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# Xerox® Instant Print Kiosk User Guide

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# Safety

Your kiosk and the recommended supplies are designed and tested to meet strict safety requirements. Attention to the following information ensures the continued safe operation of your Xerox® kiosk.

This chapter contains:

- Notices and Safety..... 8
- Electrical Safety ..... 9
- Operational Safety..... 11
- Maintenance Safety..... 13
- Kiosk Symbols ..... 14
- Environmental, Health, and Safety Contact Information..... 15

## Notices and Safety

Read the following instructions carefully before operating your kiosk. Refer to these instructions to ensure the continued safe operation of your kiosk.

Your Xerox® kiosk and supplies are designed and tested to meet strict safety requirements. These include safety agency evaluation and certification, and compliance with electromagnetic regulations and established environmental standards.

The safety and environment testing and performance of this product are verified using Xerox® materials only.



**WARNING:** Unauthorized alterations, which can include the addition of new functions or connection of external devices, can affect the product certification. For details, contact your Xerox® representative.



# Electrical Safety

## General Guidelines



### **WARNING:**

- Do not push objects into slots or openings on the kiosk. Touching a voltage point or shorting out a part could result in fire or electric shock.
- Do not remove covers or guards fastened with screws unless you are installing optional equipment and are instructed to do so. Power off the kiosk when performing these installations. Disconnect the power cords when removing covers and guards for installing optional equipment. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

The following are hazards to your safety:

- The power cords are damaged or frayed.
- Liquid is spilled into the kiosk.
- The kiosk is exposed to water.
- The kiosk emits smoke or the surface is unusually hot.
- The kiosk emits unusual noise or odors.
- The kiosk causes a circuit breaker, fuse, or other safety device to activate.
- Any part of the kiosk is damaged.

If any of these conditions occurs, do the following:

1. Power off the kiosk immediately.
2. Disconnect the power cords from the electrical outlet.
3. Call an authorized service representative.

## Power Cord Safety Information

Before operating your kiosk, read the following instructions carefully. For details, contact your Xerox® representative.



### **WARNING:**

- The electrical supply for the device must meet the requirements stated on the data plate on the rear of the device. If you are not sure that your electrical supply meets the requirements, consult your local electricity provider or a licensed electrician.
- Do not use an extension cord.
- Do not remove or modify the power cords.
- Refer to these instructions to ensure the continued safe operation of your kiosk.
- Use the power cords supplied with your kiosk.

## Safety

- Plug the power cords directly into a properly grounded electrical outlet. Ensure that each end of the cord is connected securely. If you do not know if an outlet is grounded, ask an electrician to check the outlet.
- Do not use a ground adapter plug to connect the kiosk to an electrical outlet that does not have a ground connection terminal.



**WARNING:** Avoid the potential of electrical shock by ensuring that the kiosk is grounded properly. Electrical products can be hazardous if misused.

- Verify that the kiosk is plugged into an outlet that provides the correct voltage and power. Review the electrical specification of the kiosk with an electrician, if necessary.
- Do not place the kiosk in an area where people can step on the power cords.
- Do not place objects on the power cords.
- If either of the power cords becomes frayed or worn, replace the cord immediately.
- Do not unplug or plug the power cords while the kiosk is powered on.
- To avoid electrical shock and damage to the cords, when unplugging the power cords, grasp the plug.
- The electrical outlet must be near the kiosk and must be easily accessible.

The power cords are attached to the kiosk as plug-in devices on the back of the kiosk. If it is necessary to disconnect all electrical power from the kiosk, disconnect the power cords from the electrical outlet. For details, refer to [Powering On and Off the Kiosk](#).

## Emergency Power Off

If any of the following conditions occur, power off the kiosk immediately, then disconnect the power cords from the electrical outlet. Contact an authorized Xerox® service representative to correct the problem:

- The equipment emits unusual odors or makes unusual noises.
- The power cords are damaged or frayed.
- A wall panel circuit breaker, fuse, or other safety device is tripped.
- Liquid is spilled into the kiosk.
- The kiosk is exposed to water.
- Any part of the kiosk is damaged.

# Operational Safety

Your kiosk and supplies are designed and tested to meet strict safety requirements. The requirements include safety agency examination, approval, and compliance with established environmental standards.

Your attention to the following safety guidelines helps to ensure the continued, safe operation of your kiosk.

## Operational Guidelines

- Do not remove any paper trays while the kiosk is printing.
- Do not open the doors when the kiosk is printing.
- Do not move the kiosk when it is printing.
- Keep hands, hair, neckties, jewelry, and so on, away from the exit and feed rollers.
- Covers that require tools for removal protect the hazardous areas within the kiosk. Do not remove the protective covers.
- Do not override any electrical or mechanical interlock devices.
- Do not attempt to remove paper that is jammed deeply inside the product. Power off the kiosk promptly and contact your local Xerox® representative.
- Ensure that the rear right cover is attached. Open this cover to connect an interface cable.

## Ozone Release

This kiosk produces ozone during normal operation. The amount of ozone produced depends on copy volume. Ozone is heavier than air and is not produced in amounts large enough to harm anyone. Install the kiosk in a well-ventilated room.


For details in the United States and Canada, go to [www.support.xerox.com](http://www.support.xerox.com).

## Kiosk Location


- Place the kiosk on a level, solid, non-vibrating surface that is strong enough to hold its weight. To find the weight for your kiosk configuration, refer to [Physical Specifications](#).
- Do not block or cover the slots or openings on the kiosk. These openings provide ventilation and prevent the overheating of the kiosk.
- To ensure space for operation and servicing, place the kiosk in an amply sized area.
- Place the kiosk in a dust-free area.
- Do not store or operate the kiosk in an extremely hot, cold, or humid environment. For details, refer to [Temperature](#) or [Relative Humidity](#).
- Do not place the kiosk near a heat source.
- Do not place the kiosk in direct sunlight.
- Do not place the kiosk in locations susceptible to vibrations.
- To avoid exposure to light-sensitive components, do not place the kiosk directly in a cold air flow from an air conditioning system.

- For optimum performance, only use the kiosk at the elevations specified. For details, refer to [Elevation](#).








## Kiosk Supplies

- Use the supplies designed for your kiosk. The use of unsuitable materials can cause poor performance and a possible safety hazard.
  - Follow all warnings and instructions marked on, or supplied with, the product, options, and supplies.
  - Store all consumables according to the instructions on the package or container.
  - Keep all consumables away from the reach of children.
  - Never throw toner, toner cartridges, drum cartridges, or waste cartridges into an open flame.
  - When handling cartridges, such as toner cartridges, avoid skin or eye contact. Eye contact can cause irritation and inflammation. Do not attempt to disassemble the cartridge, as doing so can increase the risk of skin or eye contact.
-  **Caution:** Use of non-Xerox supplies is not recommended. The Xerox Warranty and Service Agreement do not cover damage, malfunction, or degradation of performance caused by the use of non-Xerox supplies, or the use of Xerox supplies not specified for this kiosk.

## Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your kiosk.
- Clean the device with a dry lint-free cloth only.
-  **WARNING:** Do not use aerosol cleaners. Aerosol cleaners can be explosive or flammable when used on electromechanical equipment.
- Do not burn any consumables or routine maintenance items. For information on Xerox® supplies recycling programs, refer to [www.support.xerox.com](http://www.support.xerox.com).
- When installing the device in a hallway or similar restricted area, additional space requirements can apply. Ensure that you comply with all workspace safety regulations, building codes, and fire codes for your area.

## Kiosk Symbols

Symbol	Description
	Warning or Caution: Ignoring this warning can cause serious injury or even death. Ignoring this caution can cause injury or property damage.
	Hot surface on or in the kiosk. Use caution to avoid personal injury.
	Do not burn the waste toner container.
	Do not expose the drum cartridge to light for more than 10 minutes.
	Do not touch the drum cartridge.
	Hot surface. Wait the indicated time before handling.
	Warning: Moving parts. Use caution to avoid personal injury.

## Environmental, Health, and Safety Contact Information

For details on Environment, Health, and Safety in relation to this Xerox® product and supplies, contact the following customer help line:

United States and Canada: 1-800-ASK-XEROX (1-800-275-9376)

For product safety information in the United States and Canada, go to [www.support.xerox.com](http://www.support.xerox.com).





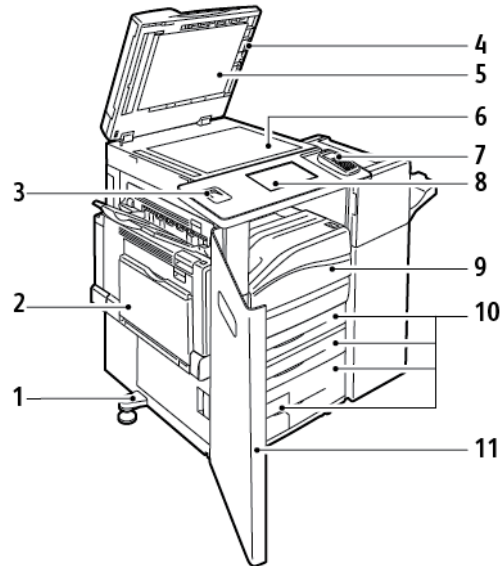
# Features

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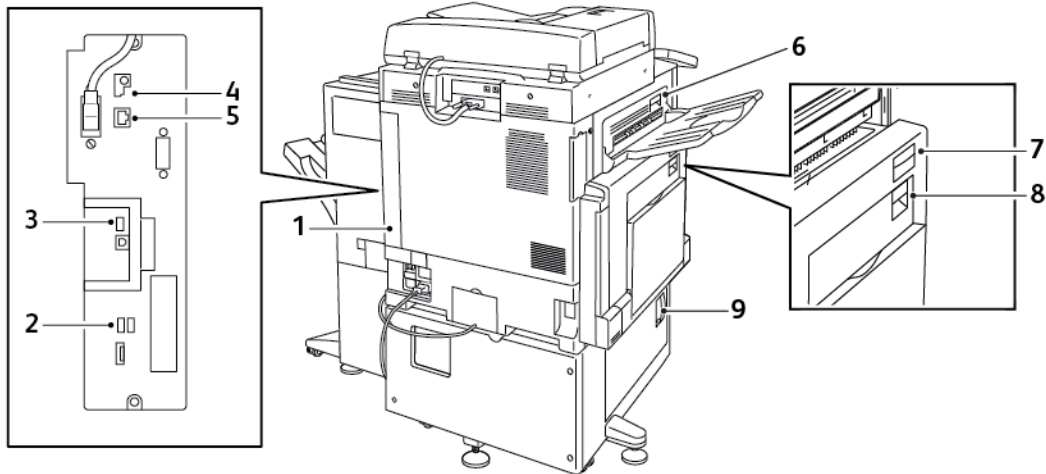
## Parts of the Kiosk

### Left Front View



- |                                |                                |
|--------------------------------|--------------------------------|
| 1. Leveler Foot                | 7. Credit Card Reader          |
| 2. Tray 5                      | 8. User Interface Touch Screen |
| 3. USB Port                    | 9. Front Cover                 |
| 4. Lint-Free Cloth Compartment | 10. Trays 1-4                  |
| 5. Document Feeder             | 11. Optional Front Door        |
| 6. Document Glass              |                                |

## Left Rear View

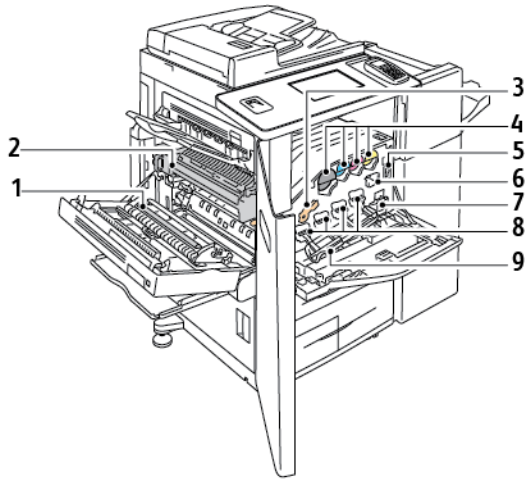


- |                                      |                         |
|--------------------------------------|-------------------------|
| 1. Rear Right Cover                  | 6. Door D Release Lever |
| 2. Two USB Type A Ports              | 7. Door A Release Lever |
| 3. Seven Segment Display             | 8. Door B Release Lever |
| 4. USB Memory Port, for service only | 9. Door C Release Lever |
| 5. Ethernet Connection               |                         |



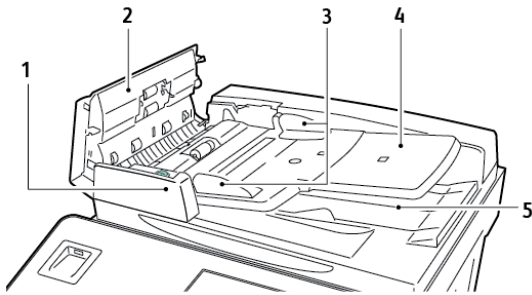
**Note:** Ensure that the rear, right cover is attached. When connecting an interface cable, open the rear, right cover.

## Internal Components

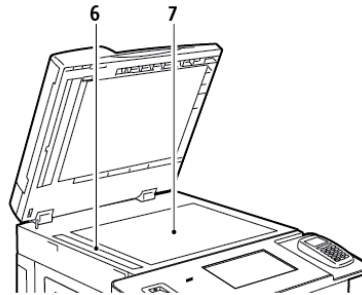


- |                                 |                          |
|---------------------------------|--------------------------|
| 1. Second Bias Transfer Roller  | 6. Transfer Belt Cleaner |
| 2. Fuser Assembly               | 7. Waste Container       |
| 3. Drum Cartridge Release Lever | 8. Drum Cartridges       |
| 4. Toner Cartridges             | 9. Drum Cartridge Cover  |
| 5. Main Power Switch            |                          |

## Document Feeder

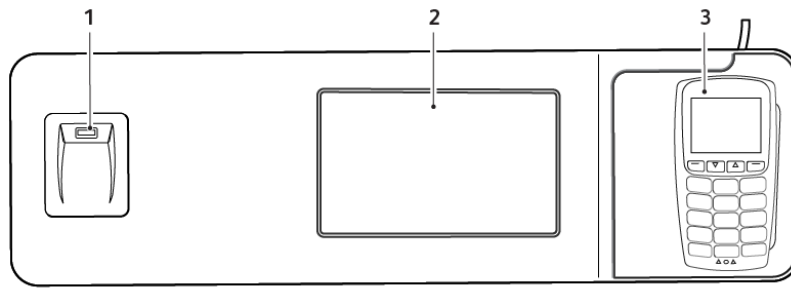


- 1. Confirmation Indicator
- 2. Top Cover
- 3. Document Guides
- 4. Document Feeder Tray



- 5. Document Output Tray
- 6. CVT Glass
- 7. Document Glass

## User Interface Assembly



1. USB Port

3. Credit Card Reader

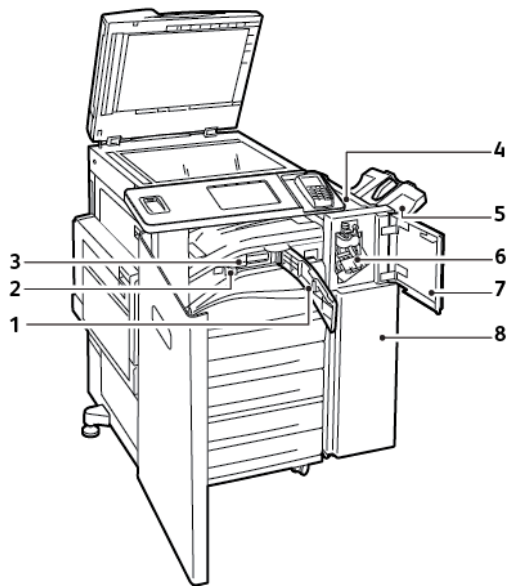
2. User Interface Touch Screen

The User Interface (UI) Assembly consists of the user interface touch screen, USB port, and the Credit Card Reader.

The UI Assembly:

- Displays the current operating status of the kiosk
- Provides access to copy, print, scan, and fax features
- Provides access to information pages
- Prompts you to load paper, replace supplies, and clear paper jams
- Displays errors and warnings
- Connects to a USB Flash drive for scan and print access

# Office Finisher LX



- |  |                         |
|--|-------------------------|
| 1. Front Transport Cover                 | 5. Right Tray           |
| 2. Hole Punch Waste Container (optional) | 6. Staple Cartridge     |
| 3. Hole Punch Unit (optional)            | 7. Finisher Front Cover |
| 4. Finisher Top Cover                    | 8. Office Finisher LX   |

## Front Door Electronic Lock

The optional front door includes an electronic combination lock with a touch-sensitive keypad. The lock protects internal parts of the Kiosk from unauthorized physical access using a 6-digit pass code.

### Deactivating the Front Door Electronic Lock

To deactivate the front door electronic lock:

1. Touch the electronic lock keypad.  
Two numbers on the keypad illuminate.
2. Touch and release either of the illuminated numbers, then touch and release the other illuminated number.  
The entire keypad illuminates.
3. Type the lock pass code, then touch **OK**.  
The lock deactivates and the front door can be opened.



**Note:**

- The default pass code is 123456.
  - The first time that you use the device, it is strongly recommended that you change the pass code. For details, refer to [Changing the Front Door Electronic Lock Pass Code](#).
4. To reactivate the lock, close the front door.  
The lock reactivates automatically.

### Changing the Front Door Electronic Lock Pass Code

To change the front door electronic lock pass code:

1. Touch the electronic lock keypad.  
Two numbers on the keypad illuminate.
2. Touch and release either of the illuminated numbers, then touch and release the other illuminated number.  
The entire keypad illuminates.
3. Type the lock pass code, then touch **OK**.  
The lock deactivates.



**Note:** The default pass code is 123456.

4. To enter a new pass code, touch **SET**, then enter a new six-digit pass code.



5. To confirm the new pass code, touch **OK**, then enter the new pass code again.
6. To save the pass code, touch **OK**.


The electronic lock activates automatically.




**Note:** It is recommended that you record the new pass code, as you cannot deactivate the lock without it.

## Powering On and Off the Kiosk

The kiosk has two power switches.

 **Note:** Powering on and off the kiosk does not affect the user interface touch screen. The touch screen is powered on and off separately using a plunger switch. For details, refer to [Powering On the User Interface](#) or [Powering Off the User Interface](#).

- The main power switch controls the main power to the kiosk. The main power switch is located behind the front cover.

 **Note:** For kiosks configured with a front door, to access the front cover, open the front door.

- The secondary power switch controls power to the kiosk electronic components, and when powered off, initiates a software-controlled shutdown. The secondary power switch is located behind a clear plastic door in area F. Area F is located above the front cover.

The preferred method to power on and power off the kiosk is to use the secondary power switch.

