



Troubleshooting Guide





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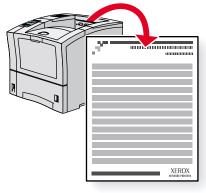
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Resources

A large amount of information is stored in your printer as printable pages. The following pages show the **Help Guide**, a printable page listing resources for getting help.



P4400-77

All the printable pages have this format, with bars at the top and at the bottom of the page. Print these pages at the printer's front panel.

Accessing the Help Guide page

Access the **Help Guide** page from the **Printable Pages Menu**:

- At the front panel, scroll to the Printable Pages Menu using the Down Arrow or Up Arrow key and press the OK key.
- Scroll to Print Help Guide using the Down Arrow or Up Arrow key and press the OK key.

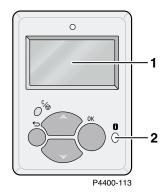
Menu Map

For a complete list of printable pages, print the Menu Map:

- 1. Select **Menus** on the front panel and press the **OK** key.
- 2. Select Print Menu Map and press the OK key.

Error messages

When there is a problem with the printer, the front panel display (1) shows the error message. Press the **i** button (2) for more information about the error message and ways to solve the problem.





PHASER™ 4400 LASER PRINTER

Help Guide

Resources

CentreWare® Internet Services (IS)

Printer management tool that helps System Administrators:

- Configure and manage multi-vendor printers.
- Provide remote diagnostics and troubleshooting for printer problems.
- Monitor printer and consumable status.
- Hotlink to software updates and Technical Support.

CentreWare IS uses TCP/IP to communicate directly with the printer's embedded web server and runs on any computer with a web browser.

To launch CentreWare IS, enter your printer's IP address in a web browser (xxx.xxx.xxx.xxx). The IP address is listed on your front panel. To view the IP Address on the front panel, highlight **Printer Identification** and press **OK**.

For detailed information on CentreWare IS software, refer to its online help.

PhaserSMART™ (English Only)

Automated printer diagnostics and troubleshooting through the web and your web browser.

Launch CentreWare IS: From a web browser, enter your printer's IP address. Select **Support**. Select the **Technical Support** link to access PhaserSMART.

For Windows: From your Phaser printer driver properties, select the **Troubleshooting** tab. Select the **PhaserSMART Technical Support** web link.

infoSMART™ (English Only)

This is the same troubleshooting knowledge base used by Xerox Customer Support. Provides solutions for printer issues, such as error codes, print quality, media jams, software installation, networking, and more.

www.xerox.com/officeprinting/infoSMART

Interactive Documentation CD-ROM

Detailed printer information in the form of topics, instructions, and videos. Information includes printer setup, networking, loading trays/paper, driver and printer features, troubleshooting, and support.

Front panel

The front panel offers a suite of tools along with information pages to help solve print-quality, paper feed, supplies, and printer administration problems.



i Button

You can press the **Information** button at any time to get additional information about the message displayed on the front panel.

Printable pages

To print a Menu Map, navigate the front panel and its menu items:

- 1. Select Menus and press OK.
- 2. Select Print Menu Map and press OK.

Driver help

If you are using Windows 95/98, Windows 2000, or Windows NT, install the driver from your printer's software CD-ROM and access the printer driver to:

- Link to relevant web sites from the Troubleshooting tab.
- View information about the printer features on the driver tabs by clicking the **Help** button on the tab.
- View troubleshooting information by clicking a Help button, then selecting the Troubleshooting Guide.

Troubleshooting

Paper jams

PhaserSMART

After you launch PhaserSMART, select the **Troubleshooting Guide** to help identify your printer's problem. If your printer detects a jam error, PhaserSMART will point you to a specific solution. Otherwise, select **Media Jams** for PhaserSMART to lead you to the best solution.

Interactive Documentation CD-ROM

For paper jams and error messages, see the **Troubleshooting** section.

Driver help

In the Troubleshooting Guide, refer to Error Messages for Paper Jams.

Print-quality problems

Ensure the paper type selected in the front panel matches the paper loaded in the trays and the Multi-Purpose Tray (MPT). Tray settings can be found by selecting Printer Setup Menu and then Tray Setup Menu.

The following table provides a list of printable pages that are accessible from the Support Menu and Improve Print Quality?:

| Condition | Printable page |
|---|------------------------|
| For additional paper tips: | Print Paper Tips Page |
| To troubleshoot print-quality symptoms: | Print Diagnostic Pages |



PhaserSMART

After you launch PhaserSMART, select the **Troubleshooting Guide** to help identify your printer's problem. Starting with **Print/Image Quality Issues**, PhaserSMART will walk you through a decision tree to resolve print-quality problems.

Interactive Documentation CD-ROM

For print-quality problems, see the **Troubleshooting** section.

Networking problems

Printable pages

To obtain information on printer options, configurations and settings:

- 1. On the front panel, highlight Printable Pages and press OK.
- 2. Scroll to Print Configuration Pages and press OK.

To obtain information on network, parallel and USB connections and setting:

- 1. On the front panel, highlight Menus and press **OK**.
- 2. Scroll to Connection Setup Menu and press OK.
- 3. Scroll to Print Connection Setup Page and press OK.

Interactive Documentation CD-ROM

For network setup and troubleshooting, see the **Networking** section.

Replacing consumables

Interactive Documentation CD-ROM

Refer to the Support section for instructions and videos that walk you through the replacement of consumables.

