on the long edge, the paper must be fed long edge. If you are stapling on the short edge, the paper must be fed short edge.
- For dual stapling with duplex, the staple edge and duplex edge must be the same (i.e., long edge/long edge; short edge/short edge). If the printer driver shows a conflict between the staple option and the duplex option, select the other duplex option. For example, to resolve a conflict between 2 Staples Landscape, Short Edge and duplex long edge, choose duplex short edge.

## Stapling mixed size documents

Documents containing different page sizes can be stapled if:

- all of the sizes in the document are supported by the Finisher
- the feed edge (front to rear) of each paper is the same length.

The Finisher accepts the following mixed media sizes:

A4 LEF with A3 SEF

B5 LEF with B4 SEF

8.5 x 11 LEF with 11 x 17 SEF

8.5 x 11 SEF with 8.5 x 13 SEF and 8.5 x 14 SEF

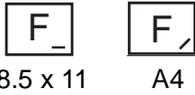
If a print job includes incompatible paper sizes, it will be delivered unstapled to the Center Output Tray.

## Rotate Page

The Rotate Page option allows you to rotate an image 180 degrees. This option is located in the same drop-down list box as the Staple option. The following are some examples of when you might use this option:

- The application you are using may be rotating the image. Use Rotate Page to reverse the rotation.
- Your stapling job requires an unconventional staple placement.

The table below shows the output for the staple options with Rotate Page for 8.5 x 11 or A4 paper.

Printer driver selection	Finished example
1 Staple Portrait	
1 Staple Landscape	 8.5 x 11      A4
2 Staples Portrait, Long Edge	
2 Staples Landscape, Long Edge	
2 Staples Portrait, Short Edge	
2 Staples Landscape, Short Edge	

**Table 2: Stapling options with Rotate Page**

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## ***Printing procedures***

When you are ready to print your job, follow the procedure for your operating system. The steps shown may vary depending on the application you are using.

**NOTE:** *The procedures in this section apply to the Document Centre ColorSeries 50 copier/printer. For the DocuColor 12 copier/printer, refer to the product manual supplied by the manufacturer of the Digital Front End connected to your DocuColor 12.*

### ***From Windows 2000***

- 1 Open your document.
- 2 From the File menu, select **Print**.
- 3 In the Select Printer box, select your printer name.
- 4 From the Layout and Paper Quality tabs, select the desired print settings.
- 5 From either the Layout or Paper Quality tab, click on the **Advanced** button.
- 6 Click on **Document Options**.
- 7 Click on **Staple**.
- 8 In the Staple drop-down list box, select the desired staple option.
- 9 Click **OK** to return to the Print dialog box.
- 10 Click **Print** to print your job.

---

## ***From Windows 95/98***

- 1 Open your document.
- 2 From the File menu, select **Print**.
- 3 In the Print dialog box, select your printer name from the Name drop-down list box.
- 4 Click the **Properties** button.
- 5 In the Properties dialog box, select the desired print settings.
- 6 Click the **Device Options** tab.
- 7 In the Printer features box, select **Staple**.
- 8 In the Change setting for drop-down list box, select the desired staple option.
- 9 Click **OK** to return to the Print dialog box.
- 10 Click **OK** to print your job.

## ***From Windows NT 4.0***

- 1 Open your document.
- 2 From the File menu, select **Print**.
- 3 In the Print dialog box, select your printer name from the Name drop-down list box.
- 4 Click the **Properties** button.
- 5 In the Properties dialog box, select the desired print settings.
- 6 Click on the **Advanced** tab.
- 7 Click on **Document Options**.
- 8 Click on **Staple**.
- 9 From the Change 'Staple' Setting menu, select the desired staple option.
- 10 Click **OK** to return to the Print dialog box.
- 11 Click **OK** to print your document.