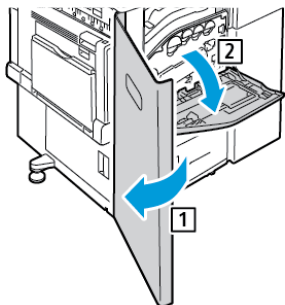
### **Caution:**

- To prevent a kiosk malfunction or damage to the internal hard drive:
  - Power off the secondary power switch.
  - Power off the user interface. For details, refer to [Powering Off the User Interface](#).
  - After the screen goes dark, wait 10 seconds, then power off the main power switch.
- Do not plug in or unplug the power cords while the power switch is in the On position.

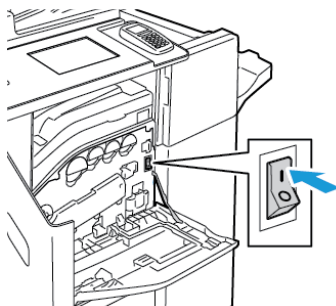
# Powering On the Kiosk

To power on the kiosk:

1. Open the front door (1), if installed, then open the front cover (2).

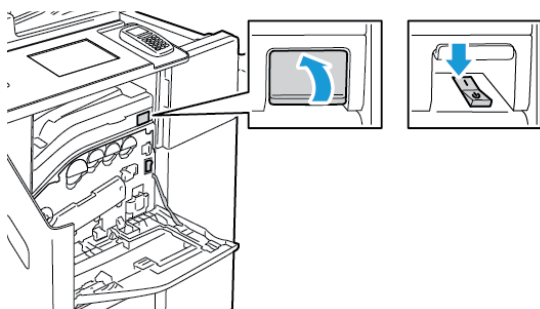


2. Power on the main power switch.

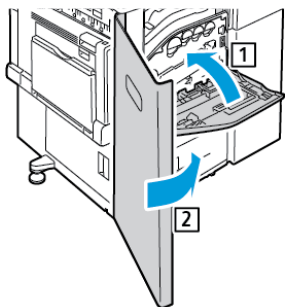


3. Power on the secondary power switch.

 **Note:** The secondary power switch is located behind a clear plastic door.




4. Close the front cover (1), then close the front door (2), if installed.

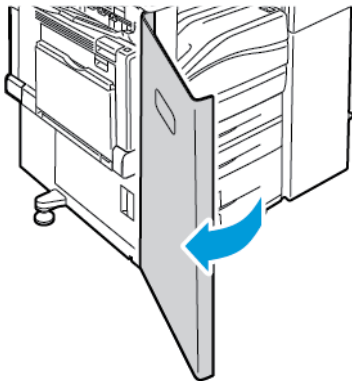


To power on the touch screen user interface, refer to [Powering On the User Interface](#).

## Powering Off the Kiosk

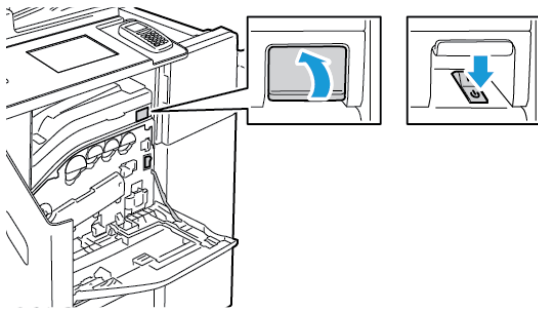
 **Note:** To connect a cable or move the kiosk, power off both power switches.

1. Ensure that there are no jobs in the queue.
2. Open the front door, if installed.

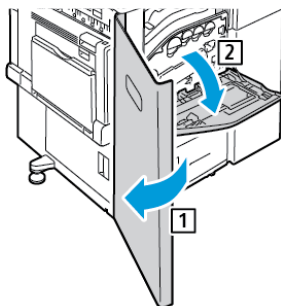


3. Power off the secondary power switch, then wait 10 seconds before proceeding.

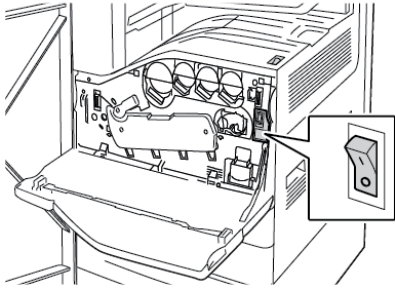
 **Note:** The secondary power switch is behind a clear plastic door in area F.



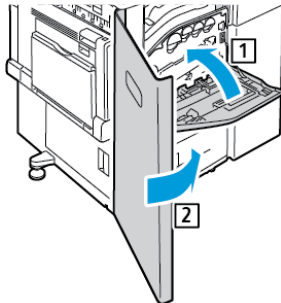
4. Open the front cover (2).



5. Power off the main power switch.



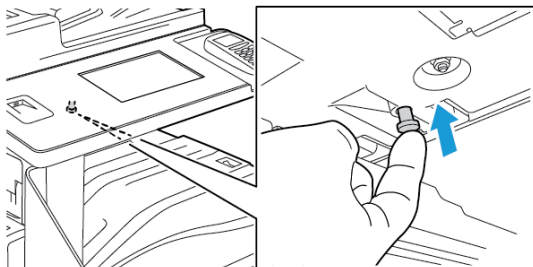
6. Close the front cover (1) then, if installed, close the front door (2).



To power off the user interface, refer to [Powering Off the User Interface](#).

## Restarting the User Interface

1. If installed, open the optional front door.
2. Locate the kiosk plunger switch. To locate the plunger switch, from the front of the device, reach under the left front area of the User Interface.



3. To restart the User Interface, choose an option:
  - Press in and hold the plunger switch for 10 seconds, then release the plunger switch.
  - Press in and hold the plunger switch for 2 seconds, then release the plunger switch. At the touch screen, touch **Restart**.

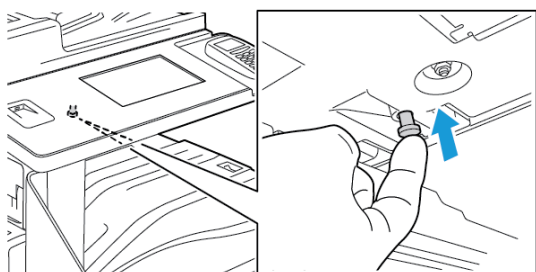
The User Interface powers off, then powers on.

4. If installed, close the optional front door.

## Powering On the User Interface

To power on the User Interface:

1. If installed, open the optional front door.
2. To locate the kiosk plunger switch, from the front of the device, reach under the left front of the User Interface.
3. Press in and hold the plunger switch for 2 seconds, then release the plunger switch.

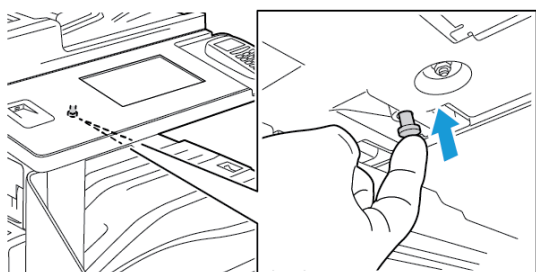


The kiosk User Interface powers on.

4. If installed, close the optional front door.

## Powering Off the User Interface

1. If installed, open the optional **front door**.
2. To power off the User Interface, perform the following:
  - a. To locate the kiosk plunger switch, from the front of the device, reach under the left front of the User Interface.
  - b. Press in and hold the plunger switch for 2 seconds, then release the plunger switch.



3. Select **Power off**.
4. If installed, close the optional **front door**.

## Services

For information on printing, copying, scanning, and faxing, refer to the *Quick Start Guide* at [www.support.xerox.com](http://www.support.xerox.com).



**Note:** For faxing, system administrator login credentials are required to enable and configure the feature. For details, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com).

## Information Pages

Your kiosk has a printable set of information pages stored on its internal hard drive. Information pages include configuration and demonstration pages. For details about printing information pages, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com).



# Logging In

Logging in is the process in which you identify yourself to the kiosk for authentication.

When you receive an alert indicating that the device requires attention, to view the alert, log in to the kiosk user interface, then access Device Management. For details, refer to [Logging in to the Kiosk User Interface](#) and [Accessing Device Management](#).

## Logging in to the Kiosk User Interface

To log in to the kiosk user interface:

1. From the left edge of the kiosk touch screen, swipe from left to right.
2. From the Access menu, touch **Device Login**.
3. For UserID, type **admin**. For Password, type the kiosk user interface password.



**Note:** For the default kiosk user interface password, refer to the Welcome letter that you received when the kiosk was installed.

The Device menu appears.

## Accessing Device Management

To access Device Management:

1. Log in to the kiosk user interface as an administrator. For details, refer to [Logging in to the Kiosk User Interface](#).
2. From the Device menu, touch **Device Management**.

The kiosk functions appear.

## Automatic Data Collection

This kiosk automatically collects data and transmits it to a secure offsite location. Xerox® or a designated service provider uses this data to support and service the kiosk, or for billing, supply replenishment, or product improvement. Automatically transmitted data can include product registration, meter read, supply level, kiosk configuration and settings, software version, and problem or fault code data. Xerox® cannot read, view, or download the content of documents saved or printed on your kiosk, or any of your information management systems.

## Billing and Usage Information

Billing and kiosk usage information appears on the Billing Information screen. The impression counts shown are used for billing.



**Note:** To view billing and usage information, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com).

## More Information

Resource	Location
Installation Guide	Packaged with the kiosk.
Other documentation for your kiosk	<a href="http://www.support.xerox.com">www.support.xerox.com</a>
Recommended Media List	United States: <a href="http://www.support.xerox.com">www.support.xerox.com</a>
Technical support information for your kiosk, including online technical support and Online Support Assistant	<a href="http://www.support.xerox.com">www.support.xerox.com</a>
Information pages	Refer to the <i>System Administrator Guide</i> at <a href="http://www.support.xerox.com">www.support.xerox.com</a>
Order supplies for your kiosk	<a href="http://www.support.xerox.com">www.support.xerox.com</a>
Local sales and support center	<a href="http://www.xerox.com/office/worldcontacts">www.xerox.com/office/worldcontacts</a>
Xerox® Direct online store	<a href="http://www.direct.xerox.com/">www.direct.xerox.com/</a>
Third party and open source software	To locate third party and open source software disclosure notices and terms and conditions, go to the product page at: <a href="http://www.support.xerox.com">www.support.xerox.com</a>

## Getting Help

If you need assistance during or after kiosk installation, visit the Xerox® website for online solutions and support at [www.support.xerox.com](http://www.support.xerox.com).

If you require further assistance, contact Xerox Technical Customer Support for the United States and Canada at 1-800-835-6100.

To assist you, Xerox Technical Customer Support needs the following information:

- The nature of the problem
- The serial number of the kiosk
- The fault code
- The name and location of your company

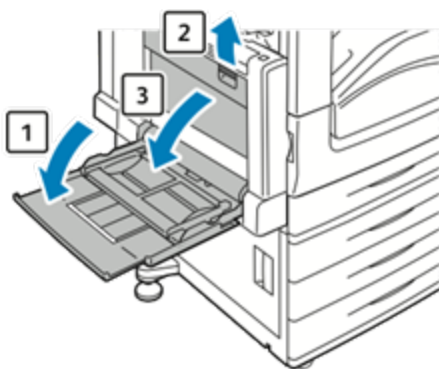
If you need more help using your kiosk:

1. Refer to this User Guide.
2. Contact the system administrator.
3. Visit the Xerox® website at [www.support.xerox.com](http://www.support.xerox.com).

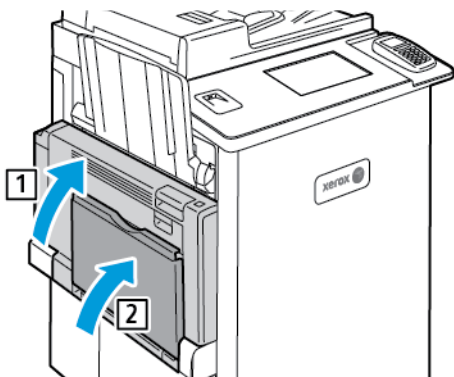
## Locating the Serial Number

When contacting Xerox® for assistance, ensure that you have the kiosk serial number. The serial number is behind door A, on a metal plate toward the rear of the kiosk. The serial number starts with the letters DZK.

1. To open door A, perform the following:



- a. Open tray 5 as shown (1).
- b. While lifting the release lever (2), open door A (3).
2. On a metal plate toward the rear of the kiosk, locate the kiosk serial number.
3. Before contacting Xerox® for assistance, record the serial number.
4. Close door A and tray 5.



## Features

# Paper and Media

This chapter contains:

- Supported Paper ..... 40
- Loading Paper..... 43

## Supported Paper

Your kiosk is designed to use various paper and other media types. To ensure the best print quality and to avoid jams, follow the guidelines in this section.

For best results, use Xerox® paper and media recommended for your kiosk.

## Recommended Media

A list of paper and media recommended for your kiosk is available at:

- In the United States: [www.xerox.com/rmlna](http://www.xerox.com/rmlna) Recommended Media List

## Ordering Paper

To order paper or other media, contact your local reseller or go to [www.support.xerox.com](http://www.support.xerox.com).

## General Paper Loading Guidelines

- Do not overfill the paper trays. Do not load paper above the maximum fill line in the tray.
- Adjust the paper guides to fit the paper size.
- Fan paper before loading it in the paper tray.
- If excessive jams occur, use paper or other approved media from a new package.

## Paper That Can Damage Your Kiosk

Some paper and other media types can cause poor output quality, increased paper jams, or can damage your kiosk. Do not use the following:

- Rough or porous paper
- Inkjet paper
- Non-laser glossy or coated paper
- Photocopied paper
- Folded or wrinkled paper
- Paper with cutouts or perforations
- Stapled paper
- Envelopes with windows, metal clasps, side seams, or adhesives with release strips
- Padded envelopes
- Plastic media
- Iron-on transfer paper



**Caution:** Use of non-Xerox supplies is not recommended. The Xerox Warranty and Service Agreement do not cover damage, malfunction, or degradation of performance caused by the use of non-Xerox supplies, or the use of Xerox supplies not specified for this kiosk.



## Paper Storage Guidelines

Storing your paper and other media properly contributes to optimum print quality.

- Store paper in dark, cool, relatively dry locations. Most paper is susceptible to damage from ultraviolet and visible light. The most damaging ultraviolet light to paper comes from the sun and from fluorescent bulbs.
- Minimize the exposure of paper to bright light for extended time periods.
- Maintain constant temperatures and relative humidity.
- Avoid storing paper in attics, kitchens, garages, or basements. These spaces tend to collect moisture and can be damp.
- Store paper flat, on pallets, cartons, shelves, or in cabinets.
- Avoid food or drinks in the area where you store or handle paper.
- Do not open sealed packages of paper until you are ready to load them into the kiosk. Leave stored paper in the original packaging. The paper wrapper protects the paper from moisture loss or gain.
- Some special media is packaged inside resealable plastic bags. Store the media inside the bag until you are ready to use it. Keep unused media in the bag and reseal it for protection.

## Supported Paper Types and Weights

Trays	Types and Weights
Trays 1–4	<ul style="list-style-type: none"> <li>• Plain, Bond, Hole Punched, Letterhead, Pre-Printed, Recycled, Plain Reloaded, and Custom (60–105 g/m<sup>2</sup>)</li> <li>• Lightweight Cardstock, and Lightweight Cardstock Reloaded (106–169 g/m<sup>2</sup>)</li> <li>• Cardstock, and Cardstock Reloaded (170–256 g/m<sup>2</sup>)</li> <li>• Lightweight Glossy Cardstock, and Lightweight Glossy Card Reloaded (106–169 g/m<sup>2</sup>)</li> <li>• Glossy Cardstock, and Glossy Cardstock Reloaded (170–256 g/m<sup>2</sup>)</li> </ul>

## Supported Standard Paper Sizes

Tray Number	North American Standard Sizes
Tray 1	<ul style="list-style-type: none"> <li>• Letter (8.5 x 11 in.)</li> <li>• Legal (8.5 x 14 in.)</li> <li>• Tabloid (11 x 17 in.)</li> </ul>
Tray 2 of the High-Capacity Tandem Tray Module	<ul style="list-style-type: none"> <li>• Letter (8.5 x 11 in.)</li> <li>• Legal (8.5 x 14 in.)</li> <li>• Tabloid (11 x 17 in.)</li> </ul>
Trays 3 and 4 of the High-Capacity Tandem Tray Module	Letter (8.5 x 11 in.)

## Supported Paper Sizes and Weights for Automatic 2-Sided Printing


Standard North American Sizes
<ul style="list-style-type: none"><li>• Letter (8.5 x 11 in.)</li><li>• Legal (8.5 x 14 in.)</li><li>• Tabloid (11 x 17 in.)</li></ul>

Paper weights from 60 g/m<sup>2</sup> through 256 g/m<sup>2</sup> can be used for automatic 2-sided printing.

## Loading Paper

### Identifying Non-Default Media at the Kiosk User Interface

When loading non-default media into any of the paper trays, it is necessary to log in to the device as administrator and identify the size and type of the loaded media. For details, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com).

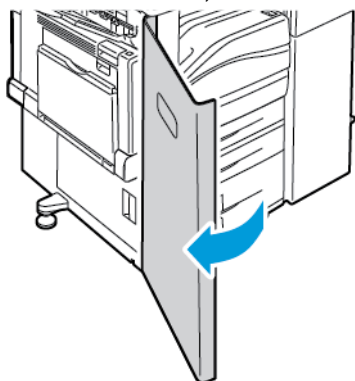
 **Note:** The Xerox Instant Print Kiosk supports various paper and other media types. For details, refer to [Supported Paper](#).

### Automatic Tray Switching

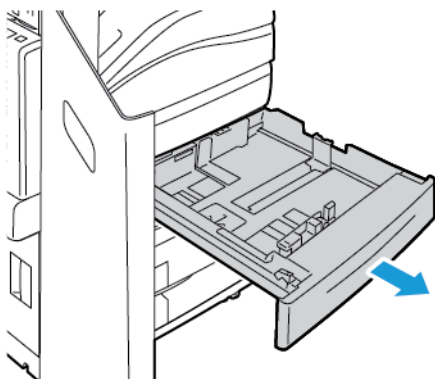
During a copy job, if certain conditions are met, the printer can switch between the paper trays automatically. To enable automatic tray switching, for Paper Supply, select **Auto Select**, then load the same orientation, size, type, and color paper in more than one tray. If the paper runs out during the copy job, to continue printing, the device switches to another tray.

### Loading Paper in Trays 1–4

1. Open the front door, if installed.

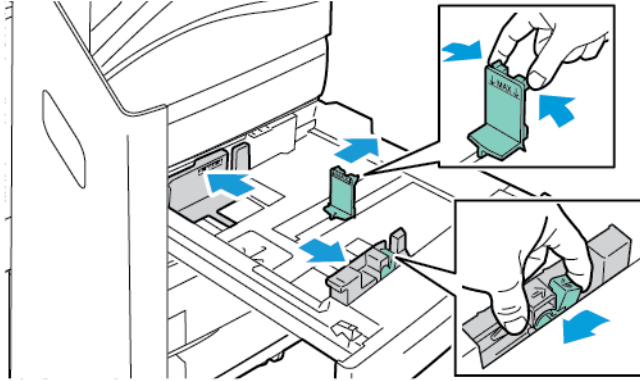


2. Pull out the tray until it stops.

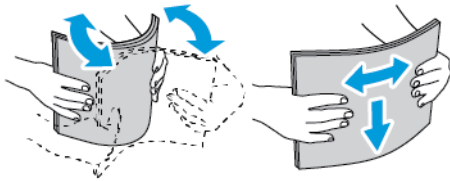


3. Remove any paper that is a different size or type than the paper to be used.

4. To move out the length and width guides:
  - a. Pinch the guide lever on each guide.
  - b. Slide the guides outward until they stop.
  - c. Release the levers.