Instruction Sheets

Each consumable comes with instructions included in the original packaging.

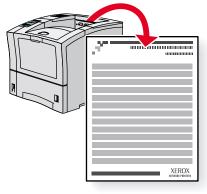
Web links

| To link to product and supplies information, download printer drivers, view documents, and access support information: | www.xerox.com/officeprinting |
|--|---|
| To access the troubleshooting knowledge base used by Xerox Customer Support staff: | www.xerox.com/officeprinting/infoSMART |
| To view technical support information: | www.xerox.com/officeprinting/4400support |
| To order Xerox supplies: | www.xerox.com/officeprinting/4400supplies |
| To find your local sales and support center: | www.xerox.com/officeprinting/contacts |



Diagnosing Print-Quality Problems

A large amount of information is stored in your printer as printable pages. The following pages show the **Diagnosing Print-Quality Problems** printable page, which describes solutions for print quality problems.



P4400-77

All the printable pages have this format, with bars at the top and at the bottom of the page. Print these pages at the printer's front panel.

Accessing the Diagnosing Print-Quality Problems page

Access the Diagnosing Print-Quality Problems page from the Printable Pages Menu:

- At the front panel, scroll to the Printable Pages Menu using the Down Arrow or Up Arrow key and press the OK key.
- 2. Scroll to Print Diagnostics Pages using the Down Arrow or Up Arrow key and press the OK key.

Menu Map

For a complete list of printable pages, print the Menu Map:

- 1. Select **Menus** on the front panel and press the **OK** key.
- 2. Select Print Menu Map and press the OK key.



PHASER™ 4400 LASER PRINTER

Diagnosing Print-Quality Problems

Symptom: Light or faint prints

The overall image is lighter than normal.

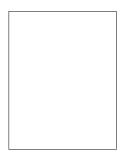


Possible causes and solutions:

- The paper stock may be damp. Replace the paper stock.
- If you are using Draft Mode, turn off Draft Mode.
- The toner level may be low. If the Print Cartridge is low on toner, replace it.

Symptom: Blank prints

The entire printed page is blank with no visible print.



Possible causes and solutions:

- If you just installed a new Print Cartridge, the yellow sealing tape may still be in place.
 Remove the tape.
- Multiple sheets may have been fed from the paper tray at the same time. Remove the paper from the paper tray and fan it. Also, ensure that the paper is correctly loaded in the tray.
- Printable data may not have been received from the computer. To test this, print a Configuration
 Page. If the Configuration Page is normal, check the Interface cable between the computer and
 printer, the printer set up, and application software. If the Configuration Page is blank, contact
 your Customer Support Center.
- The Print Cartridge may be defective or low on toner. Replace the Print Cartridge.

Symptom: Black prints

The entire printed page is black.

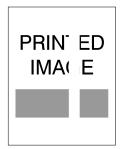


- The Print Cartridge may be defective. Replace the Print Cartridge.
- The Printer's power supply may have failed; contact your Customer Support Center.



Symptom: Vertical line deletions

There are localized print deletions forming narrow lines.



Possible causes and solutions:

- The Print Cartridge may not be installed correctly. Remove then re-install the Print Cartridge.
- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.

Symptom: Horizontal line deletions

There are localized print deletions appearing as bands running across the paper.

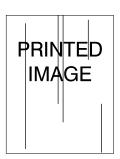


Possible causes and solutions:

- The paper stock may be defective with creases, folds, etc. Replace the paper stock.
- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.

Symptom: Vertical dark streaks

There are black lines running across the print.



- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.
- The fuser may be defective. Replace the fuser (in the Maintenance Kit).



Symptom: Repetitive horizontal dark streaks

There are black lines running across the page. For more information, see the Repeating defects section on page 5.



Possible causes and solutions:

- The paper path may be contaminated with toner. Print several blank sheets of paper to remove the toner accumulations.
- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.
- The fuser may be defective. Replace the fuser (in the Maintenance Kit).
- The Transfer Roll may be defective. Replace the Transfer Roll (in the Maintenance Kit).

Symptom: Dark spots or marks

There are dark spots or marks on the page in a random pattern.

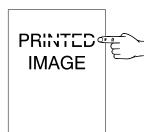


Possible causes and solutions:

- The paper path may be contaminated with toner. Print several blank sheets of paper to remove the toner accumulations.
- The Print Cartridge may be defective. Replace the Print Cartridge.
- The fuser may be defective. Replace the fuser (in the Maintenance Kit).
- The Transfer Roll may be defective. Replace the Transfer Roll (in the Maintenance Kit).

Symptom: Unfused or partially fused image

The printed image is not fully fused to the paper and easily rubs off.

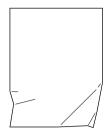


- The paper stock may be damp. Replace the paper stock.
- Heavy or unusual paper stock may be in the tray. Replace that paper with approved paper.
 Make sure that the fuser temperature is set correctly for the paper type.
- The fuser may be defective. Replace the fuser (in the Maintenance Kit).
- Make sure that the printer is located in the recommended environment for temperature (between 5 to 35 degrees C / 41 to 95 degrees F) and relative humidity (between 15 percent to 85 percent). Move the printer to a suitable area, away from air conditioning vents, open loading docks, etc.



Symptom: Wrinkled prints

The prints are wrinkled, creased, or torn.