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## ***From Mac OS 7.6 and above***

- 1 Open your document.
- 2 From the File menu, select **Page Setup**.
- 3 Select the desired paper size and orientation.
- 4 Click **OK**.
- 5 From the File menu, select **Print**.
- 6 From the drop-down list box immediately beneath the printer name, select **Output Options**.
- 7 From the Staple drop-down list box, select the desired staple option.
- 8 Click **Print** to print your job.

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# Using CentreWare Internet Services

If you are using a Document Centre ColorSeries 50 copier/printer, you can use CentreWare Internet Services to print a print-ready PostScript file and to access Finisher information. The System Administrator can also use CentreWare Internet Services to change the default setting for the out-of-staple condition.

**NOTE:** For complete information about accessing CentreWare Internet Services and printing PostScript files, refer to the *Xerox Document Centre ColorSeries 50 Digital Copier/Printer Printer User Guide*.

## Checking the device profile information

CentreWare Internet Services provides device profile information about your Document Center ColorSeries 50 copier/printer. Using CentreWare Internet Services, you can easily determine whether the copier/printer has a Finisher installed and how the Finisher has been configured.

To check the device profile information:

- 1 Access the **Document Centre ColorSeries 50 CentreWare Internet Services Home Page**.
- 2 Click **Properties**. The properties tab is displayed.
- 3 In the Properties listing, click **Portfolio**.
- 4 In the Portfolio listing, scroll to **Device Profile** and click on it. The Device Profile information is displayed.
- 5 Verify the Finisher settings in the Installed Options box.
  - If **Finisher Configured** indicates Yes, the copier/printer has a Finisher installed. If it indicates No, the copier/printer does not have a Finisher installed.
  - If **Mailbox Configured** indicates Yes, the Finisher has been configured as a Finisher/Mailbox. If it indicates No, the Finisher has been configured as a Finisher/Sorter.

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## ***Checking the status of the Finisher output trays***

CentreWare Internet Services provides you with the status of each of the 10 mailbox bins, as well as the Center Output Tray and the Finisher Output Tray.

To check the bin and tray status:

- 1 Access the **Document Centre ColorSeries 50 CentreWare Internet Services Home Page**.
- 2 Click **Status**. The status tab is displayed. It will contain Input Trays and Output Trays information.
- 3 Scroll to the **Output Trays** box to view the status of the mailbox bins and output trays.  
Examples of status messages are **Ready** (the tray is operational), **Full** (the tray needs to be emptied), and **Needs Attention** (a problem has occurred with the mailbox bin or output tray).
- 4 If necessary, empty the desired bin or output tray or resolve the problem.

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## Checking the Staple Cartridge status

In addition to information about the other consumables for your Document Centre ColorSeries 50 copier/printer, CentreWare Internet Services provides the status of the Finisher Staple Cartridge.

To check the Staple Cartridge status:

- 1 Access the **Document Centre ColorSeries 50 CentreWare Internet Services Home Page**.
- 2 Click **Status**. The status tab is displayed.
- 3 Click the **consumables** button. Consumables information is displayed.
- 4 Scroll to the **Maintenance Items** box to view the Staple Cartridge status.

Examples of status messages are **OK** (the Staple Cartridge is operational), **Low** (the Staple Cartridge is nearing empty), **Empty** (the Staple Cartridge needs to be filled) and **Needs Attention** (the Staple Cartridge has experienced a jam or other problem).

**NOTE:** When the staple supply status changes from OK to Low, you will be able to staple approximately 30 more sets. Ensure you have a replacement Finisher Staple Pack in stock. See the "Ordering supplies" section of this guide for information about obtaining additional Staple Packs.

- 5 If necessary, replace the Staple Pack or resolve the problem.

 **Warning:** Do not attempt to use a Convenience Staple Cartridge in the Finisher. Damage to the Finisher may occur.

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## Changing the out-of-staple default setting

The Finisher has an out-of-staple default setting. This setting controls whether the copier/printer will stop or continue processing when the Staple Cartridge is empty. Changing this default setting is a System Administrator function and requires a password.