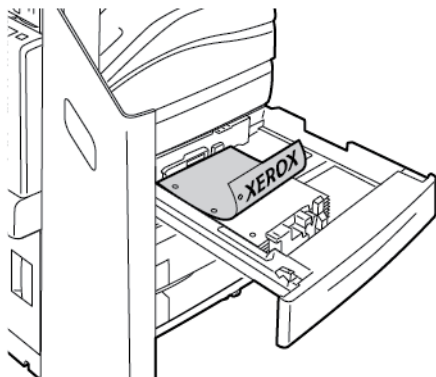


5. Flex the sheets back and forth and fan them. Align the edges of the stack on a level surface. This action separates any sheets that are stuck together and reduces the possibility of jams.

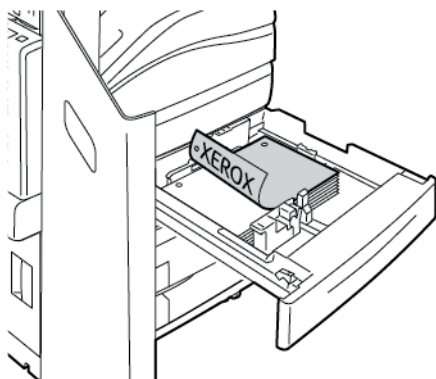


**Note:** To avoid jams and misfeeds, do not remove paper from its packaging until you are ready to use it.

6. Load paper in the tray. Do one of the following actions:
  - For long-edge feed, insert letterhead and pre-printed paper facing down with the top edge toward the front. Load hole-punched paper with the holes to the left.

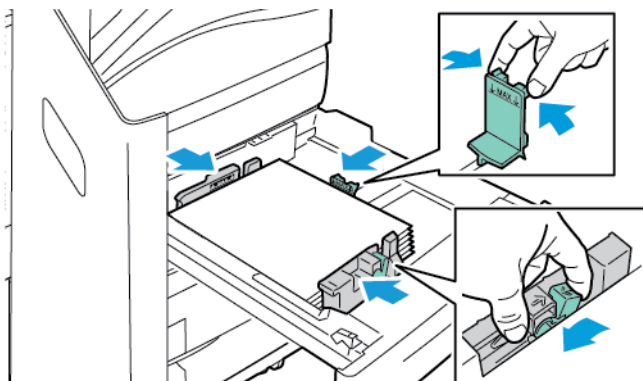


- For short-edge feed, insert letterhead and pre-printed paper facing down with the top edge to the left. Load hole-punched paper with the holes toward the rear of the kiosk.

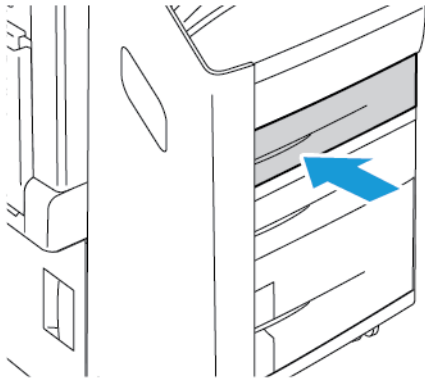


**Note:** Do not load paper above the maximum fill line. Overfilling the tray can cause paper jams.

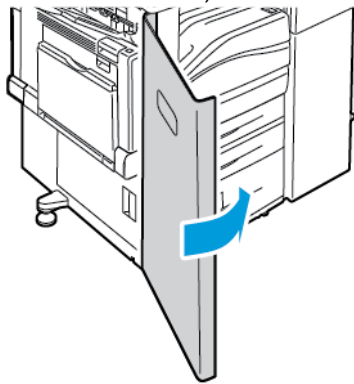
7. Adjust the length and width guides to fit the paper.



8. Close the tray.



9. Close the front door, if installed.



**Note:** If you load non-default media into any of the paper trays, you must identify the media size and type at the user interface. For details, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com).

# Maintenance

This chapter contains:

- General Precautions ..... 48
- Cleaning the Kiosk ..... 49
- Routine Maintenance..... 56
- Ordering Supplies..... 73

## General Precautions



**Caution:** When cleaning your kiosk, do not use organic or strong chemical solvents or aerosol cleaners. Do not pour fluids directly into any area. Use supplies and cleaning materials only as directed in this documentation.



**WARNING:** Keep all cleaning materials out of the reach of children.



**WARNING:** Do not use pressurized spray cleaning aids on or in the kiosk. Some pressurized sprays contain explosive mixtures and are not suitable for use in electrical applications. Use of pressurized spray cleaners increases the risk of fire and explosion.



**WARNING:** Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your kiosk.



**WARNING:** Internal parts of the kiosk can be hot. Use caution when doors and covers are open.

- Do not place anything on top of the kiosk.
- Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the imaging units.
- Do not open covers and doors during printing.
- Do not tilt the kiosk while it is in use.
- Do not touch the electrical contacts or gears. Doing so can damage the kiosk and cause the print quality to deteriorate.
- Ensure any parts removed during cleaning are replaced before you plug in the kiosk.



# Cleaning the Kiosk

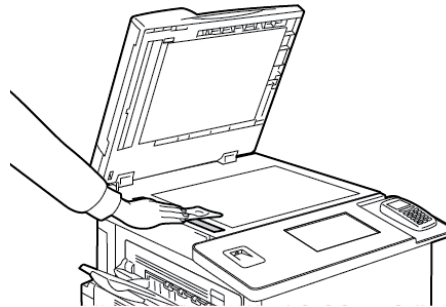
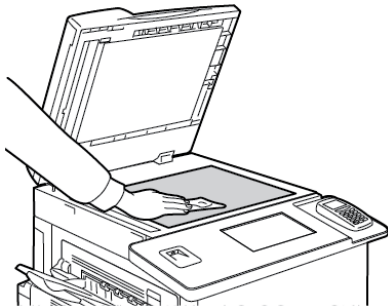
## Cleaning the Document Glass and Document Cover

To ensure optimum print quality, clean the document glass regularly. Cleaning helps avoid output with streaks, smears, and other marks that transfer from the glass while scanning documents.

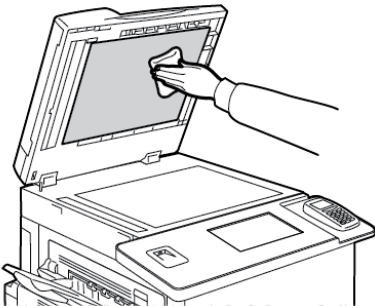
1. Use a lint-free, lightly-dampened cloth. Clean the document glass and the CVT glass to its left.



**Note:** There is a lint-free cloth stored in a compartment on the underside of the document feeder.



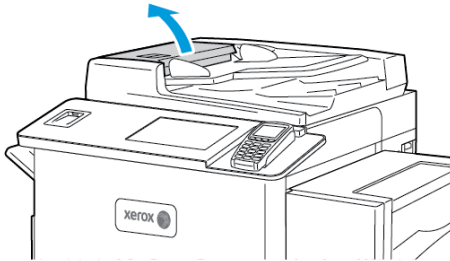
2. Use a lint-free cloth and Xerox® Cleaning Fluid to clean the underside of the document cover and the document feeder.



## Cleaning the Document Feed Rollers

Dirt on the document feed rollers can cause paper jams or deteriorate print quality. For best performance, clean the document feed rollers once a month.

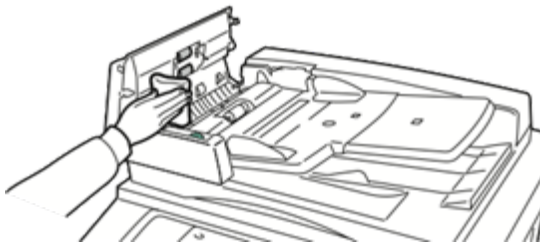
1. Lift the lever and open the top cover of the document feeder.



2. While turning the rollers, wipe them with a clean, lint-free cloth moistened with water.



**Caution:** Do not use alcohol or chemical cleaners on the document feed rollers.

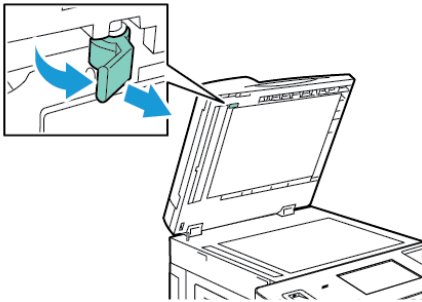


## Cleaning the Second-Side Scanning Lens Assembly

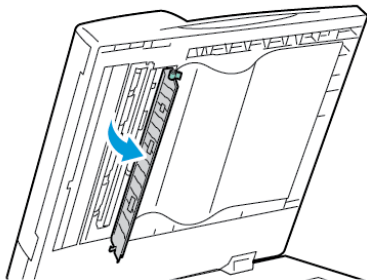
The second-side scanning lens assembly allows you to make 2-sided scans and copies with a single pass of the original. If your model includes a second-side scanning lens assembly, it is located along the left side of the document cover. The assembly consists of the mirrored glass strip, a metal strip, a white-plastic strip, and rollers. To ensure the best image quality when scanning or making 2-sided copies, clean all parts of the assembly.

To clean the second-side scanning lens assembly:

1. To access the second-side scanning lens assembly, lower the lever under the left side of the document cover.




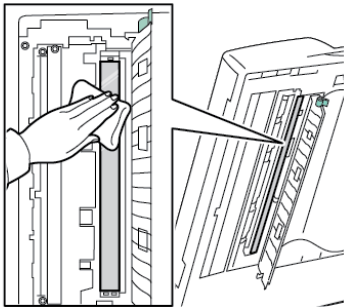
2. To separate the left end of the document cover from the lens assembly, continue to lower the lever.



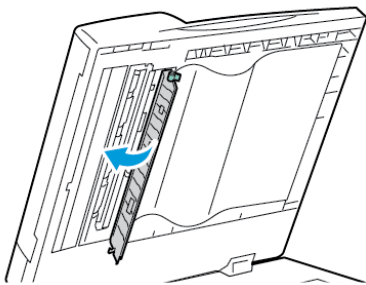
## Maintenance

3. Using a soft cloth moistened with water, wipe the mirrored glass, metal strip, both sides of the white-plastic strip, and the rollers. If dirt is difficult to remove, moisten a soft cloth with a small amount of neutral detergent. Then wipe them dry with a soft cloth.

 **Caution:** To prevent damage to the film around the glass, do not press heavily on the mirrored glass.



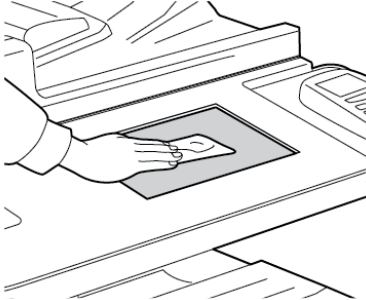
4. Return the document cover to its original position, ensuring the lever is locked in place. If you touch the document cover with your bare hands, clean the cover before closing the document feeder.



## Cleaning the Kiosk Exterior

Regular cleaning keeps the User Interface (UI) free from dust and dirt.

1. To remove fingerprints and smudges, clean the User Interface with a soft, lint-free cloth.



2. Use a soft, lint-free cloth to clean the outside of the output tray, paper trays, and other exterior areas of your kiosk.

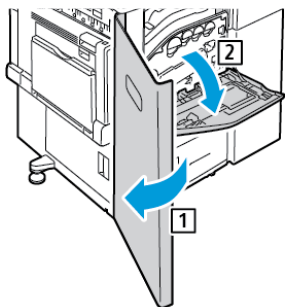


## Cleaning the Printhead Lenses

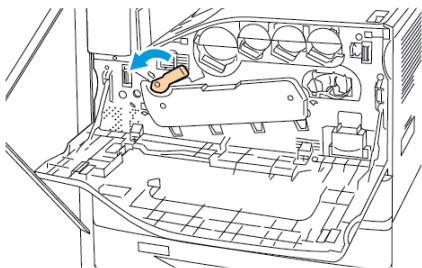
The kiosk is constructed with four printhead lenses. Clean all lenses as described in the following procedure.

 **Caution:** Do not perform this procedure when the kiosk is copying or printing.

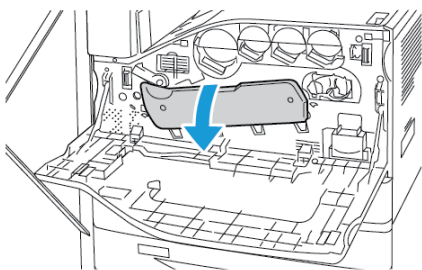
1. Open the front door (1) and the front cover (2).




2. Turn the belt tension lever to the left.

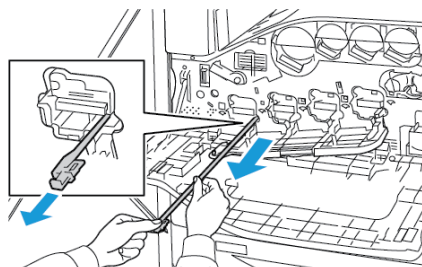


3. Pull the drum cartridge cover down until it clicks into the open position.

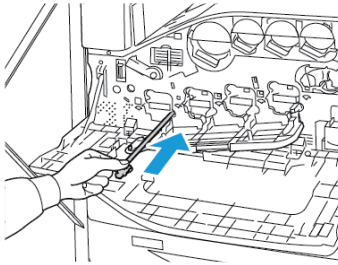


4. Each of the four printheads has its own cleaning tool. Slowly pull the LED printhead cleaner out until you can see the three dots.

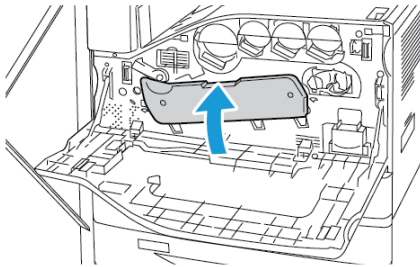
 **Note:** The LED printhead cleaner does not detach from the kiosk.



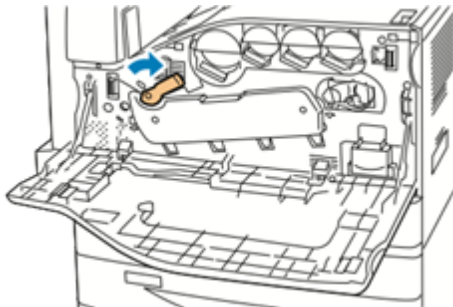
5. Slowly push the LED printhead cleaner back into the printhead until it stops.



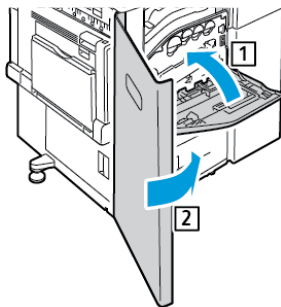
6. Repeat [Step 4](#). and [Step 5](#). for each printhead.
7. Close the drum cartridge cover.



8. Turn the belt tension lever to the right to return it to the locked position.




9. Close the front cover (1) and the front door (2).



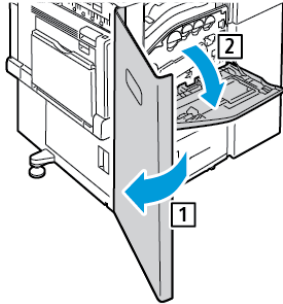
## Routine Maintenance

### Replacing the Toner Cartridges

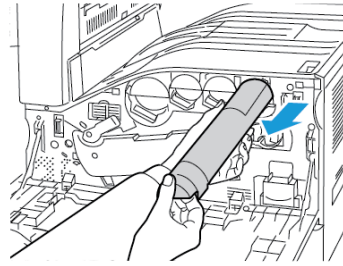
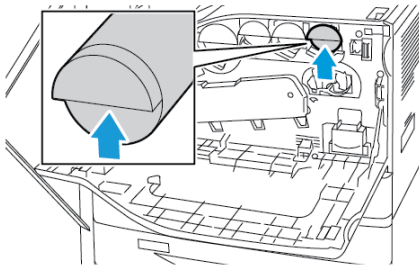
A message appears on the User Interface (UI) when you must replace a toner cartridge.

 **Caution:** Do not perform this procedure when the kiosk is copying or printing.

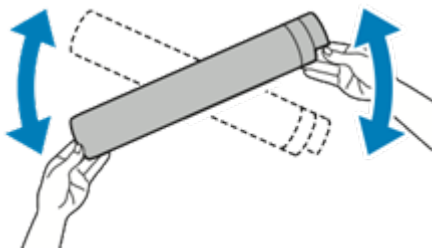
1. Open the front door (1) and the front cover (2).



2. Place your fingers under the lip of the toner cartridge, then pull the toner cartridge straight out of the kiosk.

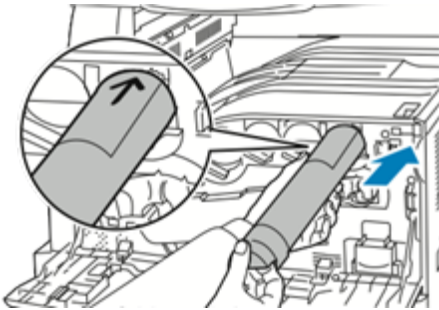


3. Remove the new toner cartridge from the packaging. Tilt the cartridge up and down, then left and right 10 times.

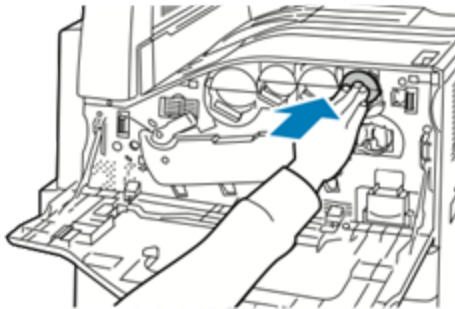




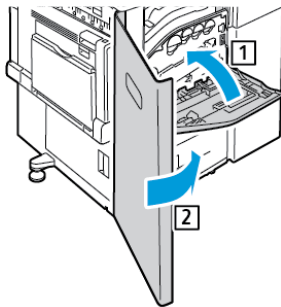
4. Hold the new toner cartridge with the arrow facing up, then push the cartridge in slowly until it stops.



5. Push gently on the toner cartridge to ensure that it is seated.




6. Close the front cover (1) and the front door (2).





## Replacing the Waste Toner Container

A message appears on the User Interface (UI) when you must replace the waste toner container.