Possible causes and solutions:

- Verify the paper is correctly loaded in the paper tray.
- The paper stock may be in poor condition. Replace the paper stock.
- The paper stock may be damp. Replace the paper stock.
- The fuser may be at the end of its life. Replace the fuser (contained in the Maintenance Kit).

Symptom: Blurred prints

The image is blurred at the edges.



Possible causes and solutions:

- The paper stock may be in poor condition. Replace the paper stock.
- The paper stock may be damp. Replace the paper stock.
- The Print Cartridge may be defective. Replace the Print Cartridge.

Symptom: Random or spot deletions

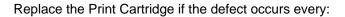
Areas of the print are extremely light or missing.



- The paper stock may be in poor condition. Replace the paper stock.
- The paper stock may be damp. Replace the paper stock.
- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.



Repeating defects (recurring marks, spots, lines, or voids)



- 38 mm (1.5 in.)
- 50 mm (2.0 in.)
- 90 mm (3.54 in.)

Replace the Transfer Roll if the defect occurs every:

• 59 mm (2.32 in.)

Replace the Fuser Assembly if the defect occurs every:

- 94 mm (3.7 in.)
- 104 mm (4.10 in.)

Ordering supplies

See **www.xerox.com/officeprinting/4400supplies** for information on ordering supplies or print the Paper Tips page to view Xerox part numbers.

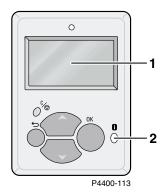


Paper Jams

In addition to information on preventing jams and what causes a paper jam, this section includes instructions for clearing the following jams:

- Paper size jam see page 6.
- Jam at the tray see page 7.
- Jam at the Multi-Purpose Tray see page 10.
- Jam at the exit see page 13.
- Jam at the front see page 15.
- Jam at the rear see page 16.
- Jam at the stacker see page 19.
- Jam at the envelope feeder see page 21.

When there is a paper jam, the printer's front panel display (1) shows the jam error message. Press the i button (2) for more information about how to clear the jam.



Caution

Avoid touching the toner located on the jammed paper, because the toner might not be fused to the paper and might rub off.



Videos are available for clearing jams. Videos are located on the **Interactive Documentation CD-ROM** and the Xerox web site at: www.xerox.com/officeprinting/4400support/

Preventing jams

- Fan paper prior to loading in the trays or the Multi-Purpose Tray.
- Use clean, undamaged paper. Do not use paper that is curled.
- Load paper from a newly opened package.
- Do not add paper above the tray's fill line.
- Make sure that the tray guides are properly set for the paper size.
- Use paper sizes that the printer supports. For supported paper sizes, see the *Supported Papers* section in the *Trays and Paper Guide* on the **Interactive Documentation CD-ROM**.
- Load paper correctly. For proper paper-loading instructions, see the *Loading Trays* section in the *Trays and Paper Guide* on the **Interactive Documentation CD-ROM**.

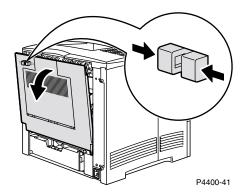
What causes a paper jam?

Paper jams occur most often under these conditions:

- The paper does not meet specifications.
- The loaded paper size or weight is not supported by the paper tray.
- The paper is damaged, moist, curled, creased, or folded.
- The paper is not loaded properly.
- The tray's side and rear guides are not adjusted properly for the paper.
- The tray is overfilled; paper is loaded above the tray's fill line.

Paper size jam

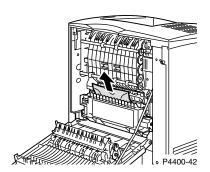
- 1. Load any tray with the paper size needed for printing the job. Check that the paper size and length guides in the tray are adjusted against the paper stack. Make sure that the size menus for the Multi-Purpose Tray and the envelope feeder (if present) are set correctly.
- 2. Go behind the printer, squeeze the latch on the upper left corner of the rear cover and pull the cover open.



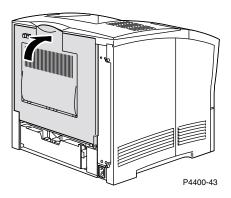
3. Inspect for jammed paper. If visible, carefully pull out paper.

Warning

The fuser is hot. Be careful not to touch it to prevent burns.



4. Close the printer's rear cover.



5. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display Processing or Ready. If a paper jam message remains, there is still paper jammed in the printer.

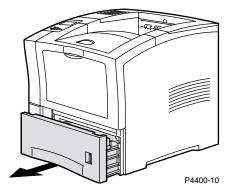
For additional information, access PhaserSMART.

Jam at the tray

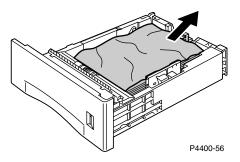
Note

While the illustrations below show Tray 1, you can also use this procedure for clearing Tray 2 and Tray 3 jams.

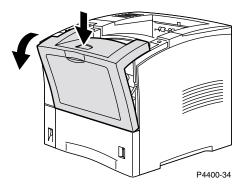
1. Pull Tray 1 completely out of the printer. To remove the tray from the printer, pull it out, then gently remove it from the printer while lifting up.



2. Check for any jammed or wrinkled paper in the tray and remove it.



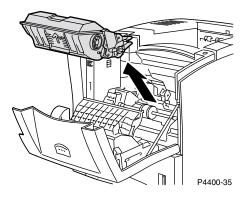
3. Open the front cover all the way until it stops.