To change the out-of-staple default setting:

- 1 Access the **Document Centre ColorSeries 50 CentreWare Internet Services Home Page**.
- 2 Click **Properties**. The properties tab is displayed.
- 3 In the Properties listing, click **Printer Defaults**. The Printer Defaults information is displayed.
- 4 Scroll to the **Output Defaults** box.
- 5 In the Output Defaults box, do one of the following:
  - If you want the copier/printer to continue processing all jobs when the Staple Cartridge is empty, select the Bypass Out of Staples checkbox. This is the factory default setting.  
  
When the Staple Cartridge is empty, jobs requiring staples will be printed without staples.
  - If you want the copier/printer to stop processing all jobs when the Staple Cartridge is empty, deselect the Bypass Out of Staples checkbox.  
  
To continue printing, you must add a new Finisher Staple Pack or delete the staple job from the print queue.  
  
When the Staple Cartridge is empty, the copier/printer will sound a fault tone, display a message on the Touch Screen, and stop processing all jobs. Additionally, the Staple Cartridge status will display as Empty on CentreWare Internet Services.
- 6 Click **Apply New Settings**. The Enter Network Password dialog box is displayed.
- 7 Enter your **user name** and **password**.
- 8 Click **OK**.

# Adding staples

Check the printer regularly and load a new Staple Pack when needed.

Ensure that you have a new Finisher Staple Pack on hand before beginning this procedure. Do not use a Convenience Staple Cartridge. The staples are not interchangeable.

**NOTE:** The Finisher Staple Cartridge is reusable and should not be thrown away.

- 1 Open the Finisher Front Door, located on the lower right front of the Finisher.
- 2 Squeeze the Gold Release Latch until the Staple Cartridge is released (Figure 3).

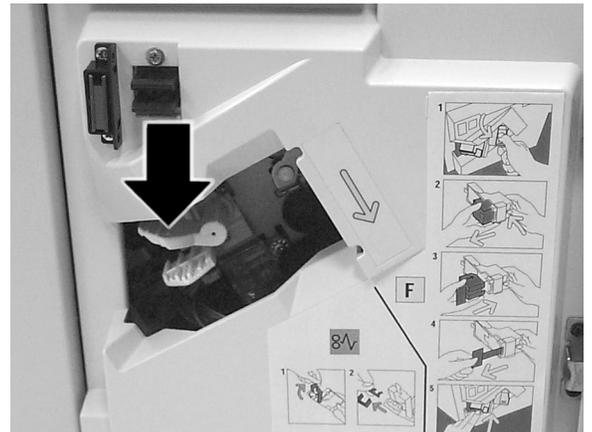


Figure 3: Pressing the Gold Release Latch

- 3 Lift the Staple Cartridge slightly and remove it from the cartridge holder (Figure 4).