When replacing the waste toner container, clean the printhead lenses. For details, refer to [Cleaning the Printhead Lenses](#).

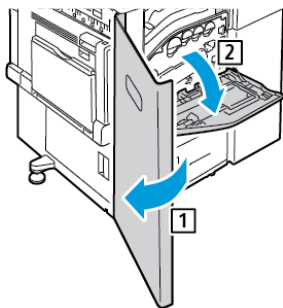
 **Caution:** Spread paper on the floor to catch possible toner spills.

 **WARNING:** If you spill any toner in the kiosk, wipe it up using a moist cloth. Never use a vacuum cleaner to remove spilled toner. Sparks inside the vacuum cleaner can cause a fire or explosion.

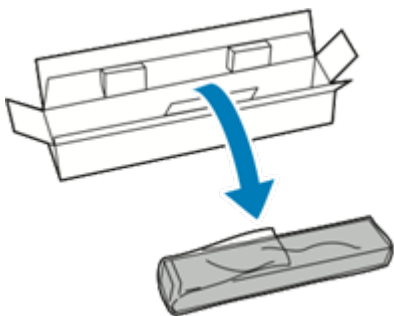
 **WARNING:** If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool water, not hot, to rinse off the toner. If toner gets on your skin, wash it off with cool water and a mild soap. If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

 **Caution:** Do not perform this procedure when the kiosk is copying or printing.

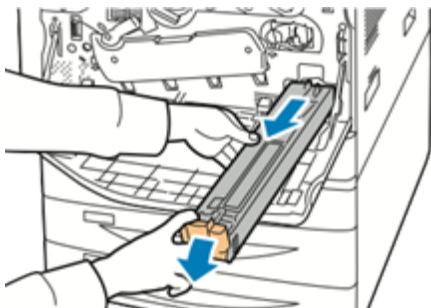
1. Open the front door (1) and the front cover (2).



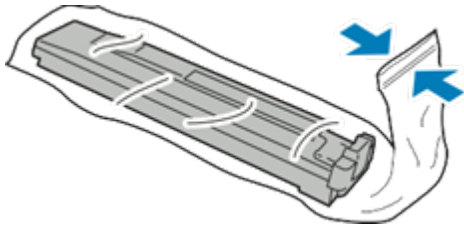
2. Remove the new waste toner container from the packaging. Retain the packaging.



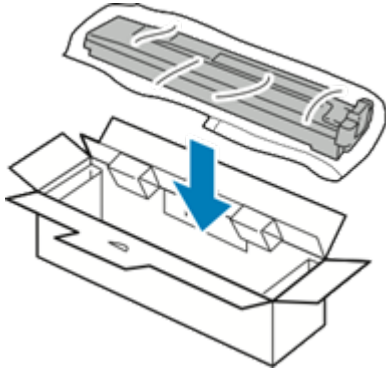
3. Pull the used waste toner container out slowly while supporting it with your other hand.




4. Place the used waste toner container in the plastic bag, then seal it firmly using the zipper.

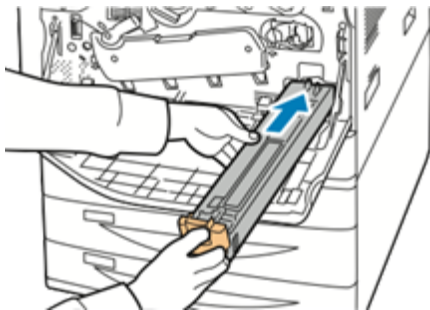


5. Place the used waste toner container in the empty box.

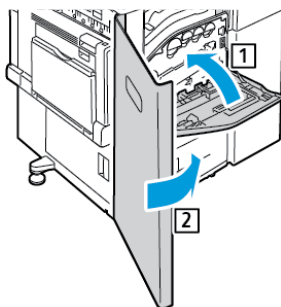


 **Note:** For details on waste toner container disposal, refer to [Recycling and Disposal](#).

6. Hold the left side of the new waste toner container and slide it into the kiosk until it clicks.




7. Clean the printhead lenses. For details, refer to [Cleaning the Printhead Lenses](#).
8. Close the front cover (1) and the front door (2).

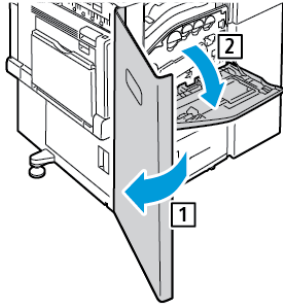


## Replacing the Drum Cartridges

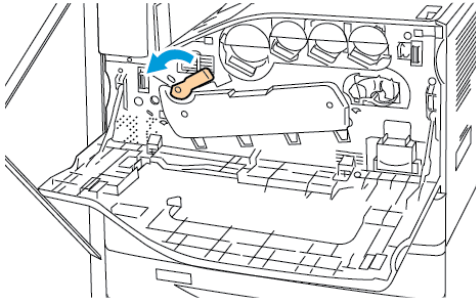
A message appears on the control panel when you must replace a drum cartridge.

 **Caution:** Do not expose the drum cartridge to direct sunlight or strong indoor fluorescent lighting. Do not touch or scratch the surface of the drum.

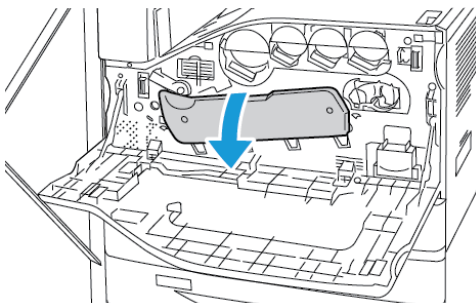
1. Open the front door (1) and the front cover (2).



2. Turn the belt tension lever to the left.



3. Pull the drum cartridge cover down until it clicks into the open position.



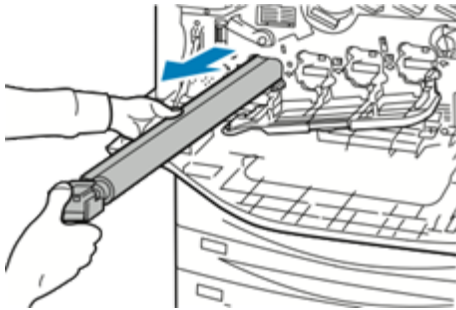
4. Grip the orange handle of the drum cartridge as shown, then pull the drum cartridge straight out of the kiosk. Place the used drum cartridge in the plastic bag and place in the box.



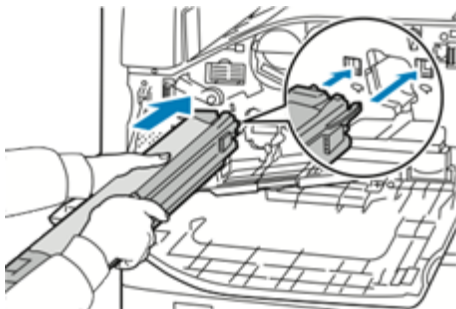
**WARNING:** Do not touch any toner adhering to the drum cartridge.



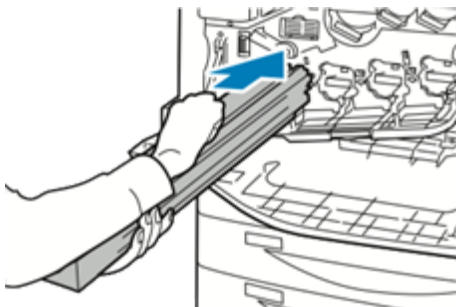
**Note:** If you want to return used supplies for recycling, follow the instructions included with the new supplies. If the instructions or shipping label is not available, for more information, go to [www.support.xerox.com](http://www.support.xerox.com).



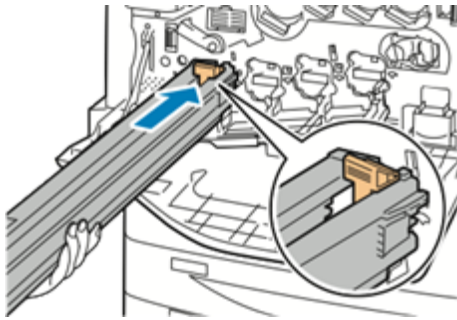
5. Remove the packing material from the end of the new drum cartridge.
6. Rest the new cartridge, along with its black plastic protective shield, in the cartridge slot. Make sure to load the cartridge in the direction of the arrow on the top of the shield.



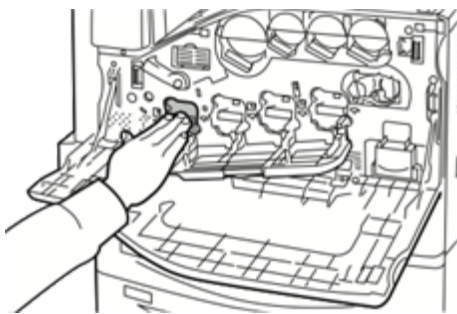
7. With the guides inserted in the slot, remove the black paper sheet by pulling it in the direction shown.
8. Remove the tape from the top of the cartridge shield.
9. Hold the shield, then use the orange handle to push the cartridge into the kiosk.



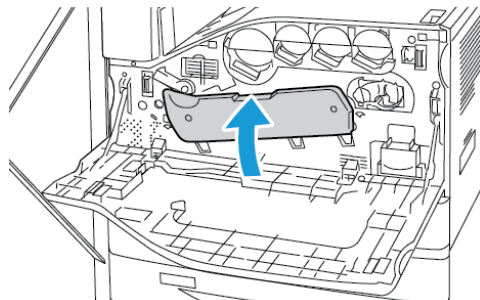
10. Continue to push the orange handle until it stops.



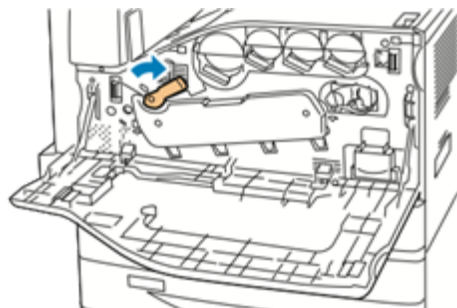
11. Carefully remove the protective shield.
12. Push the drum cartridge until it stops.



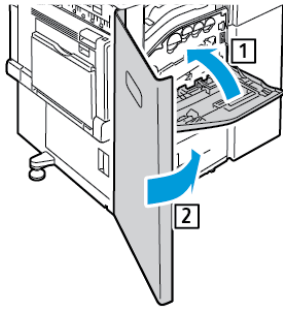
13. Close the drum cartridge cover.



14. To return the belt tension lever to the locked position, turn it to the right.




15. Close the front cover (1) and the front door (2).



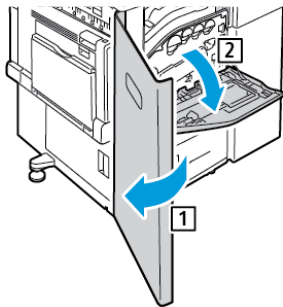
16. Dispose of the protective shield and tape as normal office waste.

## Replacing the Transfer Belt Cleaner

A message appears on the User Interface (UI) when you must replace the transfer belt cleaner.

 **Caution:** Do not perform this procedure when the kiosk is copying or printing.

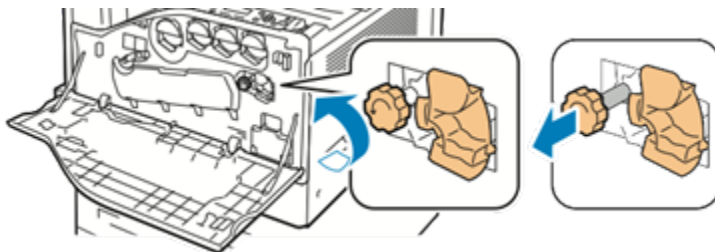
1. Open the front door (1) and the front cover (2).



2. Turn the orange lever to the right to unlock the belt cleaner.




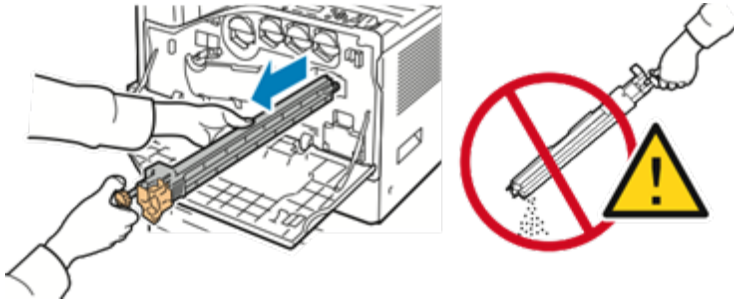
3. Turn the orange knob counterclockwise until it releases.



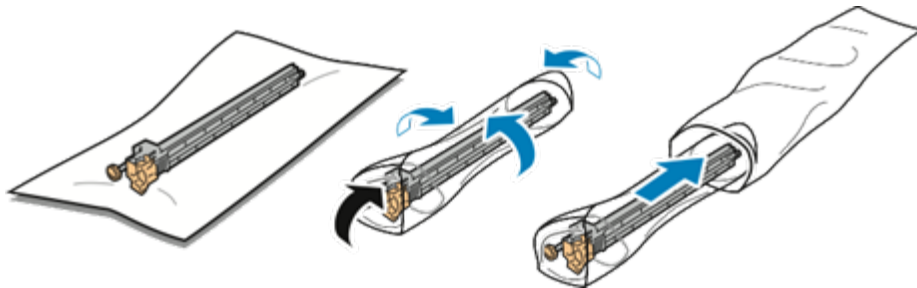


4. Pull the transfer belt cleaner straight out of the kiosk.


 **WARNING:** Do not touch any toner adhering to the transfer belt cleaner. Do not tilt the transfer belt cleaner or toner can spill.

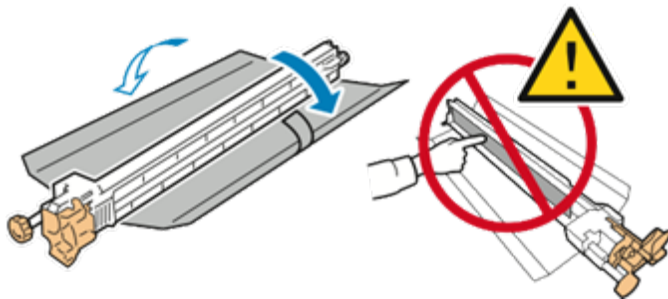


5. Remove the new transfer belt cleaner from the packaging. Retain the packaging.
6. Place the used transfer belt cleaner in the plastic bag.



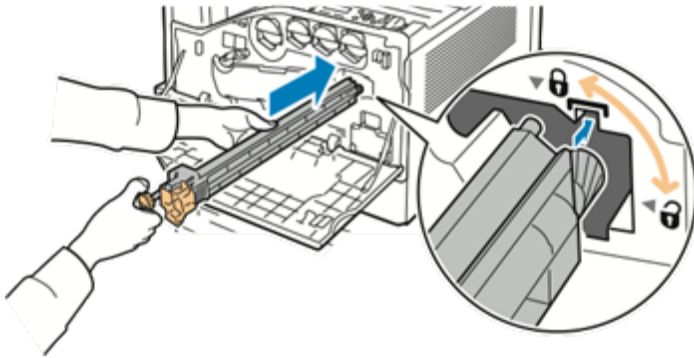
7. Remove the protective cover from the new transfer belt cleaner.

 **Caution:** Do not touch the surface of the transfer belt cleaner. Doing so can deteriorate image quality.

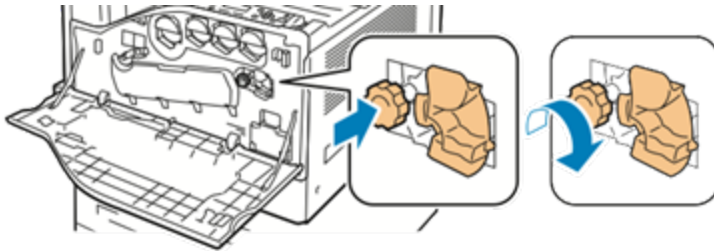




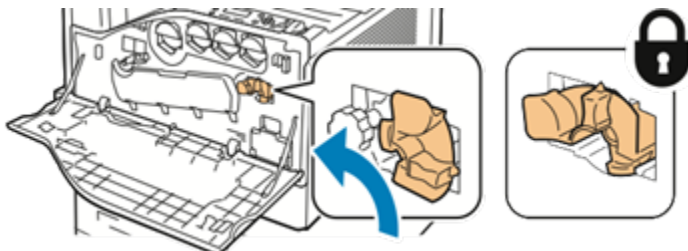
8. Support the new transfer belt cleaner with your left hand and slide the assembly straight into the opening until it stops.



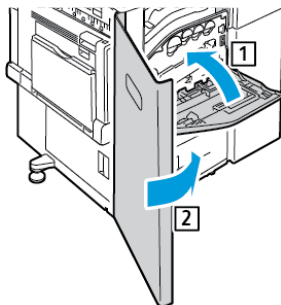
9. Push the orange knob in, then turn it clockwise until snug.



10. Turn the orange lever to the left to lock the belt cleaner.



11. Close the front cover (1) and the front door (2).

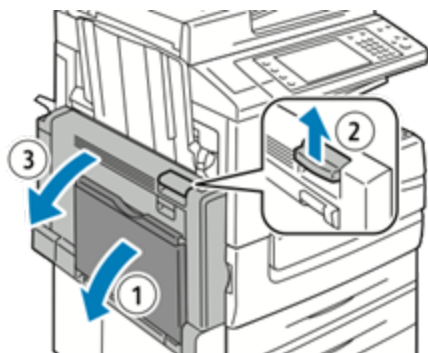


## Replacing the Second Bias Transfer Roller

When it is time to replace the bias transfer roller, a message appears on the kiosk touch screen.

To replace the bias transfer roller:

1. Open tray 5 and Door A:



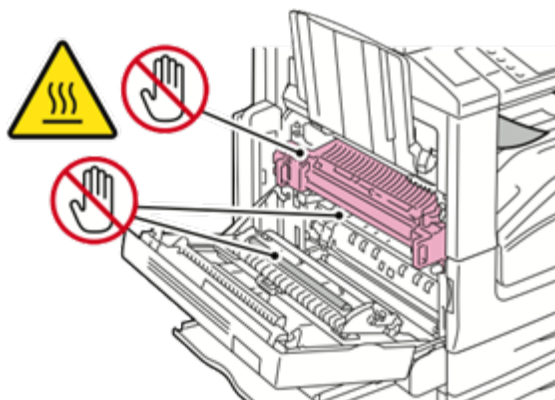
- a. To open tray 5, lower the tray (1).
- b. While lifting the release lever (2), open the top, left cover A as shown (3).



