

# User Guide

Guide d'utilisation

Guida dell'utente

Benutzerhandbuch

Guía del usuario

Guia do Usuário

Gebruikershandleiding

Användarhandbok

Руководство пользователя



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# 1 Features

This section includes:

- "Printer Tour" on page 1-2
- "Front Panel" on page 1-6
- "Printer Drivers" on page 1-9
- "Managing Your Printer" on page 1-11
- "Printer Settings" on page 1-13
- "Fonts" on page 1-21
- "Registering Your Printer" on page 1-24

## Printer Tour

This topic includes:

- "Printer Features" on page 1-2
- "Available Configurations" on page 1-3
- "Front View" on page 1-4
- "Rear View" on page 1-4
- "Internal Components" on page 1-4
- "Printer Options and Upgrades" on page 1-5
- "Resources" on page 1-5

## Printer Features

The Phaser 5500 Laser Printer embodies many features to meet your print needs:

Great performance and superior print quality

- 50 pages per minute (ppm) (Letter and A4)
- True 1200 dpi at full rated speed
- Up to 512 MB of RAM

Flexible paper handling

- Standard multi-purpose tray (holds 100 sheets)
- Two standard 500-Sheet Feeders
- Optional 1000-Sheet Feeder
- Optional 2000-Sheet Feeder
- Optional Envelope Tray (holds 35 envelopes)
- Optional 3500-Sheet Stacker
- Optional 3500-Sheet Finisher (with stapler and hole puncher)
- Input paper capacity up to 4,100 sheets
- Optional automatic two-sided printing (included with Phaser 5500DN, 5500DT, and 5500DX configurations)
- Accommodates a wide variety of media types and custom size paper

Wide variety of productivity features

- PhaserSMART provides online troubleshooting.
- CentreWare Internet Services (an embedded web server) helps to manage, configure, and troubleshoot the printer from your computer.
- PrintingScout provides onscreen notification and guidance if the printer needs help.
- Usage Analysis Tool provides cost tracking that logs each job and the cost for each page.
- MaiLinX email notifies a specific person when supplies or maintenance are needed.
- MaiLinX prints to your network printer from anywhere you have email.

## Available Configurations

The Phaser 5500 Laser Printer is available in five configurations.

Features	Printer Configuration				
	5500B	5500N	5500DN	5500DT	5500DX
Maximum Print Speed (Pages Per Minute)	50	50	50	50	50
Standard Memory (MB)	128	128	128	128	256
PostScript and PCL Fonts	Standard	Standard	Standard	Standard	Standard
1000-Sheet Feeder	Optional	Optional	Optional	Standard	Standard
2000-Sheet Feeder	Optional*	Optional*	Optional*	Optional*	Standard
3500-Sheet Stacker	Optional <sup>#</sup>	Optional <sup>#</sup>	Optional <sup>#</sup>	Optional <sup>#</sup>	N/A
3500-Sheet Finisher	Optional <sup>#</sup>	Optional <sup>#</sup>	Optional <sup>#</sup>	Optional <sup>#</sup>	Standard
Automatic 2-Sided Printing (Duplex)	Optional	Optional	Standard	Standard	Standard
Maximum Resolutions (dpi)	True 1200 x 1200	True 1200 x 1200	True 1200 x 1200	True 1200 x 1200	True 1200 x 1200
Secure, Proof, Personal, and Saved Print Jobs	Optional <sup>†</sup>	Optional <sup>†</sup>	Optional <sup>†</sup>	Optional <sup>†</sup>	Standard
Parallel Connection	Standard	Standard	Standard	Standard	Standard
USB Connection	Standard	Standard	Standard	Standard	Standard
10/100 Ethernet Connection	N/A <sup>‡</sup>	Standard	Standard	Standard	Standard
Internal Hard Drive	Optional	Optional	Optional	Optional	Standard

All configurations support two memory slots. The maximum memory is 512 MB.