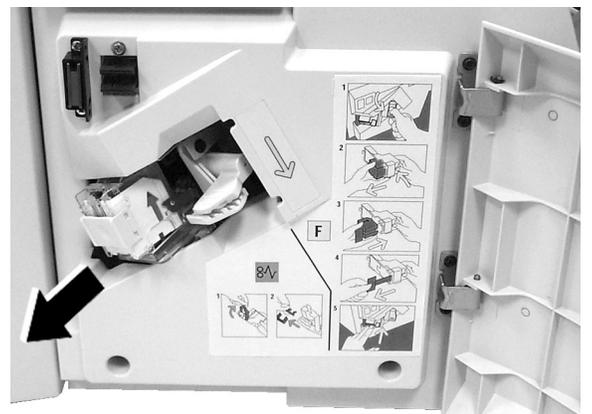


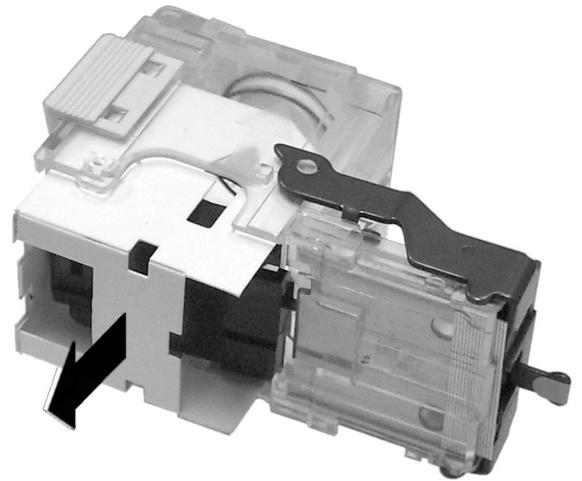
Figure 4: Removing the Staple Cartridge

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4 Grasp the exposed edge of the white Staple Pack and remove the Staple Pack from the Staple Cartridge (Figure 5).

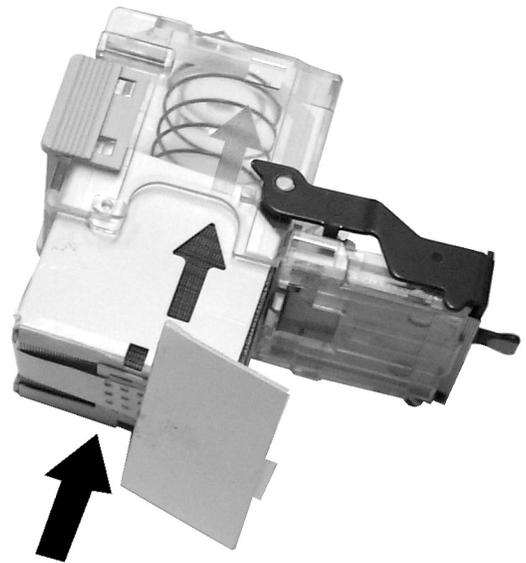
5 Remove a new Finisher Staple Pack from its packaging.

**CAUTION:** Do not remove the white paper strip that holds the staples in place until the Staple Pack has been loaded into the Staple Cartridge.



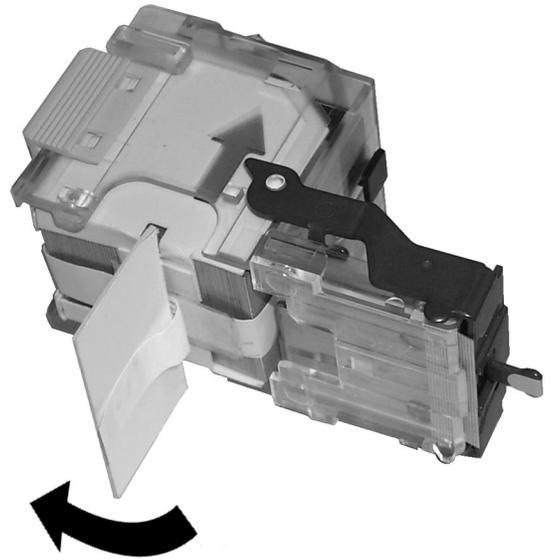
**Figure 5: Removing the empty Staple Pack from the Staple Cartridge**

6 Align the arrow on the Staple Pack with the arrow on the Staple Cartridge and snap the Staple Pack into the Staple Cartridge (Figure 6).



**Figure 6: Inserting the new Staple Pack into the Staple Cartridge**

- 7 Remove the white paper strip from the Staple Pack (Figure 7).



**Figure 7: Removing the paper tape from the Staple Pack**

- 8 Grasp the Staple Cartridge by the gold bar and insert the Staple Cartridge into the cartridge holder (Figure 8).
- 9 Push the Staple Cartridge into the cartridge holder until the Staple Cartridge snaps into place.
  - The Gold Release Latch will separate.
- 10 Close the Finisher Front Door.
  - Copying/printing will resume.



**Figure 8: Inserting the Staple Cartridge in the cartridge holder**

---

# ***Problem solving***

## ***Clearing paper jams***

When a paper jam occurs, a paper jam message and instructions for clearing the paper jam is displayed on the copier/printer Touch Screen.