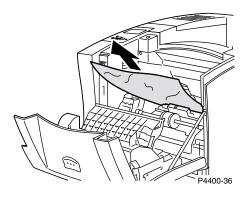
4. Slowly pull out the print cartridge.

Note

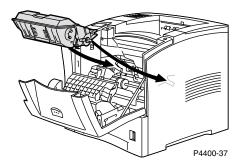
To prevent toner stains, place the cartridge on a flat, covered surface.



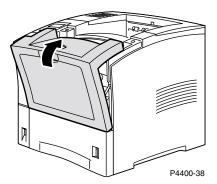
5. Check the area where the print cartridge was located and remove any jammed paper.



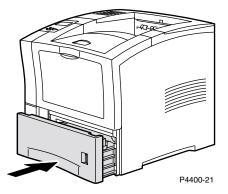
6. Holding the print cartridge as shown, lower it into the printer's guide channels. Be sure to push the cartridge all the way into the printer.



7. Slowly close the front cover. Press the center part of the front cover until it latches into place.



8. Re-install the paper tray.

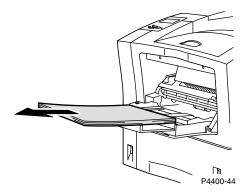


9. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

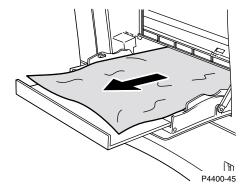
For additional information, access PhaserSMART.

Jam at the Multi-Purpose Tray

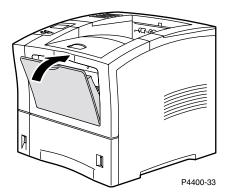
1. Remove all paper from the Multi-Purpose Tray.



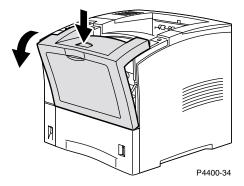
2. Check the Multi-Purpose Tray and remove any jammed paper.



3. Close the Multi-Purpose Tray.



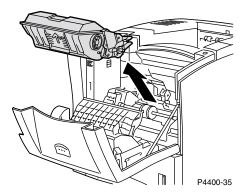
4. Remove the envelope feeder, if installed, then open the front cover all the way until it stops.



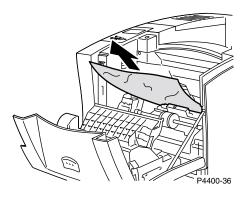
5. Slowly pull out the print cartridge.

Note

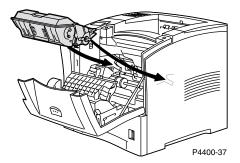
To prevent toner stains, place the cartridge on a flat, covered surface.



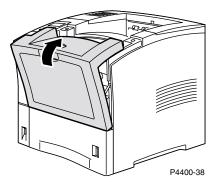
6. Check the area where the print cartridge was located and remove any jammed paper.



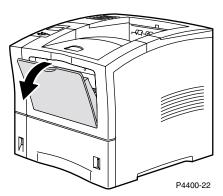
7. Holding the print cartridge as shown, lower it into the printer's guide channels. Be sure to push the cartridge all the way into the printer.



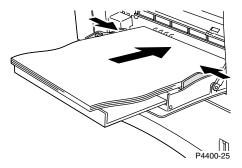
8. Slowly close the front cover. Press the center part of the front cover until it latches into place.



9. Open the Multi-Purpose Tray by pulling the latch at the top center.



10. If the envelope feeder was removed, re-install it now. Reload paper in the Multi-Purpose Tray.

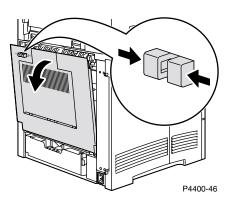


11. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

For additional information, access PhaserSMART.

Jam at the exit

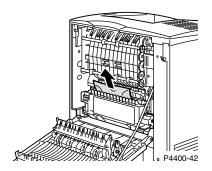
1. Go behind the printer, squeeze the latch on the upper left corner of the rear cover and pull the cover open.



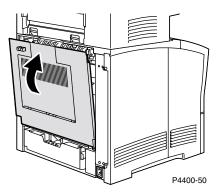
2. Carefully remove any jammed paper.

Warning

The fuser is hot. Be careful not to touch it to prevent burns.



3. Close the printer's rear cover.

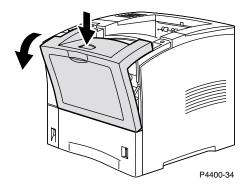


4. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

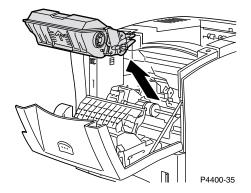
For additional information, access PhaserSMART.

Jam at the front

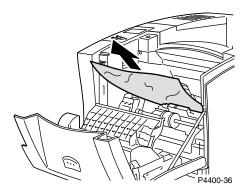
1. Open the front cover.



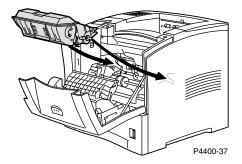
2. Remove the print cartridge.



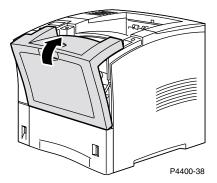
3. Remove any jammed paper.



4. Re-insert the print cartridge.



5. Close the front cover. Press the center part of the front cover until it latches into place.

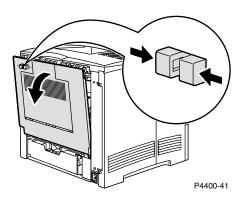


6. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

For additional information, access PhaserSMART.