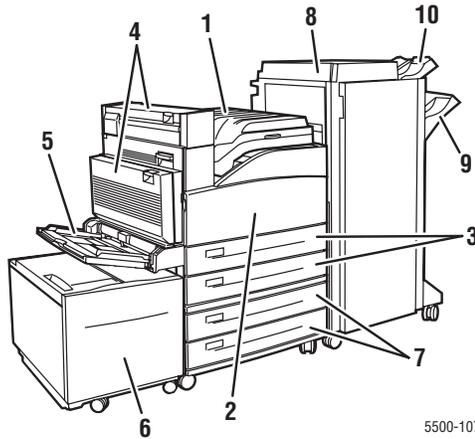
\* Requires the 1000-Sheet Feeder.

<sup>#</sup> Requires the 1000-Sheet Feeder and the Duplex Unit.

<sup>†</sup> Requires a hard drive.

<sup>‡</sup> Requires a Phaser 5500B to 5500N upgrade kit.

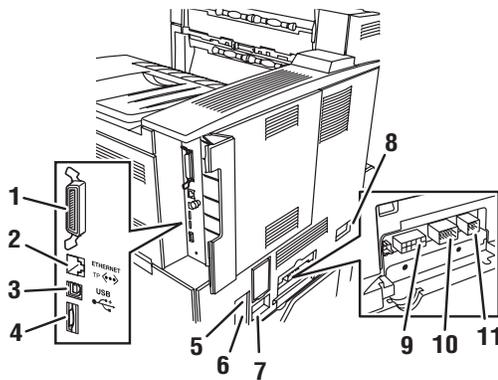
## Front View



5500-107

1. Standard Output Tray
2. Front Door
3. Two 500-Sheet Feeders (Trays 2 and 3)
4. Optional Duplex Unit
5. Tray 1 (MPT)
6. Optional 2000-Sheet Feeder (Tray 6)
7. Optional 1000-Sheet Feeder (Trays 4 and 5)
8. Optional 3500-Sheet Finisher or Stacker
9. Optional Stacker Lower Tray (3000 Sheets)
10. Optional Stacker Upper Tray (500 Sheets)

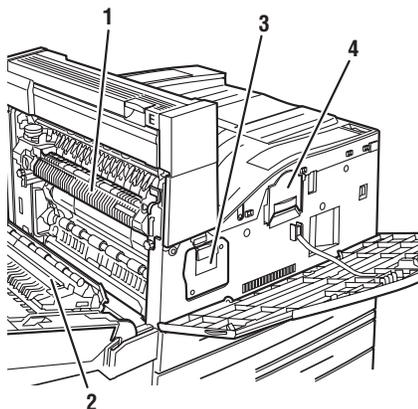
## Rear View



5500-119

1. Parallel connection
2. Ethernet 10/100 Base-T connection
3. USB connection
4. Configuration card
5. Ground Fault Interrupt (GFI) reset
6. Power cord connection
7. Finisher or Stacker power cord connection
8. 2000-Sheet Feeder (Tray 6) connection
9. Finisher or Stacker connection
10. 1000-Sheet Feeder (Trays 4 and 5) connection
11. Duplex Unit connection

## Internal Components



5500-109

1. Fuser
2. Transfer Roller
3. Drum Cartridge
4. Toner Cartridge

## Printer Options and Upgrades

Printer options and an upgrade are available for the Phaser 5500 Laser Printer.

### Options

- 128 MB and 256 MB memory cards for two RAM slots
- 1000-Sheet Feeder
- 2000-Sheet Feeder
- 3500-Sheet Stacker
- 3500-Sheet Finisher (with stapler and hole puncher)
- Internal Hard Drive
- 16 MB Flash Memory
- Duplex Unit
- Envelope Tray

### Upgrades

- Phaser 5500B to Phaser 5500N upgrade kit

For more information on printer options and upgrades, go to [www.xerox.com/office/5500supplies](http://www.xerox.com/office/5500supplies).