**NOTE:** Remove the jammed paper carefully and gradually so you do not tear it. If the jammed paper tears, be sure to remove all the torn pieces of paper.

### ***Interface Area jam***

- 1 Slide the Finisher to the right (Figure 9).



**Figure 9: Moving the Finisher away from the copier/printer**

- 2 Do one of the following:
  - If paper is visible in the Interface Area, remove the paper and proceed to step 5 (Figure 10).
  - If no paper is visible in the Interface Area, proceed to step 3.



**Figure 10: Removing paper from the Interface Area**

- 3 Open the copier/printer Right Door and remove the jammed paper (Figure 11).
- 4 Close the copier/printer Right Door.
- 5 Slide the Finisher to the left.
  - Ensure that the Finisher slides all the way to the left and that the paper jam message is no longer displayed on the copier/printer Touch Screen.



**Figure 11: Removing paper behind the copier/printer Right Door**

## Area 5 jam

- 1 Open the Left Door of the Finisher.
- 2 Move Handle 5 to the lower position (Figure 12).



Figure 12: Lowering Handle 5

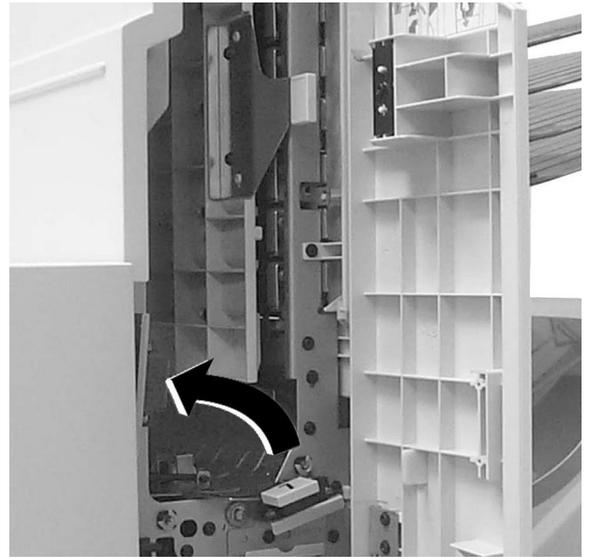
- 3 Rotate Knob 6 counterclockwise to release the jammed paper (Figure 13).
- 4 Remove the jammed paper (Figure 13).
- 5 Lift Handle 5 until it snaps into place.
- 6 Close the Left Door of the Finisher.



Figure 13: Rotating Knob 6 and removing the jammed paper

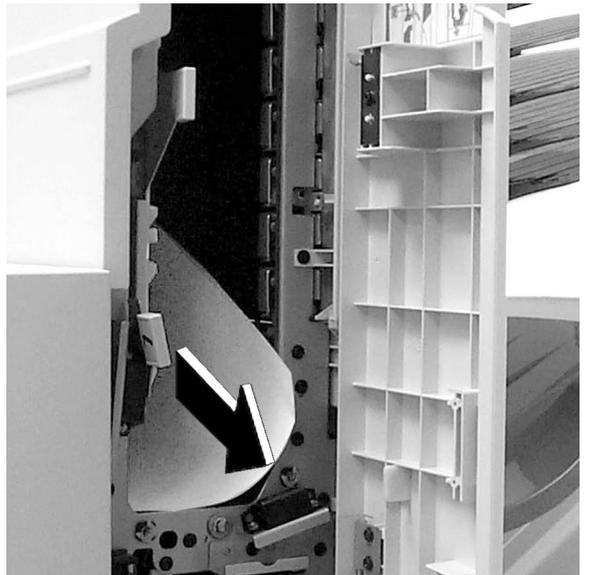
## Area 7 jam

- 1 Open the Right Door of the Finisher.
- 2 Pull up on Handle 7 until it snaps into place (Figure 14).