**WARNING:** The area around the fuser can be hot. To avoid injury, use caution.

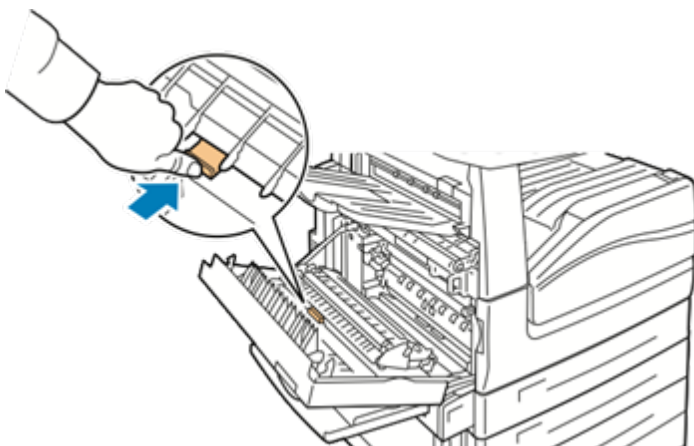


**Caution:** Do not touch the transfer belt. Touching the belt can reduce image quality or damage the transfer belt. Do not touch the transfer roller. Touching the roller can reduce image quality.



2. Remove the new transfer roller from the packaging. Retain the packaging.

3. Push the orange lever in the direction shown.

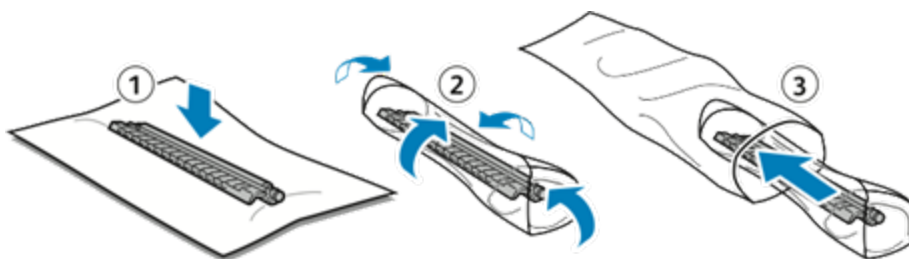


4. Lift the used transfer roller out of the kiosk.

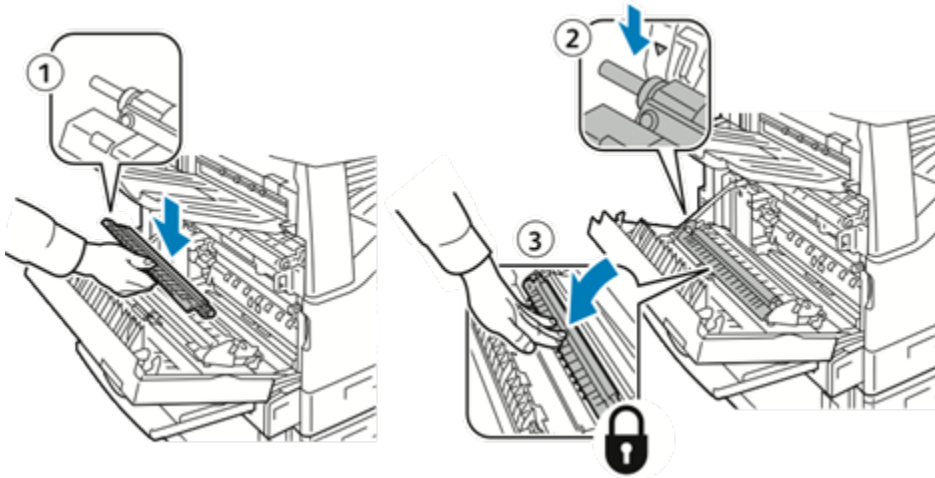
 **Note:** Do not touch any toner adhering to the transfer roller.



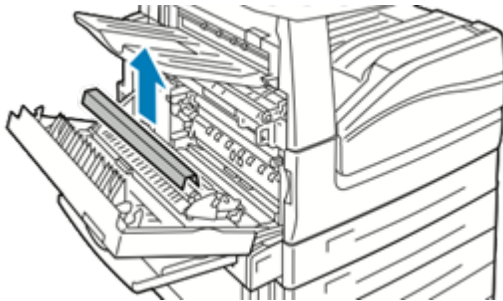
5. Place the used transfer roller in the plastic bag.



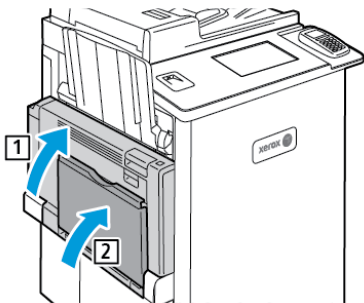
6. Place the new transfer roller in the kiosk (1) and (2), and press down until the transfer roller clicks into place (3).



7. Remove the protective cover from the transfer roller.



8. Close door A, then close tray 5.



## Replacing Staple Cartridges

A message appears on the User Interface (UI) when a staple cartridge is empty.

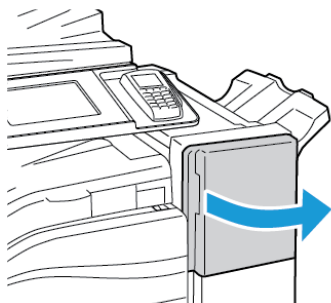
## Replacing Staples in the Main Stapler of the Office Finisher LX



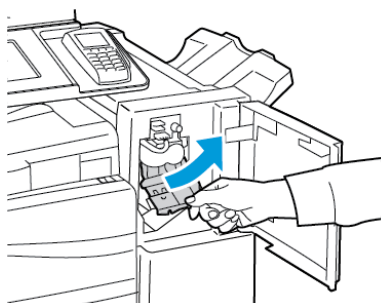
### WARNING:

Do not perform this procedure while the kiosk is copying or printing.

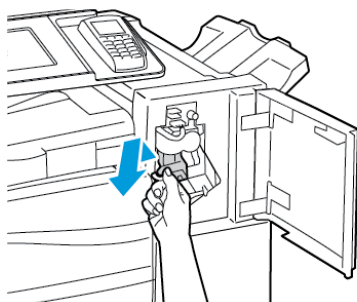
1. Open the finisher door as shown.



2. Reach into the finisher cabinet and pull the stapler toward you until it stops.
3. Push the stapler to the right as shown.

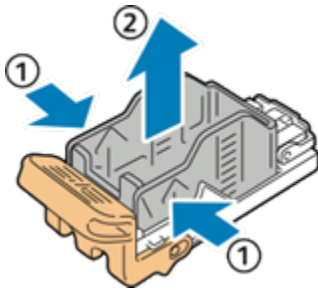


4. Grip the staple cartridge by the orange handle and pull it firmly toward you to remove it.

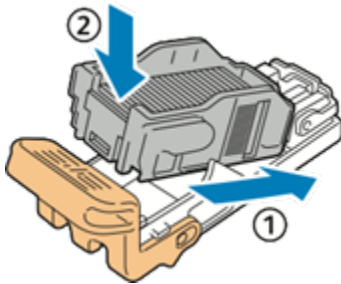


5. Remove any loose staples or other debris from inside the finisher.

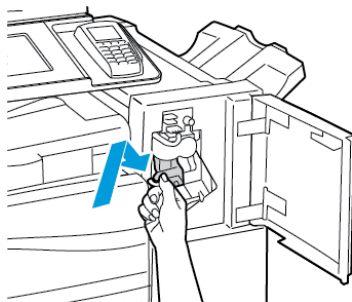
6. Pinch both sides of the staple case (1) and remove the staple case from the cartridge (2).



7. Insert the front side of the new staple case into the staple cartridge (1), then push the rear side into the cartridge (2).



8. Grip the staple cartridge by the orange handle and insert it into the stapler until it clicks to lock in place.




9. Close the finisher front door.

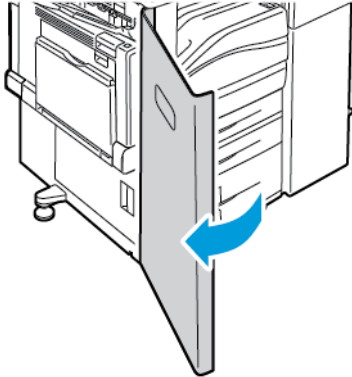
## Emptying the Hole Punch Waste Container

For models with a hole punch, when the hole punch waste container is full, a message appears on the User Interface (UI).

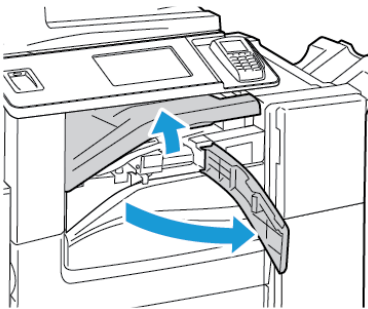
## Emptying the Hole Punch Waste Container in the Office Finisher LX

 **WARNING:** Do not perform this procedure while the kiosk is copying or printing.

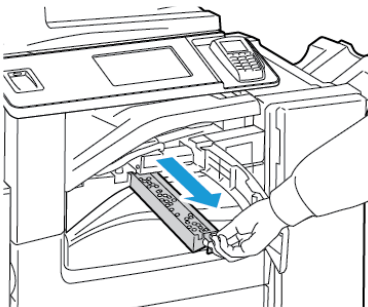
1. Open the front door, if installed.



2. Lift the finisher transport top cover, then open the front transport cover.

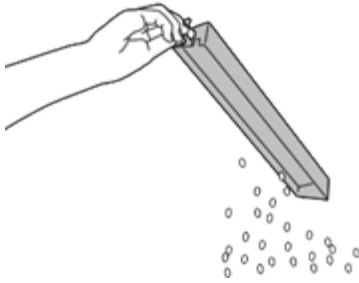


3. Pull out the hole punch waste container.

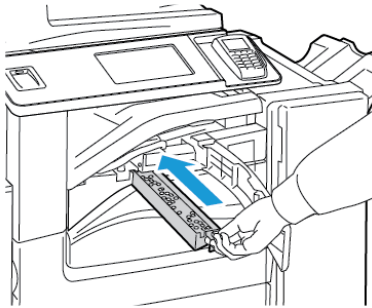


## Maintenance

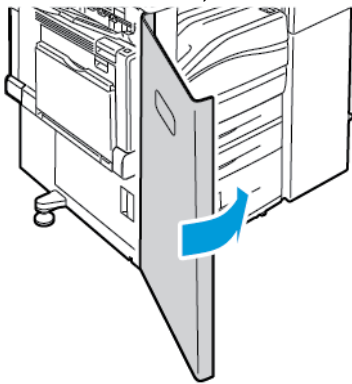
4. Empty the container.



5. Insert the container and slide it all the way into the finisher.



6. Close the finisher front transport cover, then close the top cover.
7. Close the front door, if installed.







## Ordering Supplies

When contacting Xerox® for assistance, be prepared to provide the kiosk serial number. For the serial number location, refer to [Locating the Serial Number](#).

## Consumables

Consumables are kiosk supplies that get depleted during the operation of the kiosk. Consumable supplies for this kiosk are the Genuine Xerox® Toner Cartridges in Cyan, Magenta, Yellow, and Black.


 **Note:** Each consumable includes installation instructions.

 **Caution:** Use of toner other than Genuine Xerox® Toner can affect print quality and kiosk reliability. This toner is the only toner designed and manufactured under strict quality controls by Xerox® for specific use with this kiosk.

## Routine Maintenance Items

Routine maintenance items for this kiosk include the following:

- Toner Cartridges (Cyan, Magenta, Yellow, and Black)
- Waste Container
- Second Bias Transfer Roller
- Hole Punch Waste Container

 **Note:** Each routine maintenance item includes installation instructions.

## Other Supplies

Other supplies are items required for options on certain kiosk configurations or accessories, but are not required for daily kiosk use.

Other supplies for this kiosk include the following:

- Staple Refills for the Office Finisher LX
- Staple Cartridge for the Office Finisher LX
- Drum Cartridge

## When to Order Supplies

When supplies are depleted, an alert that indicates that the device requires attention appears on the user interface. You cannot operate the kiosk until you have replenished the depleted supply. To view the supply type that needs replenishment, log in to the device as an administrator, then access Device Management. For details, refer to [Logging in to the Kiosk User Interface](#) and [Accessing Device Management](#).

To prevent an interruption in kiosk usage, it is recommended that you keep a spare set of each of the supplies listed in [Routine Maintenance Items](#) and [Other Supplies](#).

You can order supplies from your local reseller or from [www.support.xerox.com](http://www.support.xerox.com).



**Caution:** Use of non-Xerox supplies is not recommended. The Xerox Warranty and Service Agreement do not cover damage, malfunction, or degradation of performance caused by the use of non-Xerox supplies, or the use of Xerox supplies not specified for this kiosk.

## Recycling Supplies

For information on Xerox® supplies recycling programs, go to [www.support.xerox.com](http://www.support.xerox.com).

Supplies include a prepaid return label. Be sure to use the label to return used components in their original boxes for recycling.

## Moving the Kiosk

- Always turn off the kiosk and wait for the kiosk to shut down. Switch off the kiosk. For information, refer to [Powering On and Off the Kiosk](#).
- Disconnect the power cords from the back of the kiosk.
- To avoid spilling toner when moving the kiosk, keep the kiosk level.



### Note:

- To prevent toner from spilling when moving the kiosk over a long distance, remove the drum cartridges and toner cartridges.
- To protect the kiosk from damage, pack the kiosk inside a box.

# Troubleshooting

This chapter contains:

• General Troubleshooting .....	76
• Jams .....	83
• Print-Quality Problems.....	103
• Copy and Scan Problems.....	107
• Fax Problems.....	108
• Getting Help .....	109

## General Troubleshooting

This section contains procedures to help you locate and resolve problems. Resolve some problems by simply restarting the kiosk.

### Kiosk Power Switches

The kiosk has three power switches:

- For the User Interface (UI): A power on/off plunger switch for the UI is located beneath the UI. For details, refer to [Restarting the User Interface](#) and [Powering Off the User Interface](#).
- For the kiosk:
  - The main power switch is located behind the front door.
  - A secondary power switch is located behind a clear plastic door in area F. Area F is located just above the front cover.


For details, refer to [Powering On and Off the Kiosk](#).

### Restarting the Kiosk

#### **Note:**

- Before you begin, ensure that the main power switch is in the ON position and remains in the ON position throughout this procedure.
  - Restarting the kiosk does not require you to restart the User Interface.
  - If you cannot resolve a problem by restarting the kiosk, refer to the table in this chapter that best describes the problem.
1. Open the front door, if installed.
  2. Locate the main power switch and the secondary power switch. For details, refer to [Powering On and Off the Kiosk](#).
  3. Ensure that the main power switch is in the **ON** position.
  4. Power off the secondary power switch.

The kiosk powers off.

 **Note:** The User Interface does not power off or restart during this procedure. If you wish to restart the User Interface refer to [Restarting the User Interface](#).

5. After the message, *The Kiosk Screen is Unable to Connect to the Device.*, appears on the User Interface, power on the secondary power switch.

The kiosk powers on and reconnects to the User Interface automatically. This process takes several minutes. After the kiosk has powered on fully, the main screen appears on the User Interface.

6. Close the front door, if installed.

## Kiosk Does Not Power On or User Interface Touch Screen is Blank

Probable Causes	Solutions
The power cords are not plugged correctly into the outlets.	Power off the kiosk, then plug the power cords securely into the outlets.
Something is wrong with the outlet connected to the kiosk.	<ul style="list-style-type: none"> <li>Plug another electrical appliance into the outlet, then check if the appliance operates properly.</li> <li>Try a different outlet.</li> </ul>
One of the power switches is not powered on.	Power off both the kiosk power switches. For details, refer to <a href="#">Powering Off the User Interface</a> . Wait 2 minutes, then power on all 3 power switches. For details, refer to <a href="#">Powering On and Off the Kiosk</a> .
The kiosk is connected to an outlet with a voltage or frequency that does not match the kiosk specifications.	Use a power source with the correct voltage and frequency for the device. For details, refer to <a href="#">Electrical Specifications</a> .
The Enablement box requires resetting.	Unplug, then plug in the power cord for the Enablement box, located on the lower right side of the device.



**Caution:** Plug the three-wire cord (with grounding prong) directly into a grounded AC outlet only. Do not use a power strip. If necessary, contact a licensed electrician to install a properly grounded outlet.

## Troubleshooting User Interface Error Messages

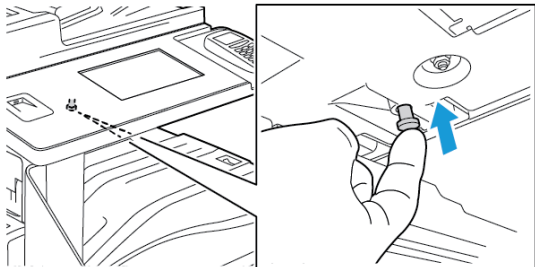
User Interface Error Message	Probable Causes	Solutions
The device requires attention. Please ask for assistance.	The device requires administrator intervention.	Contact the system administrator, or refer to the <i>System Administrator Guide</i> at <a href="http://www.support.xerox.com">www.support.xerox.com</a> .
<ul style="list-style-type: none"> <li>The kiosk screen is unable to connect to the device. Check to be sure the device is powered on. If the problem persists, please ask for assistance.</li> <li>Device not able to detect local connectivity. Please contact your system administrator for assistance.</li> </ul>	The device is not powered on.	Power on the device. For details, refer to <a href="#">Powering On and Off the Kiosk</a>
	The USB cable that connects the User Interface to the device is disconnected.	Connect the USB cable from the User Interface to the machine in either of the 2 available ports.
	The device requires restarting.	Restart the device. For details, refer to <a href="#">Powering On and Off the Kiosk</a> .

User Interface Error Message	Probable Causes	Solutions
<ul style="list-style-type: none"> <li>Device not able to detect DNS connectivity. Please contact your system administrator for assistance.</li> <li>Device not able to detect internet connectivity. Please contact your System Administrator for assistance.</li> </ul>	The Ethernet cable is disconnected.	Connect the Ethernet cable. For further support, contact your system administrator, or refer to the <i>System Administrator Guide</i> at <a href="http://www.support.xerox.com">www.support.xerox.com</a> .
	The Ethernet cable is connected to the wrong port on the device.	Connect the Ethernet cable to the correct port. For further information, refer to the <i>System Administrator Guide</i> at <a href="http://www.support.xerox.com">www.support.xerox.com</a> .
	The Ethernet outlet is not live.	<ul style="list-style-type: none"> <li>Plug an alternate network device into the Ethernet outlet to check that the alternate device is able to connect to the network.</li> <li>Locate a live Ethernet port.</li> </ul>
	The device or User Interface requires restarting.	Restart the machine and the User Interface. For details, refer to <a href="#">Powering On and Off the Kiosk</a> .
Unable to communicate with payment server. Please ask for assistance.	The User Interface requires restarting.	Restart the User Interface. For details, refer to <a href="#">Powering On and Off the Kiosk</a> .
Unable to check connectivity configuration.	The device or User Interface requires restarting.	Restart the device and the User Interface. For details, refer to <a href="#">Powering On and Off the Kiosk</a> .
<ul style="list-style-type: none"> <li>The device requires attention. Please ask for assistance.</li> <li>The device requires attention. We are unable to complete your job at this time. Please ask for assistance to complete your job, or select 'Check Out'.</li> </ul>	The device is experiencing a system error and requires system administrator intervention.	Contact the system administrator.
Any other User Interface error message where a spinning wheel displays for an extended period of time.	The device or User Interface requires restarting.	Restart the device and the User Interface. For details, refer to <a href="#">Powering On and Off the Kiosk</a> .