Jam at the rear

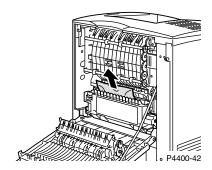
1. Go behind the printer, squeeze the latch on the upper left corner of the rear cover and pull the cover open.



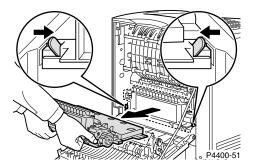
2. Check and carefully pull out any jammed paper behind the duplex unit.

Warning

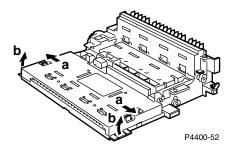
The fuser is hot. Be careful not to touch it to prevent burns.



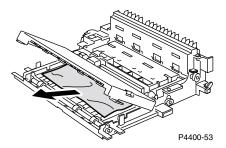
3. Slide the green tabs located to the left and right of the duplex unit inward. Pull the duplex unit out of the printer. Note how the duplex unit fits into the left and right channels.



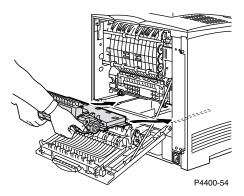
- **4.** Open the duplex unit:
 - **a.** Move the tabs on the outside of the duplex unit outwards.
 - **b.** Lift up the cover.



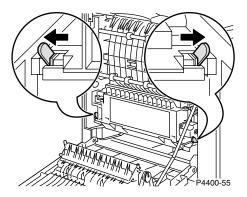
5. Remove any jammed paper, then close the duplex unit cover.



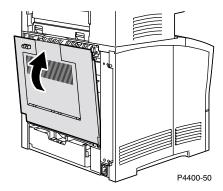
6. Insert the duplex unit into the left and right channels inside the printer.



7. Slide the unit in until the green tabs snap into place.



8. Close the printer's rear cover.

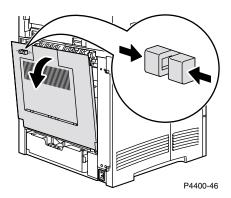


9. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display Processing or Ready. If a paper jam message remains, there is still paper jammed in the printer.

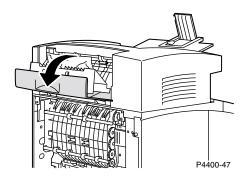
For additional information, access PhaserSMART.

Jam at the stacker

1. Go behind the printer, squeeze the latch on the upper left corner of the rear cover and pull the cover open.



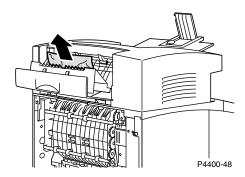
2. Open the stacker's rear cover.



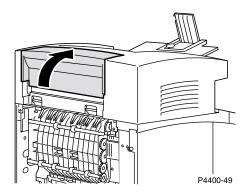
3. Remove any jammed paper inside the open printer or stacker covers.

Warning

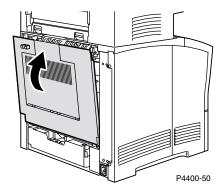
The fuser is hot. Be careful not to touch it to prevent burns.



4. Make sure that the stacker's spring-loaded rear cover is securely closed.



5. Close the printer's rear cover.

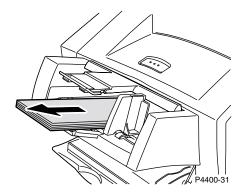


6. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

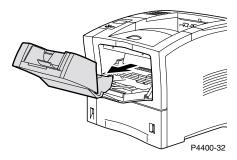
For additional information, access PhaserSMART.

Jam at the envelope feeder

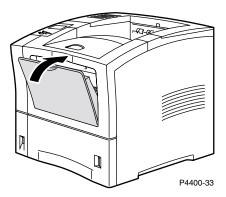
1. Remove all envelopes from the envelope feeder.



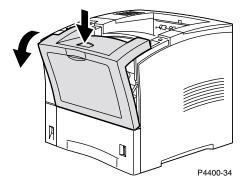
2. Lift slightly on the envelope feeder and pull it out from the printer.



3. Close the Multi-Purpose Tray.



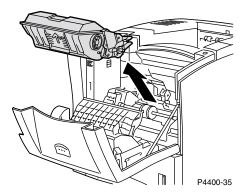
4. Open the front cover all the way until it stops.



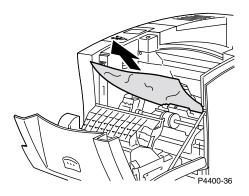
5. Slowly pull out the print cartridge.

Note

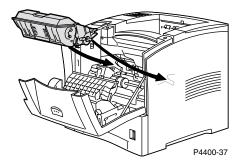
To prevent toner stains, place the cartridge on a flat, covered surface.



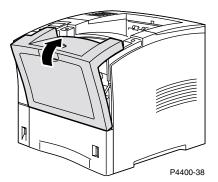
6. Check the area where the print cartridge was located and remove any jammed paper (envelopes).



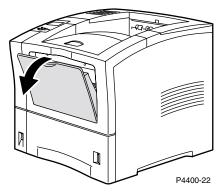
7. Holding the print cartridge as shown, lower it into the printer's guide channels. Be sure to push the cartridge all the way into the printer.