**Figure 14: Pulling up on Handle 7**

- 3 Remove the jammed paper (Figure 15).
- 4 Push down on Handle 7 until it snaps into place.
- 5 Close the Right Door of the Finisher.
  - If the door does not close, ensure that Handle 7 is all the way down.



**Figure 15: Removing paper from Area 7**

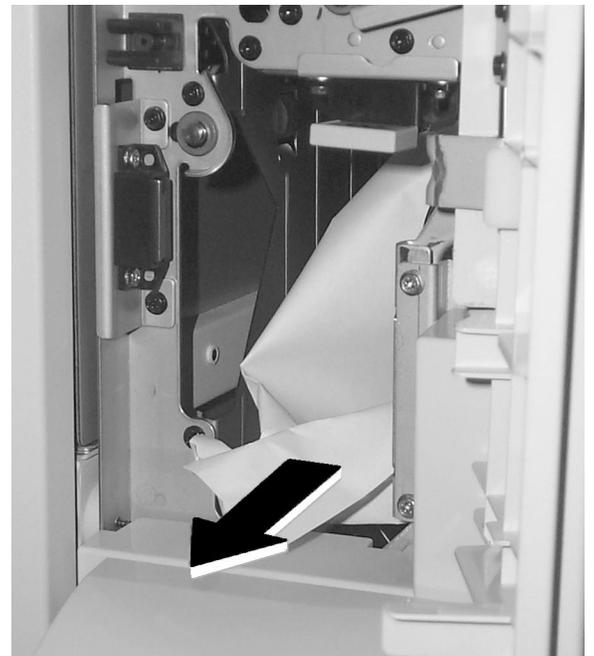
## ***Area 7 and 8 jam***

- 1 Perform steps 1 to 4 of the “Area 7 jam” procedure.
- 2 Swing Handle 8 to the right until it snaps into place (Figure 16).



**Figure 16: Swinging Handle 8 to the right**

- 3 Remove the jammed paper carefully (Figure 17).
- 4 Swing Handle 8 to the left until it snaps into place.
- 5 Close the Right Door of the Finisher.

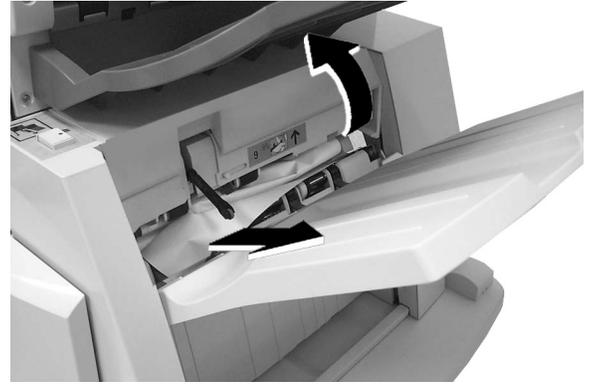


**Figure 17: Removing paper from Area 8**

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## ***Area 9 jam***

- 1** Lift and hold the Finisher Exit Cover (Area 9), located above the Finisher Output Tray (Figure 18).
- 2** Remove the jammed sheet (Figure 18).
- 3** Lower the Finisher Exit Cover.
- 4** If the jam message continues to display, open and close the Finisher Exit Cover again.



**Figure 18: Lifting the Finisher Exit Cover and removing paper from Area 9**

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## Problem solving table

Use the table below to identify and troubleshoot problems that may be related to the Finisher.