## Clearing a Dark Screen on the User Interface

If the kiosk touch screen is dark, to activate the UI, perform the following steps:

1. Locate the plunger switch under the UI console.
2. Press in the plunger switch briefly, then release the plunger switch.



For information on restarting or powering off the touch screen, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com).

## Restarting or Powering Off the User Interface

To restart or power off the User Interface, refer to the following:

- [Restarting the User Interface](#)
- [Powering Off the User Interface](#)

## Resetting the Credit Card Reader

1. If the credit card reader is not working normally, press the **Yellow** button and the **#** button simultaneously until the credit card reader beeps.



## Troubleshooting Credit Card Reader Errors

Issue	Probable Causes	Solutions
The message Lane Closed appears on the credit card reader..	The credit card reader requires resetting.	Reset the credit card reader. For details, refer to <a href="#">Resetting the Credit Card Reader</a> .
The credit card reader is not functioning properly.	The credit card reader requires resetting.	Reset the credit card reader. For details, refer to <a href="#">Resetting the Credit Card Reader</a> .
	The device is not powered on.	Power on the device. For details, refer to <a href="#">Powering On and Off the Kiosk</a> .
	The User Interface requires restarting.	Restart the User Interface. For details, refer to <a href="#">Powering On and Off the Kiosk</a> .
The credit card reader does not accept the credit card or payment card.	The credit card or payment card is not supported.	Use a supported credit card or payment card. For further information on supported cards, refer to accepted payment methods notice at the facility.
The credit card reader beeps repeatedly.	The credit card reader requires replacing.	Contact the system administrator.

## Kiosk Resets or Powers Off Frequently

Probable Causes	Solutions
The 2 power cords are not plugged into the outlet correctly.	Power off the kiosk, confirm that the power cords are correctly plugged into the kiosk and the outlet, then power on the kiosk. For details, refer to <a href="#">Powering On and Off the Kiosk</a> .
The kiosk is plugged into an uninterruptible power supply (UPS), extension cord, or power strip.	Do not use an uninterruptible power supply (UPS), extension cords, or power strip. Always plug each power cord directly into an electrical outlet.
A network configuration problem exists.	Unplug the network cable. If the problem is resolved, contact your network administrator to reconfigure your network installation.
A system error occurred.	Contact your Xerox® representative with the error code and message. Check the User Interface (UI) fault history. For details, refer to the <i>System Administrator Guide</i> at <a href="http://www.support.xerox.com">www.support.xerox.com</a> .



## Document Fails to Print

Probable Causes	Solutions
Selected tray has wrong paper size loaded.	<p>When the user receives a message indicating that the device requires attention:</p> <ol style="list-style-type: none"> <li>1 Log in as administrator and access Device Management. For details, refer to the <i>System Administrator Guide</i>.</li> <li>2 For the tray indicated, load the correct size paper.</li> <li>3 Touch <b>Close</b>.</li> <li>4 Exit Device Management. For details, refer to the <i>System Administrator Guide</i>.</li> </ol>
The kiosk is not installed on the network properly.	<p>Ensure that the kiosk is connected to the network.</p> <p>Refer to the <i>System Administrator Guide</i>.</p>

## Kiosk is Making Unusual Noises

Probable Causes	Solutions
One of the trays is not installed correctly.	Open and close the tray from which you are printing.
There is an obstruction or debris inside the kiosk.	Power off the kiosk and remove the obstruction or debris. If you cannot remove it, contact your Xerox® service representative.

## Automatic 2-Sided Printing Problems

Probable Causes	Solutions
Unsupported or incorrect paper.	<p>Ensure that you are using the correct paper. Do not use transparencies, envelopes, labels, or reloaded paper for automatic 2-sided printing. For details, refer to <a href="#">Supported Paper Sizes and Weights for Automatic 2-Sided Printing</a>.</p>

## Date and Time Are Incorrect

If a Set Time Error appears on the kiosk touch screen, set the time. The steps below can be performed by an administrator. For details, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com).

Probable Causes	Solutions
The Date and Time Setup is set to Manual (NTP Disabled).	To change the Date and Time to Automatic, enable NTP in Xerox® CentreWare® Internet Services.
The time zone, date, or time is set incorrectly.	Set the time zone, date, and time manually.

## Scanner Errors

Probable Causes	Solutions
Scanner is not communicating.	<p>Power off the kiosk, and check the scanner cable. Wait two minutes and power on the kiosk again.</p> <p>If the problem is not resolved, contact your Xerox® service representative.</p>

# Jams

## Clearing Paper Jams

To avoid damage, always remove jammed paper carefully without tearing it. Try to remove the paper in the same direction that it normally moves through the kiosk. Even a small piece of paper left in the kiosk can cause a jam. Do not reload paper that has jammed.



### Note:

- Paper jam clearance requires that you log in to the device user interface and access Device Management. For details, refer to [Logging in to the Kiosk User Interface](#) and [Accessing Device Management](#).
- Do not touch the printed side of the paper when removing it. The printed side of jammed pages can smudge, and the toner could stick to your hands. Avoid spilling any toner inside the kiosk.

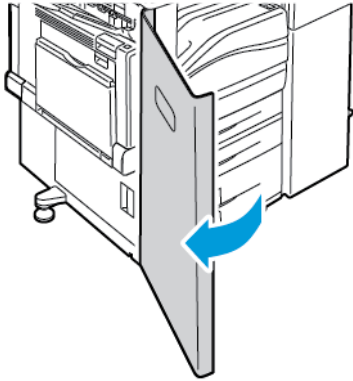


### WARNING:

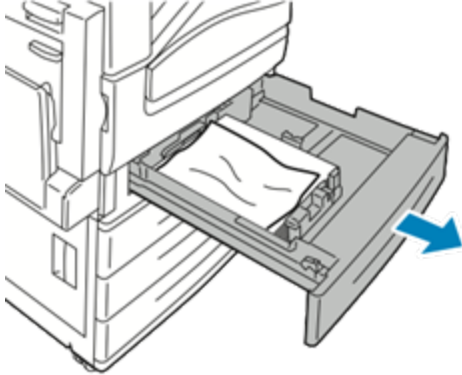
- If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool water, not hot, to rinse off the toner.
- If toner gets on your skin, wash it off with cool water and a mild soap.
- If toner gets in your eyes, wash it out immediately with cool water and consult a doctor.

## Clearing Jams at Trays 1–4

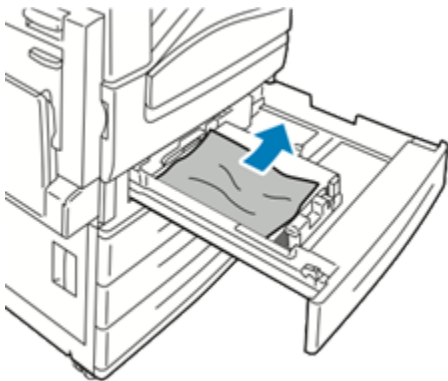
1. Open the front door, if installed.



2. Pull the tray out toward you until it stops.

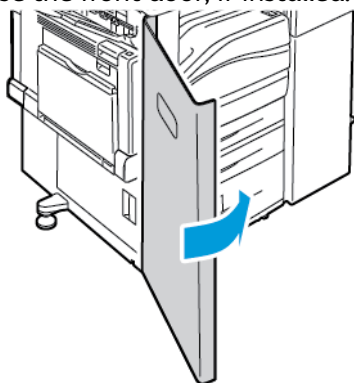


3. Remove the paper from the tray.
4. If the paper is torn, remove the tray completely and check inside the kiosk for torn pieces of paper.



5. Reload the tray with undamaged paper, then push the tray in until it stops.

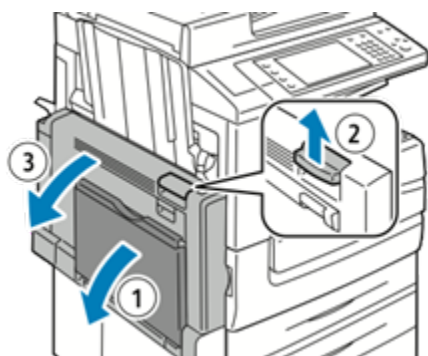
6. On the user interface, touch **Confirm**.
7. Close the front door, if installed.



For details on logging in to the device user interface, refer to the *System Administrator Guide*.

## Clearing Jams at Door A

1. Open tray 5 and Door A:



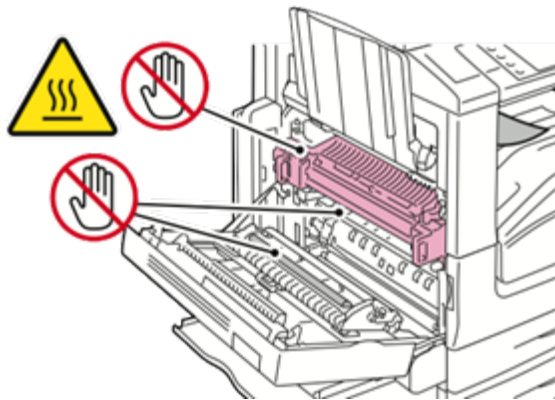
- a. To open tray 5, lower the tray (1).
- b. While lifting the release lever (2), open the top, left cover A as shown (3).



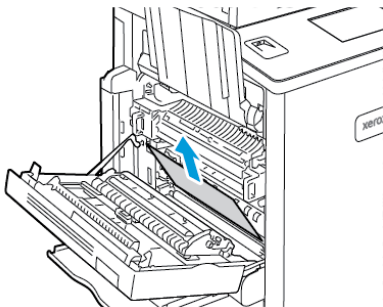
**WARNING:** The area around the fuser can be hot. Use caution to avoid injury.



**Caution:** Do not touch the transfer belt. Touching the belt can reduce image quality or damage the transfer belt. Do not touch the transfer roller. Touching the roller can reduce image quality.



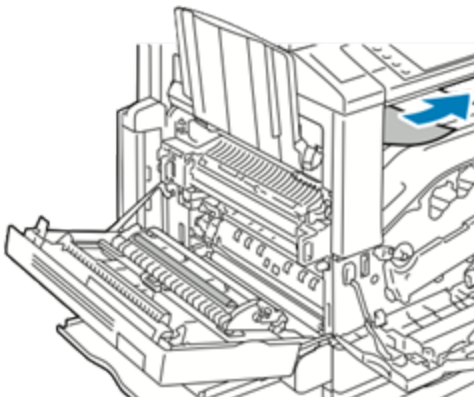
2. Remove the jammed paper.



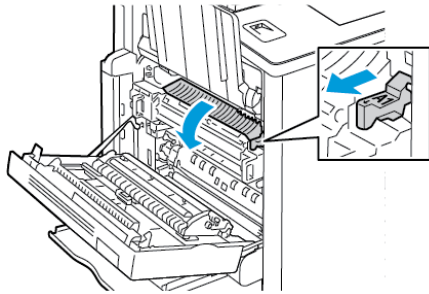
3. If paper jams at the exit to the output tray, remove the paper by carefully pulling it straight out in the direction shown.



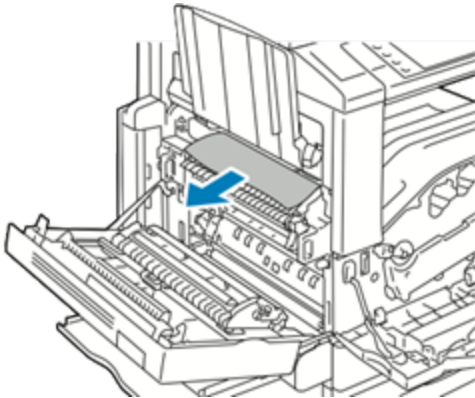
**Note:** Toner can adhere to the transfer roller. Adherence of toner does not affect print quality.




4. If paper is jammed in the fuser, pull green lever A1 to open the fuser exit gate.

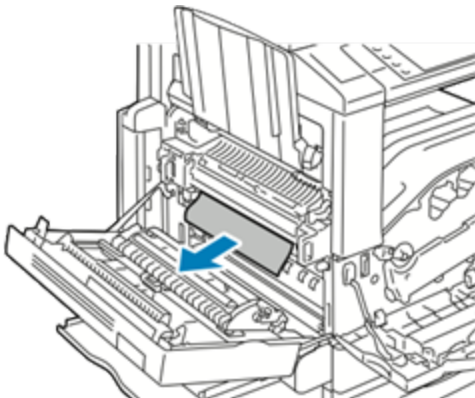


5. Remove the paper as shown.



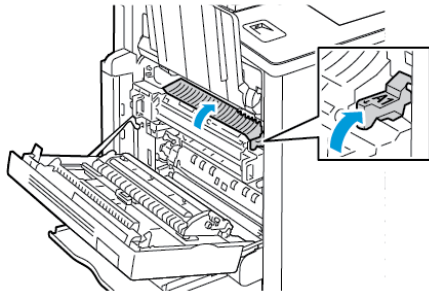
 **Note:** If the paper is torn, remove all torn pieces from the kiosk.

If the paper is jammed at the bottom entry of the fuser, remove it as shown.

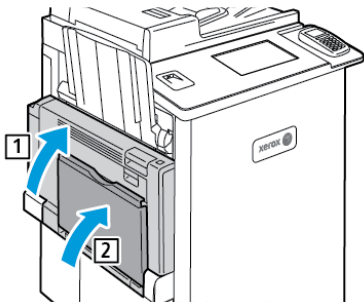


## Troubleshooting

6. Return the green lever A1 to its normal position.

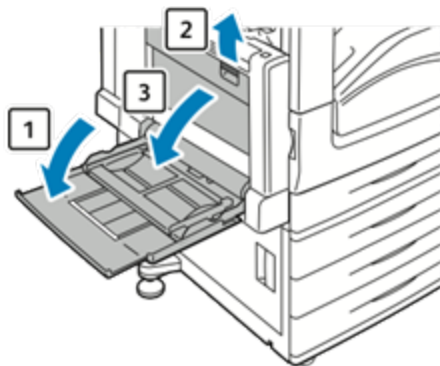


7. Close door A, then close tray 5.



## Clearing Jams at Door B


1. To open door B, perform the following steps:



- a. Open tray 5 (1).



- b. To open door B, while lifting the release lever (2), open door B (3).
2. Remove the jammed paper.

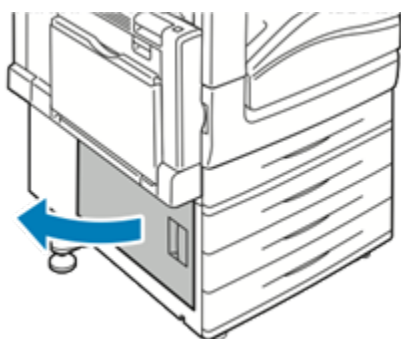
 **Note:** If the paper is torn, remove all torn pieces from the kiosk.




3. Close door B, then close tray 5.

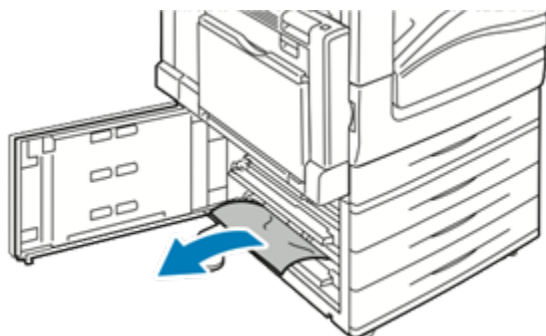
## Clearing Jams at Door C

1. Pull the release lever and open door C.




2. Remove the jammed paper as shown.

 **Note:** If the paper is torn, remove all torn pieces from the kiosk.

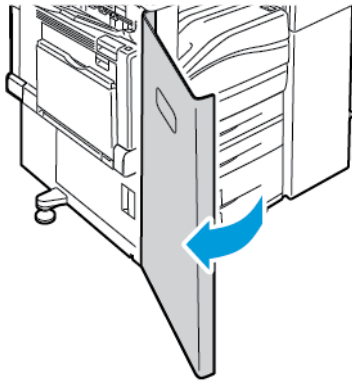


3. For paper jammed in the upper position, look inside the kiosk to remove it.

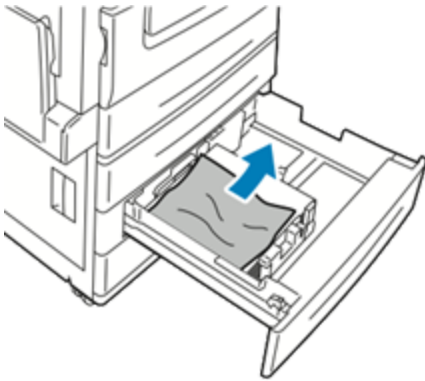
 **Note:** If the paper is inaccessible, refer to [Clearing Jams at Door A](#).

## Troubleshooting

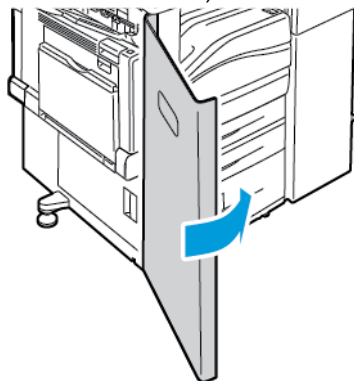
4. For paper jammed in the tray feed roller:
  - a. Open the front door, if installed.



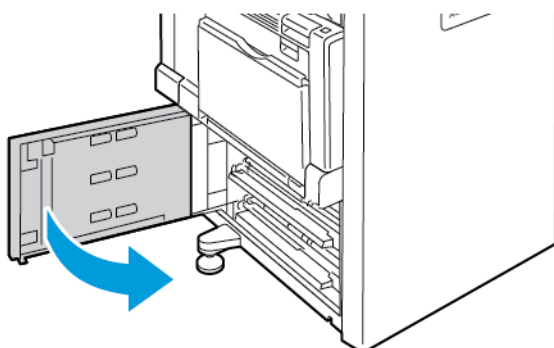
- b. Open the tray and remove the paper.



- c. Close the front door, if installed.

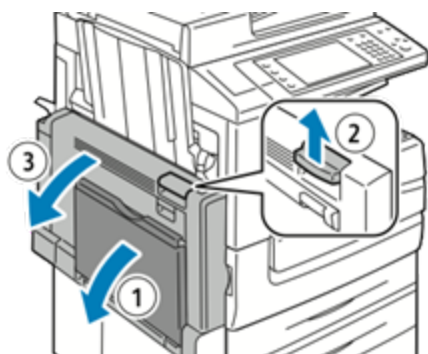


5. Close door C.



## Clearing Jams at Door D

1. Open tray 5 and Door A:



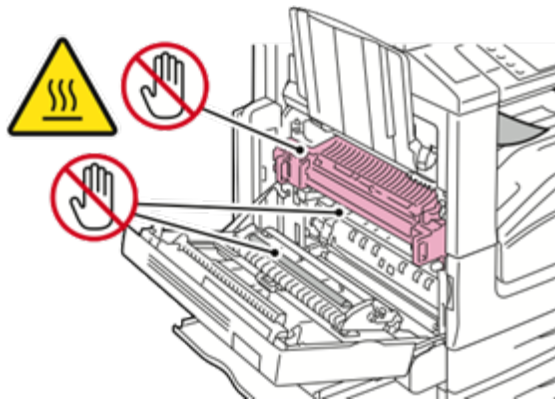
- a. To open tray 5, lower the tray (1).
- b. While lifting the release lever (2), open the top, left cover A as shown (3).