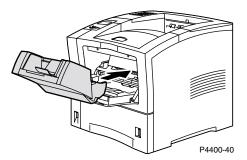
8. Slowly close the front cover. Press the center part of the front cover until it latches into place.



9. Open the Multi-Purpose Tray by pulling the latch at the top center.



10. Push the envelope feeder all the way into the printer until it stops. Make sure it is seated securely.



- 11. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.
- **12.** Reload envelopes in the envelope feeder.

For additional information, access PhaserSMART.

Regular Printer Maintenance

Your printer needs little maintenance other than replacing the following replaceable items:

- Maintenance Kit see page 26.
- Print Cartridge see page 32.

Order extra printer supplies when the printer's front panel displays a warning that the item is low or near the end of its life. You must replace the item when the front panel displays an error message that the item is empty or at the end of its life. For part number information, refer to the *Supplies* section of the *Support Guide* on the **Interactive Documentation CD-ROM**. To order replaceable items and other supplies, visit the Xerox web site at www.xerox.com/officeprinting/4400supplies. Each item includes installation instructions in the package.

Warning

Do not burn the old print cartridges, the transfer roll, or the fuser.

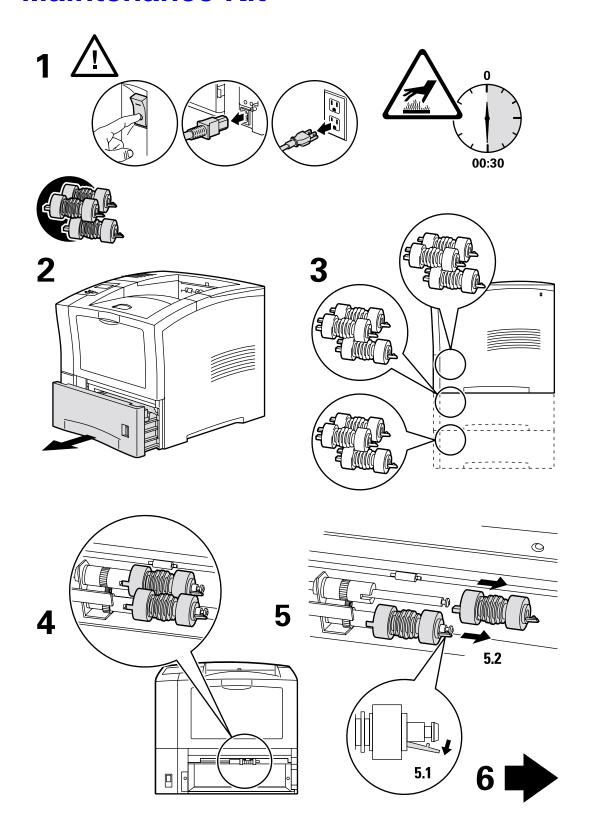
Cleaning the outside of the printer

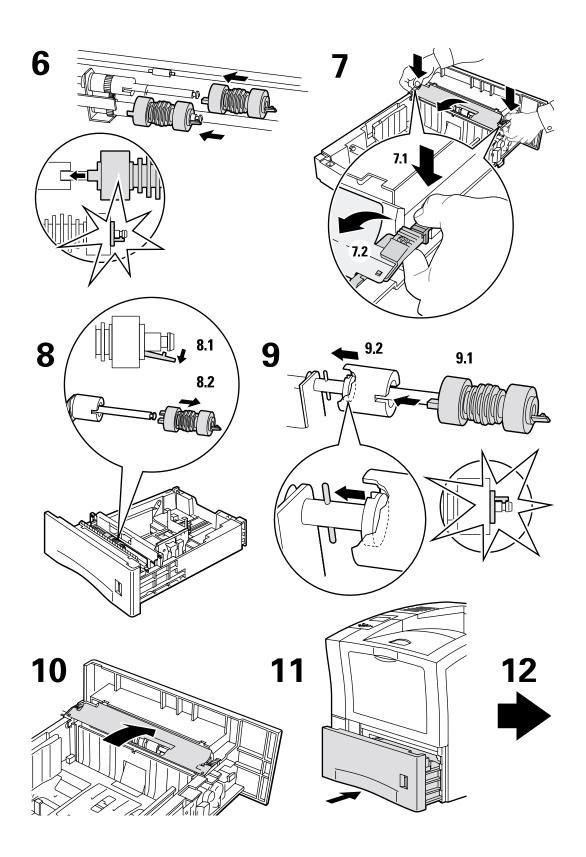
You can clean the outside of the printer with a soft, damp well-wrung cloth. Use a cloth moistened with a mild neutral detergent to remove stains; do not spray detergent directly onto the printer.