Problem	Cause and solution
Job is not printing	<ul style="list-style-type: none"><li>• Finisher trays may be full. Check the trays and empty any that are full.</li><li>• Finisher may be jammed. Check the copier/printer Touch Screen for any jam messages and clear the jam in the indicated area(s). See the “Clearing paper jams” section of this guide for more information.</li><li>• Staple Cartridge may be empty. Add a new Finisher Staple Pack. See the “Adding staples” section of this guide for more information.</li></ul>
Job is not being sent to the Finisher Output Tray	<ul style="list-style-type: none"><li>• Stapling option was not selected. Resend the job with the desired stapling option selected.</li><li>• Paper Tray 5 may be selected as the paper source. Select a different paper source.</li><li>• Finisher Output Tray was not selected as the output tray. Select the Finisher Output Tray.</li><li>• Print job may consist of mixed paper sizes that are not compatible with the Finisher. Change the paper sizes to sizes that are compatible with the Finisher.</li></ul>
Finisher is not stapling the print job	<ul style="list-style-type: none"><li>• Finisher Staple Cartridge may be empty. Add a new Finisher Staple Pack. See the “Adding staples” section of this guide for more information.</li><li>• Print job may contain only 1 sheet. Do not select the stapling option.</li><li>• Print job may contain more than 50 sheets. Do not select the stapling option.</li><li>• Print job may consist of mixed paper sizes that are not compatible with the Finisher. Change the paper sizes to sizes that are compatible with the Finisher.</li></ul>
Finisher is stapling in the wrong position	<ul style="list-style-type: none"><li>• Default settings are being used. Select the desired settings for a single job by modifying the print settings within the application you are using.</li><li>• The application you are using may be rotating the image. Use the Rotate Page option to reverse the rotation. See the “Rotate Page” section of this guide for more information.</li></ul>
No option to staple	<ul style="list-style-type: none"><li>• Finisher options have not been enabled. Enable the Finisher options. See the “Enabling the Finisher options” section of this guide for more information.</li></ul>

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# ***Ordering supplies***

The Finisher holds one Staple Cartridge. The Staple Cartridge is reusable and holds one Staple Pack.

Western Hemisphere Staple Pack reorder number: 8R12724 (contains 3 Staple Packs of 5000 staples each)

In the United States call: Xerox SupplyNet at 1-800-822-2200

In Canada call: 1-800-668-0199 (English)

1-800-668-0133 (French)

In Latin America call: your Respective Affiliate Supplies Order Center

# ***Customer support***

The Xerox Customer Support Centers are available to provide general information, answer questions and take service calls. You can reach the Customer Support Center at the following toll-free phone numbers:

United States 1-800-821-2797

Canada 1-800-939-3769

In Latin America call: your Respective Affiliate Supplies Order Center

# Technical data

<b>Mailbox/Sorter Bins</b>	100 sheets maximum capacity per bin (1000 sheets total bin capacity)
<b>Center Output Tray</b>	300 sheets maximum capacity
<b>Finisher Output Tray</b>	<p>Same size media:  60 or 100 stapled sets (set by Xerox Service Representative)  1000 sheets of 8.5 x 11 in. or A4  500 sheets of paper larger than 8.5 x 13 in. (216 x 330 mm)</p> <p>Mixed size media:  60 or 100 stapled sets (set by Xerox Service Representative)  300 sheets</p>
<b>Stapling Capability</b>	<p>2 - 50 sheets (24 lb / 90 gsm)</p> <p>Same size media  Long Edge Feed papers (LEF): B5, A4, 8.5 x 10, 8.5 x 11  Short Edge Feed papers (SEF): B5, A4, 8.5 x 11, 8.5 x 13, 8.5 x 14, B4, A3, 11 x 17</p> <p>Mixed size media:  A4 LEF with A3 SEF, B5 LEF with B4 SEF, 8.5 x 11 SEF with 8.5 x 13 SEF and 8.5 x 14 SEF, 8.5 x 11 LEF with 11 x 17 SEF</p> <p>Media weight:  15 - 32 lb (56 - 128 gsm)</p>
<b>Power Consumption</b>	44 watts
<b>Temperature</b>	50° - 95° F (10° - 35° C)
<b>Relative Humidity</b>	10 - 85%
<b>Weight</b>	124 lbs (56 kg) without paper
<b>Dimensions</b>	Width: 30 in. (760 mm)
	Height: 42 in. (1060 mm)
	Depth: 26 in. (660 mm)
<b>Noise while running</b>	Running: 64 dB (A) Impulse: 72 dB (A)



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