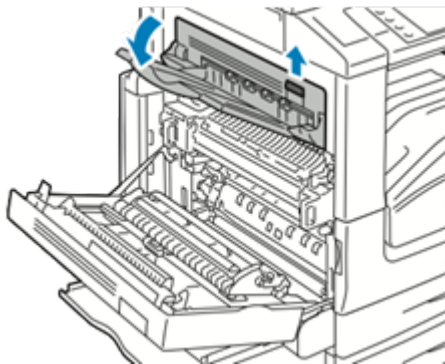
**WARNING:** The area around the fuser can be hot. Use caution to avoid injury.




**Caution:** Do not touch the transfer belt. Touching the belt can reduce image quality or damage the transfer belt. Do not touch the transfer roller. Touching the roller can reduce image quality.

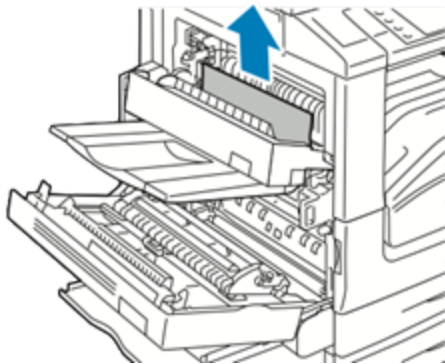


2. Lift the lever up to open door D.



3. Remove the jammed paper as shown.

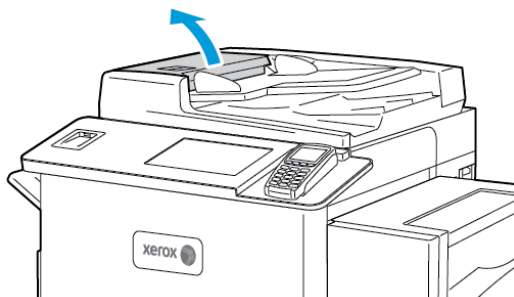
 **Note:** If the paper is torn, remove all torn pieces from the kiosk.



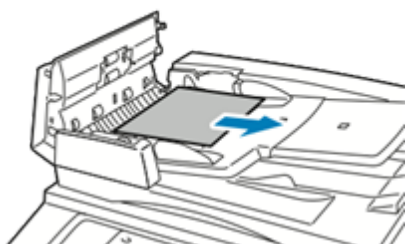
4. Close door D.
5. Close door A, then close tray 5.

## Clearing Jams in the Document Feeder

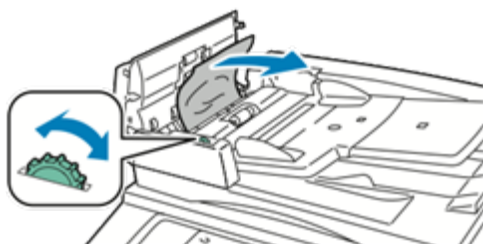
1. Lift the lever and open the top cover of the document feeder as shown.



2. If the original is not caught in the entry to the document feeder, pull it straight out in the direction shown.



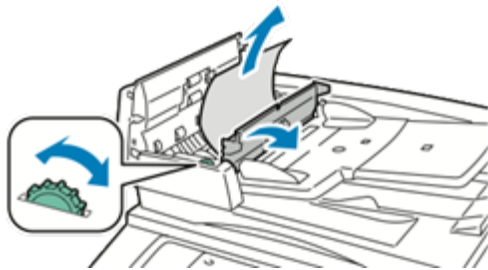
3. If the message on the User Interface (UI) instructs you to turn the green wheel, turn it in the direction shown. Turning the green wheel moves the original out of the feeder.



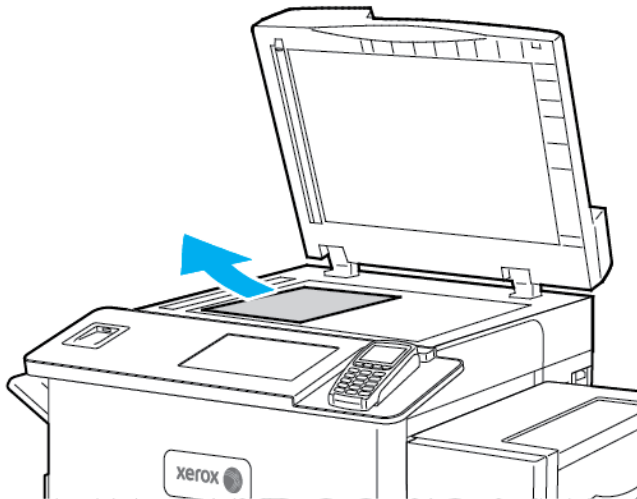
4. If the message instructs you to open the inner cover, lift the lever with the green tab to open the inner cover.

## Troubleshooting

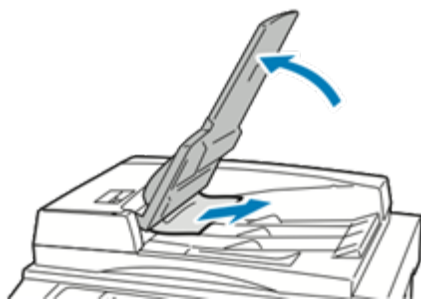
5. Turn the green wheel in the direction shown to move the original out of the feeder. Carefully remove the jammed original.



6. Close the inner cover, then close the top cover, pressing it down until it clicks into place.
7. If the original is not visible when the top cover is opened, lift the document cover and remove the original.



8. If the original is not visible when the document cover is opened, lift the document feeder tray, then remove the paper.



9. Lower the document feeder tray.
10. If the original is not wrinkled or torn, load it into the feeder again following the instructions on the touch screen.



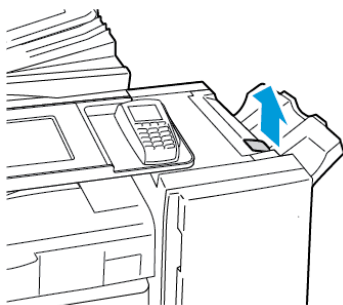
**Note:** If performing a copy job or a scan job, after clearing the document feeder jam, reload the entire document set, including the pages already scanned. The kiosk restarts the job.

**Caution:** Torn, wrinkled, or folded originals can cause jams and damage the kiosk. To copy torn, wrinkled, or folded originals, use the document glass.

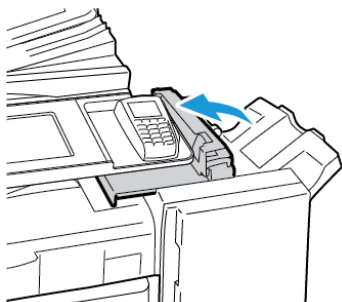
## Clearing Jams in the Office Finisher LX

### Clearing Jams Under the Finisher Top Cover


1. Pull up the lever on the top cover.

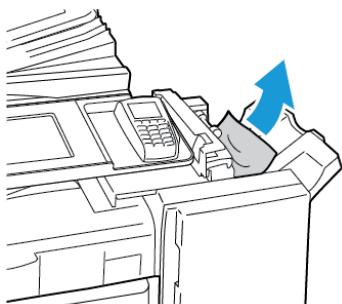


2. Open the top cover by rotating it to the left.



3. Remove the jammed paper.

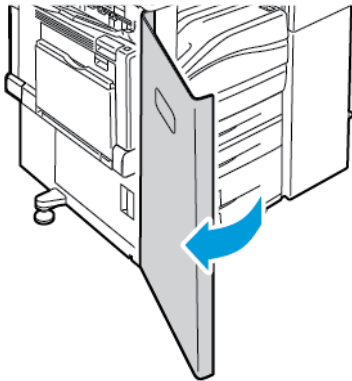
 **Note:** If the paper is torn, remove all torn pieces from the finisher.



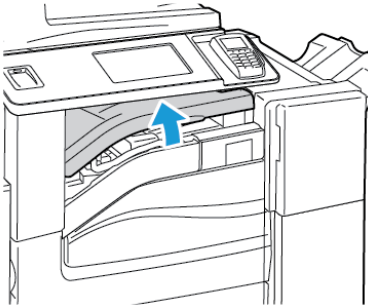
4. Close the top cover of the finisher.

## Clearing Jams in the Office Finisher LX Transport

1. Open the front door, if installed.



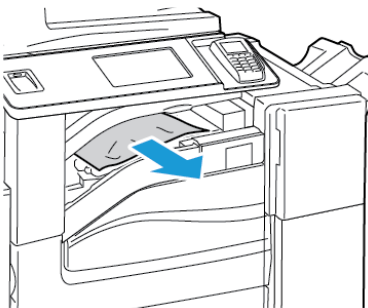
2. Lift the handle of the center tray straight up to open the transport cover.



3. Remove the jammed paper.

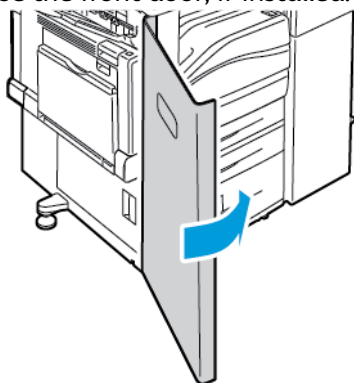


**Note:** If the paper is torn, remove all torn pieces from the finisher.





4. Close the transport cover.
5. Close the front door, if installed.



## Minimizing Paper Jams

The kiosk is designed to function with minimal paper jams using Xerox® supported paper. Other paper types can cause jams. If supported paper jams frequently in one area, clean that area of the paper path. To avoid damage, always remove jammed paper carefully without tearing it. Try to remove the paper in the same direction that it normally moves through the kiosk. Even a small piece of paper left in the kiosk can cause a jam. Do not reload paper that has jammed.

The following actions can cause paper jams:

- Using damaged paper
- Using unsupported paper
- Loading paper incorrectly
- Overfilling the tray
- Adjusting the paper guides improperly

You can prevent most jams by following a simple set of rules:

- Use only supported paper. For details, refer to [Supported Paper](#).
- Follow proper paper handling and loading techniques.
- Always use clean, undamaged paper.
- Avoid using paper that is curled, torn, moist, creased, or folded.
- Fan the paper to separate the sheets before loading into the tray.
- Observe the paper tray fill line; never overfill the tray.
- Remove transparencies from the output tray immediately after printing.
- Adjust the paper guides in all trays after inserting the paper. An improperly adjusted guide can cause poor print quality, misfeeds, skewed prints, and kiosk damage.
- Store paper in a dry location.
- Use only Xerox® paper and transparencies designed for the kiosk.

Avoid the following:

## Troubleshooting

- Polyester coated paper that is designed specifically for inkjet printers
- Highly glossy or coated paper
- Paper that is folded, wrinkled, or excessively curled
- Fanning transparencies before loading in the paper tray
- Loading more than one type, size, or weight of paper in a tray at the same time
- Loading hole-punched paper or paper with folded corners or staples in the document feeder
- Overfilling the paper trays
- Allowing the output tray to overfill
- Allowing the output tray to fill with more than a few transparencies

For information on supported paper, refer to the UI Paper and Media Information Pages, or refer to [Supported Paper](#).

## Troubleshooting Paper Jams

### Multiple Sheets Pulled Together

Probable Causes	Solutions
The paper tray is too full.	Remove some of the paper. Do not load paper past fill line.
The edges of the paper are not even.	Remove the paper, align the edges, and then reload it.
The paper is moist from humidity.	Remove the paper from the tray, and replace it with new, dry paper.
Too much static electricity is present.	<ul style="list-style-type: none"><li>• Try a new ream of paper.</li><li>• Do not fan transparencies before loading in tray.</li></ul>
Using unsupported paper.	Use only Xerox®-approved paper. For details, refer to <a href="#">Supported Paper</a> .
Humidity is too high for coated paper.	Feed paper one sheet at a time.

### Jams in the Document Feeder

Probable Causes	Solutions
Unsupported paper of the wrong size, thickness, or type.	Use only Xerox®-approved paper. For details, refer to <a href="#">Supported Paper</a> .
Originals are torn, previously stapled, bent, or folded.	Ensure that the originals are not torn, bent, or folded. If previously stapled, remove all staples and separate the sheets by fanning them.

Probable Causes	Solutions
The documents loaded in the document feeder exceed the maximum capacity allowed.	Place fewer documents in the document feeder.
Improperly adjusted document feeder guides.	Adjust the paper guides to fit snugly against the paper loaded in the document feeder.

## Paper Misfeeds and Paper Size Jams

Probable Causes	Solutions
The paper is not correctly positioned in the tray.	<ol style="list-style-type: none"> <li>1 Remove the misfed paper and reposition it properly in the tray.</li> <li>2 Adjust the paper guides in the tray to match the size of the paper.</li> </ol>
The paper tray is too full.	Remove some of the paper. Do not load paper past the fill line.
The paper guides are not correctly adjusted to the paper size.	<ol style="list-style-type: none"> <li>1 Remove the paper.</li> <li>2 Adjust the paper guides in the tray to match the size of the paper.</li> <li>3 Replace the paper.</li> </ol>
The tray contains warped or wrinkled paper.	Remove the paper, smooth it out, and reload it. If it still misfeeds, do not use that paper.
The paper is moist from humidity.	Remove the moist paper and replace it with new, dry paper.
Using paper of the wrong size, thickness, or type.	Use only Xerox®-approved paper. For details, refer to <a href="#">Supported Paper</a> .
Non-default media has been loaded and has not been identified at the User Interface.	Identify the media size and type at the User Interface. For details, refer to the <i>System Administrator Guide</i> at <a href="http://www.support.xerox.com">www.support.xerox.com</a> .

## Paper Jam Message Stays On

Probable Causes	Solutions
Some paper remains jammed in the kiosk.	Recheck the media path and make sure that you have removed all the jammed paper.
One of the kiosk doors is open.	Check the doors on the kiosk. Close any door that is open.




**Note:** Check for and remove torn pieces of paper in the paper path.

## Jams During Automatic 2-Sided Printing

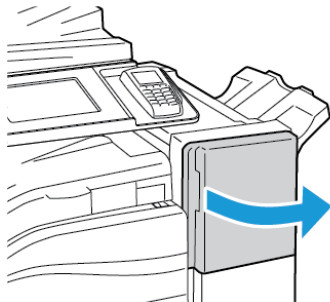
Probable Causes	Solutions
Using paper of the wrong size, thickness, or type.	Use paper of the correct size, thickness, or type. For details, refer to <a href="#">Supported Paper Sizes and Weights for Automatic 2-Sided Printing</a> .
Paper is loaded in the wrong tray.	The paper must be loaded in the correct tray. For details, refer to <a href="#">Supported Paper</a> .
Tray is loaded with mixed paper.	Load the tray with only one type and size of paper.

## Clearing Staple Jams

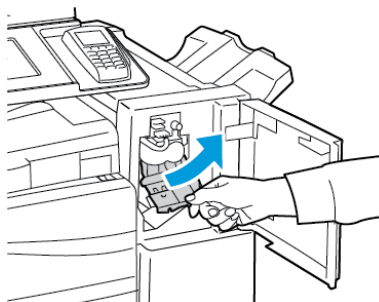
### Clearing Staple Jams in Office Finisher LX

 **WARNING:** Do not perform this procedure while the kiosk is copying or printing.

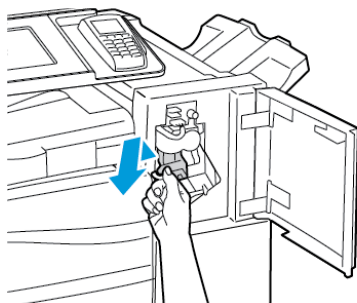
1. Open the finisher door as shown.



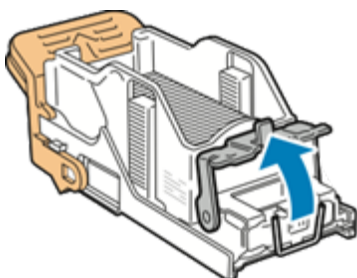
2. Reach into the finisher cabinet and pull the stapler toward you until it stops.
3. Push the stapler to the right as shown.



4. Grip the staple cartridge by the orange handle and pull it firmly toward you to remove it.



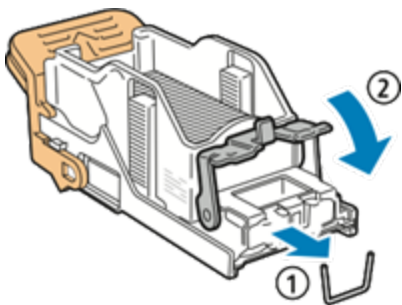
5. Remove any loose staples or other debris from inside the finisher.
6. Pull the staple cartridge clamp firmly in the direction shown to open it.



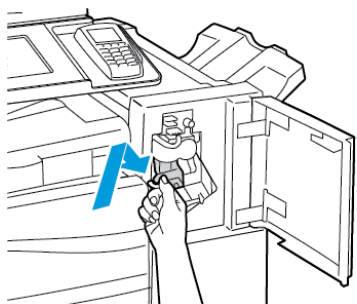
7. Remove the jammed staples (1), then push the clamp in the direction shown until it snaps into the locked position (2).



**WARNING:** The points of the jammed staples are sharp. Remove the jammed staples carefully.



8. Grip the staple cartridge by the orange handle and insert it into the stapler until it clicks to lock in place.



9. Close the finisher front door.

## Clearing Hole Punch Jams

### Clearing Hole Punch Jams in Office Finisher LX

If the kiosk stops printing and reports a hole punch jam, empty the hole punch waste container. For details, refer to [Emptying the Hole Punch Waste Container](#).

After emptying the hole punch waste container, locate and remove any paper jams.

## Print-Quality Problems

Your kiosk is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this section to troubleshoot the problem. For details, refer to [www.support.xerox.com](http://www.support.xerox.com).



**Caution:** Use of non-Xerox supplies is not recommended. The Xerox Warranty and Service Agreement do not cover damage, malfunction, or degradation of performance caused by the use of non-Xerox supplies, or the use of Xerox supplies not specified for this kiosk.



**Note:** To enhance the print quality, toner cartridges, print cartridges, or drum cartridges for many models of equipment are designed to cease functioning at a predetermined point.


## Controlling Print Quality

Various factors can affect the quality of the output of your kiosk. For consistent and optimum print quality, use paper designed for your kiosk. To maintain optimum print quality from your kiosk, follow the guidelines in this section.

Temperature and humidity affect the quality of the printed output. For details, refer to [Environmental Specifications](#).