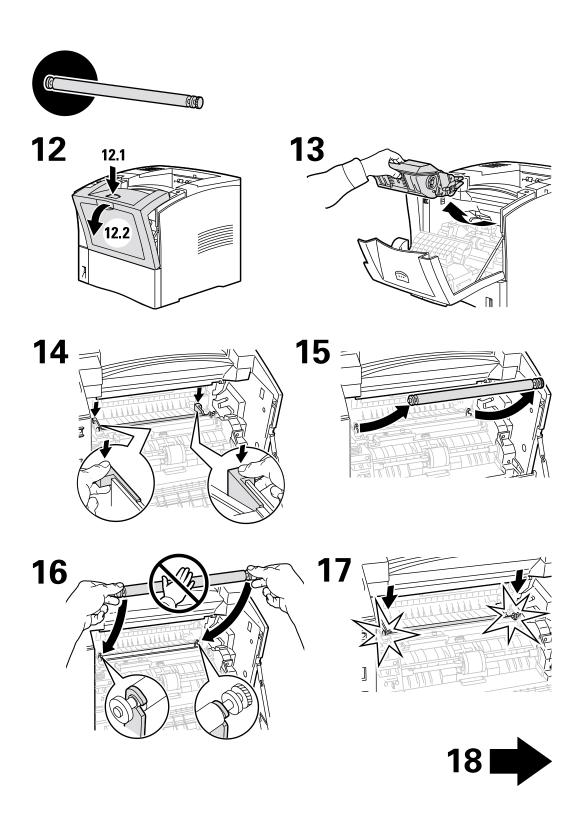
Warning

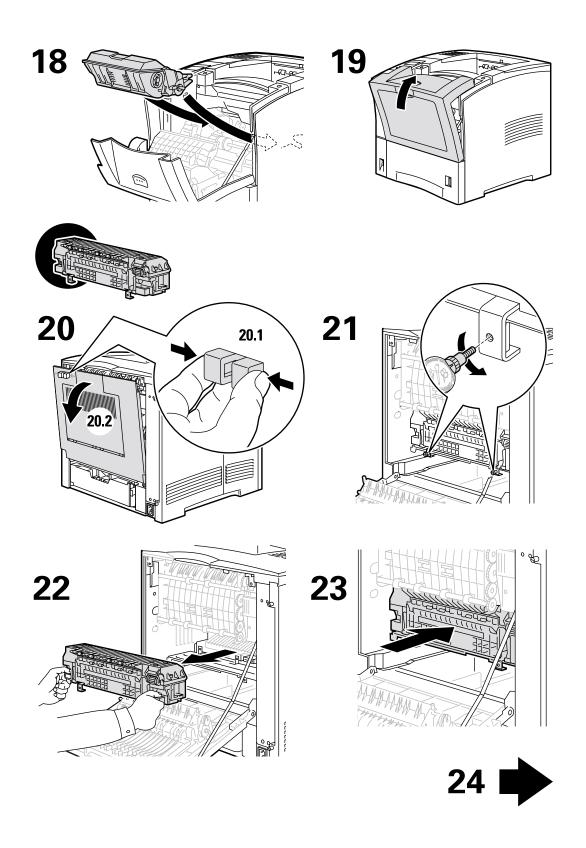
To prevent electric shock, turn the printer off and unplug the power cord before cleaning the printer.

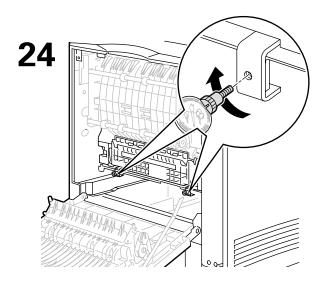
Maintenance Kit

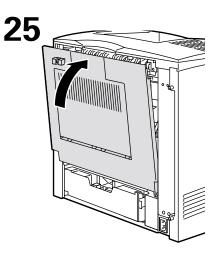




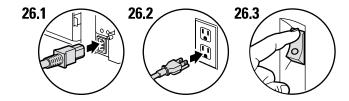




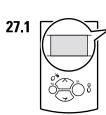




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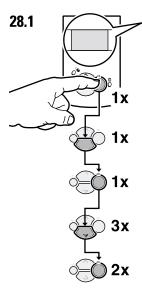


Ready To Print
Prêt à imprimer
Pronta per stampare
Druckbereit
Lista para imprimir
Pronta para imprimir
Gereed voor afdrukken
Klar för utskrift

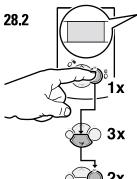


28 🗪

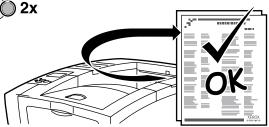
28



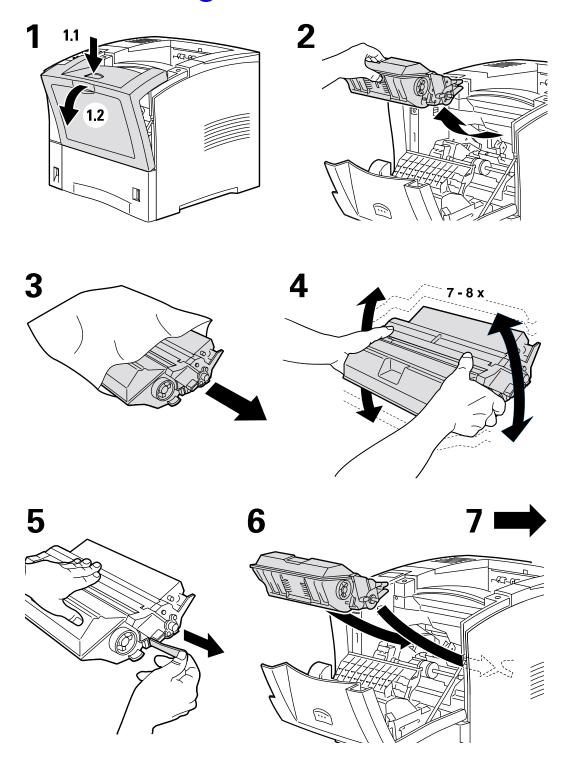
Reset Fuser Life
Réinitialisez compteur fuser
Ripristinare durata fusore
Lebensdauer der Fixiereinheit
zurücksetzen
Restablecer vida útil del fusor
Reinicializar a vida útil do fusor
Levensduur fuser opnieuw instellen
Återställ värmeenhetens livslängd