## Resources

You can obtain information regarding your printer and its capabilities from the following sources:

Information	Source
Setup Guide	Packaged with printer
Quick Reference Guide	Packaged with printer
Warranty	Packaged with printer
User Guide	Packaged with printer (User Documentation CD-ROM)
Printer Management Tools	<a href="http://www.xerox.com/office/pmtools">www.xerox.com/office/pmtools</a>
infoSMART Knowledge Base	<a href="http://www.xerox.com/office/5500infoSMART">www.xerox.com/office/5500infoSMART</a>
PhaserSMART	<a href="http://www.phaserSMART.com">www.phaserSMART.com</a>
Technical Support	<a href="http://www.xerox.com/office/5500support">www.xerox.com/office/5500support</a>
Information Pages	<ul style="list-style-type: none"> <li>■ Front panel</li> <li>■ CentreWare IS</li> <li>■ Printer Driver</li> </ul>

## Front Panel

This topic includes:

- "Front Panel Description" on page 1-6
- "Front Panel Layout" on page 1-7
- "Error and Warning Messages" on page 1-7
- "Print Icon" on page 1-8
- "Menu Map" on page 1-8
- "Information Pages" on page 1-8
- "Sample Pages" on page 1-8

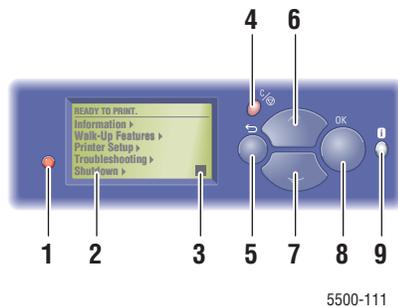
### Front Panel Description

The front panel:

- Displays the printer's operating status (for example, **Printing**, **Ready to Print**, printer errors and warnings).
- Prompts you to load paper (if enabled; Tray 1 MPT enabled by default), replace supplies, and clear jams.
- Enables you to access tools and information pages to help resolve problems.
- Enables you to change printer and network settings.

Go to [Reference/Features/Printer Settings](#) on the *User Documentation CD-ROM* for details about front panel settings.

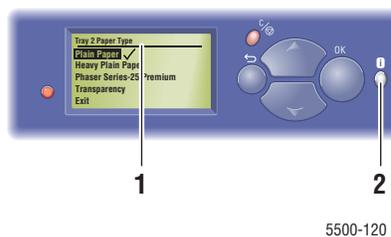
## Front Panel Layout



1. Status Indicator LED:
  - Blinking green = Printer is busy or in Power Saver mode
  - Steady green = Ready to print
  - Blinking yellow = Warning condition
  - Blinking red = Error condition
  - Steady red = Startup sequence
2. Graphic display shows status messages and menus.
3. Toner Gas Gauge indicator
4. **Cancel** button
  - Cancels the current print job.
5. **Back** button
  - Returns to the previous menu item.
6. **Up Arrow** button
  - Scrolls upward through the menus.
7. **Down Arrow** button
  - Scrolls downward through the menus.
8. **OK** button
  - Accepts the setting selected.
9. **Information (i)** button
  - Displays a help message with information about the printer such as printer status, error messages, and maintenance information.

## Error and Warning Messages

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



## Print Icon



There are a number of information pages accessible through the front panel. When the print icon appears before a title on the front panel display, press the **OK** button to print that page.

## Menu Map

The “Menu Map” is a visual representation of the front panel settings and information pages. To print the “Menu Map”:

1. At the printer’s front panel, select **Information**, then press the **OK** button.
2. Select **Menu Map**, then press the **OK** button to print.

## Information Pages

Your printer comes with a set of information pages that helps you solve printing problems and obtain the best results from your printer. Access these pages from the printer’s front panel.

To print information pages:

1. At the printer’s front panel, select **Information**, then press the **OK** button.
2. Select **Information Pages**, then press the **OK** button.
3. Select the appropriate information page, then press the **OK** button to print.

### Note

Print the “Menu Map” to see other information pages available for printing.

## Sample Pages

Your printer comes with a set of sample pages which demonstrate different printer functions.