## Paper and Media

Your kiosk is designed to use various paper and other media types. Follow the guidelines in this section for the best print quality and to avoid jams.

- Use only Xerox®-approved paper. For details, refer to [Supported Paper](#).
- Use only dry, undamaged paper.
- 
**Caution:** Some paper and other media types can cause poor output quality, increased paper jams, or damage your kiosk. Do not use the following:
  - Rough or porous paper
  - Inkjet paper
  - Non-laser glossy or coated paper
  - Paper that was photocopied
  - Paper that is folded or wrinkled
  - Paper with cutouts or perforations
  - Stapled paper
  - Envelopes with windows, metal clasps, side seams, or adhesives with release strips
  - Padded envelopes
  - Plastic media
- Store your paper and other media properly for optimum print quality. For details, refer to [Paper Storage Guidelines](#).

## Troubleshooting Print-Quality Problems

Use the information in this section to troubleshoot print-quality problems. For additional information to help resolve issues, go to [www.support.xerox.com](http://www.support.xerox.com).



**Caution:** Use of non-Xerox supplies is not recommended. The Xerox Warranty and Service Agreement do not cover damage, malfunction, or degradation of performance caused by the use of non-Xerox supplies, or the use of Xerox supplies not specified for this kiosk.



**Note:** To enhance the print quality, toner cartridges, print cartridges, or drum cartridges for many models of equipment are designed to cease functioning at a predetermined point.

### Printing the Troubleshooting Print Quality Pages

1. To print procedures on resolving print quality problems, in the *System Administrator Guide*, refer to the procedure for accessing Information Pages. Touch **Troubleshooting Print Quality Page**, then touch **Print**.
2. Compare your print quality problems to the examples on the pages.

### Eliminating the Paper or Media as the Problem

Damaged or unsupported paper or media can cause print quality problems even when the kiosk is working perfectly. Use the following guidelines to eliminate the paper as the source of the print quality problem:

- Make sure that the kiosk supports the paper or media.
- Make sure that the kiosk is loaded with undamaged, dry paper.
- If the condition of the paper or media is in doubt, replace it with new paper or media.

### Troubleshooting Print Quality Problems in the Kiosk

If print quality problems appear when printing a Demo Page or the Configuration Report from the User Interface (UI), the problem is the kiosk.

To find the source of the problem:

1. At the UI, print the Troubleshooting Print Quality Pages. For details, refer to [Printing the Troubleshooting Print Quality Pages](#).
2. If the prints are too light to see print details, verify the following:
  - The kiosk is loaded with undamaged, dry supported paper.
  - The toner levels of one or more of the toner cartridges is not too low.
3. If the pages are printed with a solid color, one or more of the drum cartridges can be defective. Correct the problem before continuing.
4. If the colors of the pages do not match expectations, run the UI Print Calibration.
5. Compare the print-quality problems in your document to each of the examples in the Troubleshooting Print Quality Pages.


If you find a match in the Troubleshooting Print Quality Pages, check the Solutions column for the appropriate action to resolve the problem.

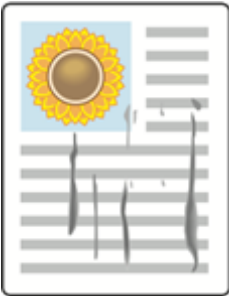

If the problem persists, for online support information, go to [www.support.xerox.com](http://www.support.xerox.com).






## Print Quality Problems and Solutions

Use the following table to find solutions to print quality problems.

 **Note:** To print procedures on resolving print quality problems, in the *System Administrator Guide*, refer to the procedure for accessing Information Pages. Touch **Troubleshooting Print Quality Page**, then touch **Print. Machine Status** button. Then touch **Machine Information**→**Information Pages**→**Troubleshooting Print Quality Page**.

Problem	Solution
<p>Smears, Smudges, and Streaks</p> <p>Dark or light marks appear on your output.</p> 	<p>Run a print job consisting of several blank pages through the kiosk to remove toner accumulated on the fuser.</p> <p>If the problem persists, print the test pages to help determine which component is causing the image quality problem.</p> <ul style="list-style-type: none"> <li>• If the defect occurs in one color only, replace the corresponding imaging unit.</li> <li>• If the defect occurs in all colors and is visible on all the test pages, replace the fuser.</li> </ul>
<p>Colors Too Light or Too Dark</p> <p>The print or color density is too light, missing, or the background is foggy.</p> 	<ol style="list-style-type: none"> <li>1 Verify that the paper in use is the correct type for the kiosk and is loaded properly. For details, refer to <a href="#">Supported Paper</a>.</li> <li>2 Verify that the paper loaded in the tray matches the paper type selected at the UI.</li> </ol>

Problem	Solution
<p>Vertical White Lines or Streaks - One Color</p> <p>Lines or streaks appear in one color of your output.</p> 	<ol style="list-style-type: none"> <li>1 Print the test pages to identify the affected color.</li> <li>2 To clean the printhead lenses for the affected color, pull out the cleaning rod until it stops, then move it all the way in. Repeat three more times. Then repeat this procedure for each affected color. For details, refer to <a href="#">Cleaning the Printhead Lenses</a>.</li> </ol>
<p>Toner Missing or Easy to Rub Off</p> <p>Toner appears to be missing from the print or is easy to rub off.</p> 	<ol style="list-style-type: none"> <li>1 Verify that the paper in use is the correct type for the kiosk and is loaded properly. For details, refer to <a href="#">Supported Paper</a>.</li> <li>2 Perform the Calibrate Paper Type procedure.</li> <li>3 At the UI, select a heavier paper.</li> </ol> <p> <b>Note:</b> Papers from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock</li> <li>• For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.</li> </ul>

## Copy and Scan Problems

If you experience document feeding issues, or if the copy or scan quality is poor, refer to the following table.

Symptoms	Probable Causes	Solutions
Lines or streaks only present in copies made from the document feeder.	There is debris on the document glass. When being scanned, the paper from the document feeder passes through the debris resulting in the creation of lines or streaks.	Clean all glass surfaces with a lint-free cloth.
Spots in copies taken from the document glass.	There is debris on the document glass. During the scanning process, debris on the document glass creates a spot on the image.	Clean all glass surfaces with a lint-free cloth.
The reverse side of the original shows on the copy or scan.	The original media is thin, and images from the reverse side of the original are not completely hidden from the document scanner.	Use the Background Suppression option.
The document is not feeding properly through the document feeder.	The document is too thick, too thin, or too small.	Use the document glass.
The document is scanned at an angle.	The document feeder width guides are not adjusted to fit the width of the document.	Adjust the document feeder width guides so that they fit against the document.

If the problem persists, for online support information, go to [www.support.xerox.com](http://www.support.xerox.com).

## Fax Problems

### Problems Sending Faxes

If the problem persists, for online support information, refer to [www.support.xerox.com](http://www.support.xerox.com).

Symptoms	Probable Causes	Solutions
The fax was not transmitted.	The fax number is wrong.	Verify the fax number.
	There is a problem with the fax machine of the recipient.	Contact the recipient.
	The fax feature is not configured.	Ensure that the fax feature is configured. For details, refer to the <i>System Administrator Guide</i> .
	The fax account has not been created.	Create the fax account. For details, refer to the <i>System Administrator Guide</i> .

## Getting Help

Xerox® provides several automatic diagnostic utilities to help you maintain productivity and print quality.

## User Interface Messages

The kiosk User Interface (UI) provides information and troubleshooting help.

When a fault or alert condition occurs, the UI displays a message informing you of the problem. For information on troubleshooting User Interface error messages, refer to [Powering On and Off the Kiosk](#).



# A

## Specifications

This appendix contains:

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• Physical Specifications .....	114
• Environmental Specifications .....	115
• Electrical Specifications.....	116
• Performance Specifications .....	117

# Kiosk Configurations and Options

## Standard Features

The kiosk provides the following features:

- Copy, print, email, scan, and fax
- Scan to and Print from USB, Google Drive, OneDrive, SharePoint, Dropbox, and email
- Maximum copy speed of up to 50 pages per minute (ppm) for color and up to 55 ppm black and white copying on letter size plain paper (speed dependent on configuration)
- 1200 x 2400 dpi LED imaging and copy quality
- Copy document sizes up to 11 x 17 in.
- Print document size up to 11 x 17 in.
- Automatic 2-sided printing
- Duplex automatic document feeder with 110-sheet capacity
- Color touch screen User Interface (UI)
- High-Capacity Tandem Tray with standard SRA3/12 x 18 in. support, 2000 A4/Letter sheets
- 2 GB memory plus 1 GB page memory
- Internal 160 GB hard drive
- Ethernet 10/100/1000Base-TX
- Universal Serial Bus (USB 2.0)
- McAfee data security
- Xerox® Extensible Interface Platform
- Xerox® CentreWare® Internet Services
- Xerox® CentreWare® Web
- Email Alerts
- Automated supplies replenishment
- Proactive supplies management

## Available Configurations

Model	1-Sided/2-Sided Print Speed in ppm
Xerox® Instant Print Kiosk	50 color/55 black and white

## Options and Upgrades

- Office Finisher LX
- Hole punch for Office Finisher LX



- 2000-Sheet high-capacity feeder
- Standard work surface
- McAfee enhanced security features

## Physical Specifications

### Base Configuration

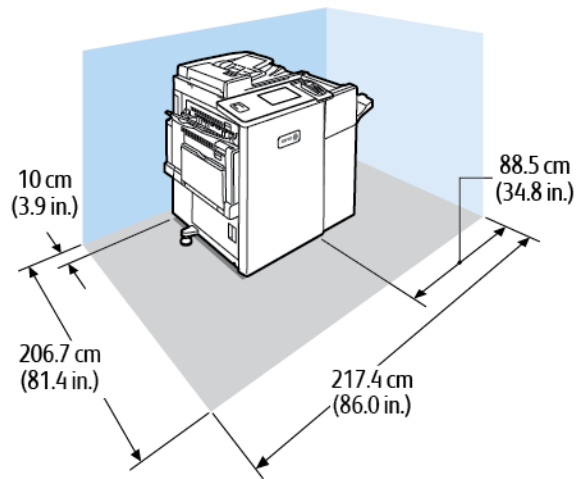
- Width: 1182 mm (46.5 in.)
- Depth: 757 mm (29.8 in.)
- Height: 1149 mm (45.2 in.)
- Weight: 168 Kg (96 lb.)

### Configuration without Office Finisher LX

- Width: 640 mm (25.2 in.)
- Depth: 699 mm (27.5 in.)
- Height: 1149 mm (45.2 in.)
- Weight: 131.7 Kg (290.3 lb.) with tandem tray module

## Clearance Requirements

### Clearance Requirements for Base Configuration



## Environmental Specifications

### Temperature

- Operating: 10–32°C (50–90°F)
- Optimum print quality: 15–28°C (59–82°F)

### Relative Humidity

Operating: 15 % to 85 % (non-condensing)

### Elevation

For optimum performance, use the kiosk at elevations below 2500 m (8200 ft.).

## Electrical Specifications

Power Supply Voltage	Frequency	Current Required
110–127 VAC +/-10 %	50 Hz +/- 3 Hz 60 Hz +/- 3 Hz	12 A

## Recycling Supplies

If you want to return used supplies for recycling, follow the instructions included with the new supplies. If the instructions or shipping label are not available, for details, go to [www.support.xerox.com](http://www.support.xerox.com).

# Performance Specifications

## Printing Resolution

Maximum Resolution: 1200 x 2400 dpi

## Print Speed

Print speeds are provided for continuous printing long-edge feed (LEF) on A4 (210 x 297 mm, 8.27 x 11.69 in.) or Letter (216 x 279 mm, 8.5 x 11 in.) Bond 64–105 g/m<sup>2</sup> (18–28 lb.) paper from any tray except Tray 5.

Kiosk Model	Color	Black and White
Xerox® Instant Print Kiosk:	50 ppm	55 ppm

Several factors affect print speed:

- Paper Orientation: Load paper long-edge feed. Loading paper short-edge feed reduces print speeds.
- Paper Size: Letter (8.5 x 11 in.) and A4 (210 x 297 mm) sizes share the fastest print speed. Larger sizes reduce print speeds.
- Paper Weight: Lightweight paper prints faster than heavier paper, such as Cardstock and Labels.
- Paper Type: Plain prints faster than Glossy prints.

The maximum print speed is achieved when printing on Plain, Letter/A4 paper, oriented long-edge feed.

The slowest print speed is approximately 7 ppm when printing from Tray 5 on large size, Heavyweight Glossy Cardstock.



# Regulatory Information

This appendix contains:

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• Copy Regulations .....	123
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• Material Safety Data Sheets .....	127

# FCC Compliance Information Statement

Xerox® Instant Print Kiosk

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation

Responsible Party: Xerox Corporation

Address: 800 Phillips Road, Webster, NY 14580

Internet Contact Information: [www.support.xerox.com](http://www.support.xerox.com)



## Basic Regulations

Xerox has tested this kiosk to electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this kiosk in a typical office environment.


### United States FCC Regulations

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with these instructions, it can cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

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 approved by Xerox® can void the authority of the user to operate this equipment.

 **Note:** To ensure compliance with Part 15 of the FCC rules, use shielded interface cables.

### Environmental Benefits of Duplex Printing

Most Xerox® products have duplex printing, also known as 2-sided printing, capability. This enables you to print on both sides of the paper automatically, and therefore helps to reduce the use of valuable resources by reducing your paper consumption. Using the duplex function will reduce the environmental impact of your work.

### Paper Types

This product can be used to print on both recycled and new paper, approved to an environmental stewardship scheme, which complies with EN12281 or a similar quality standard. Lighter weight paper (60 g/m<sup>2</sup>), which contains less raw material and thus save resources per print, can be used in certain applications. We encourage you to check if this is suitable for your printing needs.

### Power Consumption and Activation Time

The amount of electricity that a device consumes depends on the way the device is used. This device is designed and configured to enable you to reduce your electricity usage.

Power Saver modes are enabled on your device to reduce energy consumption. After the last print, the device transitions to Ready mode. In this mode, the device can print again immediately. If the

device is not used for a specified period, the device transitions to Low Power mode. In these modes, to enable reduced-power consumption, only essential functions remain active. The device takes longer to produce the first print after it exits the Power Saver modes than it takes to print in Ready mode. This delay is the result of the system waking up and is typical of most imaging devices on the market.

- To save power, you can enable Auto Power Off mode on your device.
- To change the Power Saver settings, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com) or contact your System Administrator.
- To enable Auto Power Off mode, contact your System Administrator. For details, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com).
- To learn more about Xerox® participation in sustainability initiatives, go to: [www.support.xerox.com](http://www.support.xerox.com).



**Note:** Changing the default Power Saver activation times can result in an overall higher energy consumption of the device. Before you power off Power Saver modes or set a long activation time, consider the increase in device power consumption.

## Default Power Saver Settings

To change the Power Saver settings, refer to the *System Administrator Guide* at [www.support.xerox.com](http://www.support.xerox.com).

## Eco Logo Certified to Office Machines CCD-035



This product is certified to Eco Logo standard for office machines, meeting all requirements for reduced environmental impact. As part of achieving certification, Xerox Corporation has proven this product meets the Eco Logo criteria for energy efficiency. Certified copier, kiosk, multifunctional device, and fax products must also meet criteria such as reduced chemical emissions and demonstrate compatibility with recycled supplies. Eco Logo was established in 1988 to help consumers find products and services with reduced environmental impacts. Eco Logo is a voluntary, multi-attribute, and lifecycle-based environmental certification. This certification indicates that a product has undergone rigorous scientific testing, exhaustive auditing, or both, to prove its compliance with stringent, third-party, environmental performance standards.

# Copy Regulations

## United States

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

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 and so on
  - Bonds - United States Savings Bonds can be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.
  - Internal Revenue Stamps - If it is necessary to reproduce a legal document on which there is a canceled revenue stamp, this can be done provided the reproduction of the document is performed for lawful purposes.
  - Postage Stamps, canceled or uncanceled - For philatelic purposes, Postage Stamps can 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 can be issued under any Act of Congress
  - Adjusted Compensation Certificates for Veterans of the World Wars
2. Obligations or Securities of any Foreign Government, Bank, or Corporation
3. Copyrighted materials, unless permission of the copyright owner has been obtained or the reproduction falls within the "fair use" or library reproduction rights provisions of the copyright law. Further information of these provisions can be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.

## Regulatory Information

4. Certificate of Citizenship or Naturalization. Foreign Naturalization Certificates can be photographed.
5. Passports - Foreign Passports can be photographed.
6. Immigration papers
7. Draft Registration Cards
8. Selective Service Induction papers that bear any of the following Registrant's information:
  - Earnings or Income
  - Court Record
  - Physical or mental condition
  - Dependency Status
  - Previous military service
  - Exception: United States military discharge certificates can be photographed.
9. Badges, Identification Cards, Passes, or Insignia carried by military personnel, or by members of the various Federal Departments, such as FBI, Treasury, and so on (unless photograph is ordered by the head of such department or bureau)

Reproducing the following is also prohibited in certain states:

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

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

For details about these provisions contact the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.

## Canada

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

- Current bank notes or current paper money
- Obligations or securities of a government or bank
- Exchequer bill paper or revenue paper
- 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
- Proclamations, orders, regulations, or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queens kiosk for Canada, or the equivalent kiosk for a province)
- 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

- 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
- 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
- Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner

This 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.

## Other Countries

Copying certain documents can be illegal in your country. Penalties of fine or imprisonment can be imposed on those found guilty of making such reproductions.

- Currency notes
- Bank notes and checks
- Bank and government bonds and securities
- Passports and identification cards
- Copyright material or trademarks without the consent of the owner
- Postage stamps and other negotiable instruments

This list is not inclusive and no liability is assumed for either its completeness or accuracy. In case of doubt, contact your legal counsel.

## Safety Certification

This device is certified by the following Agencies using the following safety standards.

Agency	Standard
CSA-Canadian Standards Association	UL 60950-1:2007:R10.14 CAN/CSA C22.2 No. 60950-1-07 +A1:2011 +A2:2014

## Material Safety Data Sheets

For Material Safety Data information regarding your kiosk, go to:

- North America: [www.support.xerox.com](http://www.support.xerox.com)

For the Customer Support Center phone numbers, go to [www.xerox.com/office/worldcontacts](http://www.xerox.com/office/worldcontacts).





# Recycling and Disposal

This appendix contains:

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## All Countries

If you are managing the disposal of your Xerox® product, note that the kiosk can contain lead, mercury, perchlorate, and other materials whose disposal can be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. Perchlorate Material: This product can contain one or more Perchlorate-containing devices, such as batteries. Special handling can apply. For details, go to [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

## North America

Xerox® operates an equipment take-back and reuse/recycle program. Contact your Xerox® representative (1-800-ASK-XEROX) to determine if this Xerox® product is part of the program. For details about Xerox® environmental programs, visit [www.support.xerox.com](http://www.support.xerox.com), or for recycling and disposal information, contact your local authorities.

## Other Countries

Contact your local waste management authority to request disposal guidance.