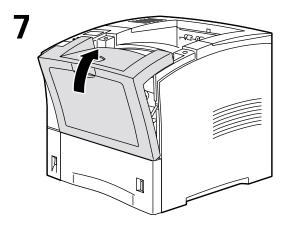


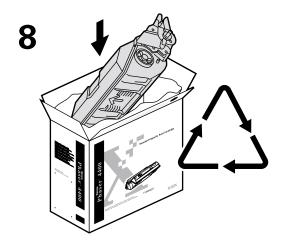
Print Configuration Pages
Imprimer les pages de configuration
Stampa pagine di configurazione
Konfigurationsseiten drucken
Imprimir páginas de configuración
Imprimir Páginas de Configuração
Configuratiepagina's afdrukken
Skriv ut sidorna Konfiguration



Print Cartridge

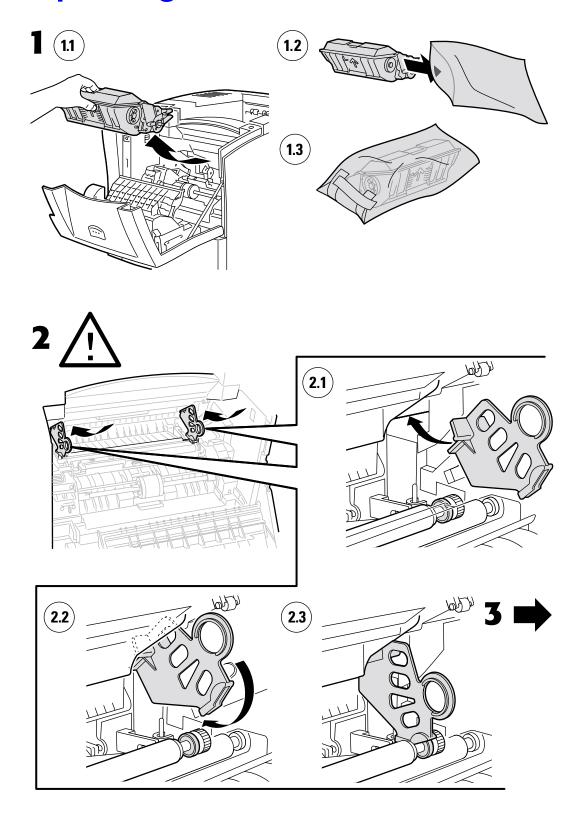


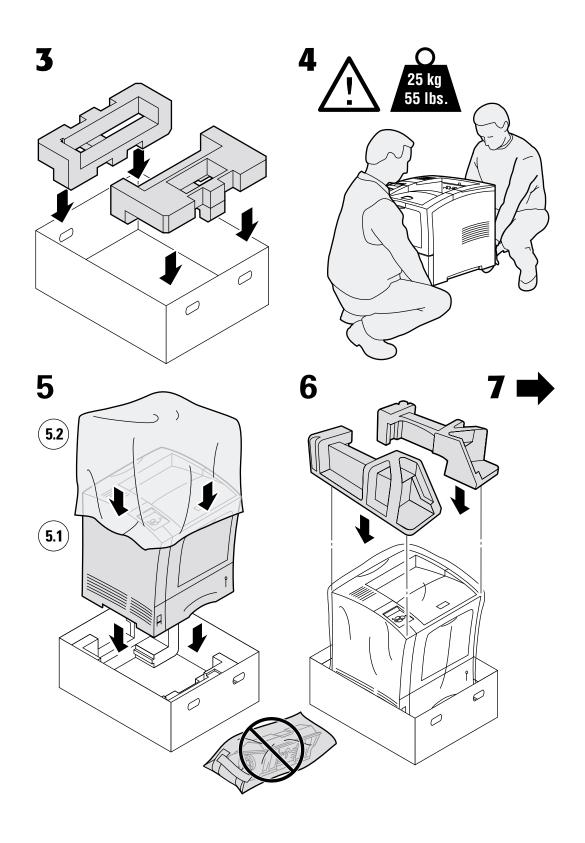


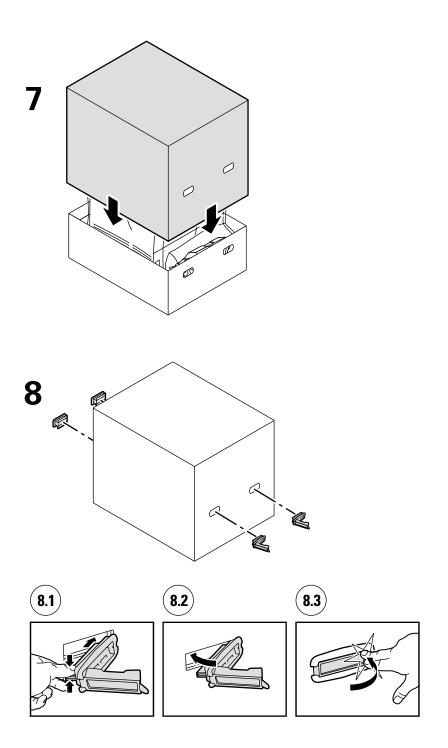


http://www.xerox.com/officeprinting/recycle

Repacking Instructions







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