To print sample pages:

1. At the printer’s front panel, select **Information**, then press the **OK** button.
2. Select **Sample Pages**, then press the **OK** button.
3. Select the desired sample page, then press the **OK** button to print.

## Printer Drivers

This topic includes:

- "Available Printer Drivers" on page 1-9
- "Printer Driver Features" on page 1-10

Printer drivers enable your computer and printer to communicate and provide access to your printer features. Xerox makes driver installation easy with its Walk-Up Technology. For more information about printer drivers, see the video at [www.xerox.com/office/drivers](http://www.xerox.com/office/drivers).

### Available Printer Drivers

Xerox provides drivers for a variety of page description languages and operating systems. The following drivers are available:

Driver	Source*	Description
<b>Windows PostScript Driver</b>	CD-ROM and Web	The PostScript driver is recommended to take full advantage of your printer's custom features and genuine Adobe® PostScript®. (Default driver)
<b>PCL5e</b>	CD-ROM and Web	The Printer Command Language driver can be used for applications requiring PCL.  <b>Note</b> Supported in all operating systems.
<b>PCL6</b>	CD-ROM and Web	The Printer Command Language driver can be used for applications requiring PCL.  <b>Note</b> For Windows 2000 and Windows XP only.
<b>Xerox Walk-Up Printing Driver (Windows)</b>	Web only	This driver enables printing from a PC to any Xerox PostScript-enabled printer. This is especially helpful for mobile professionals who travel to multiple locations and need to print to different printers.
<b>Macintosh OS Driver</b>	CD-ROM and Web	This driver enables printing from a Macintosh OS 9.x or OS X (version 10.1 or higher).
<b>UNIX Driver</b>	Web only	This driver enables printing from UNIX operating systems.

\* Find certain drivers on the *Printer Installer and Utilities CD-ROM* that came with your printer. All of these drivers can be found on the web at [www.xerox.com/office/drivers](http://www.xerox.com/office/drivers).

## Printer Driver Features

The following table displays the Xerox driver features that are available with specific operating systems.

Feature	Windows 98, Me	Windows NT4	Windows, 2000, XP, Server 2003	Macintosh OS 9.x <sup>1</sup>	Macintosh OS X 10.x <sup>1</sup>
Separation Pages	●	●	●	●	●
Cover Pages	●	●	●	●	●
Pages per Sheet (N-Up)	●	●	●	●	●
Booklet	■	■	■		
2-Sided Printing	■	■	■	■	■
Edge-to-Edge Printing	●	●	●	●	●
Image Smoothing	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>
Scaling	●	●	●	●	●
Mirror Images	●	●	●	●	
Watermarks	●		●		
Negative Images	●			●	
Job Completion Notification	▲		▲		
Secure Print	◆	◆	◆	◆	◆
Personal Print		◆	◆	◆	◆
Proof Print	◆	◆	◆	◆	◆
Saved Print	◆	◆	◆	◆	◆
Collation	●	●	●	●	●
Punch	★	★	★	★	★
Staple	★	★	★	★	★
Custom Paper Size	●	●	●	●	●

<sup>1</sup> PostScript only

● = Supported

■ = Must have a duplex unit (DN, DT, or DX configuration).

◆ = Must have a hard drive.

▲ = Only available with a networked printer.

★ = Must have a finisher.

## Managing Your Printer

This topic includes:

- "Printer's IP Address" on page 1-11
- "CentreWare Internet Services (IS)" on page 1-11
- "PhaserSMART" on page 1-12
- "PrintingScout" on page 1-12

When your printer is connected to your computer over a network, there are a number of resources available to help you manage your printer.

### Note

The information in this section applies only to network printers.

## Printer's IP Address

You need your printer's IP address to change printer settings through CentreWare IS. Follow these steps to identify your printer's IP address:

1. At the printer's front panel, select **Information**, then press the **OK** button.
2. Select **Printer Identification**, then press the **OK** button.

## CentreWare Internet Services (IS)

CentreWare IS is a tool that you can use on your computer to manage tasks on networked printers and multifunction products. CentreWare IS uses TCP/IP and a web browser to communicate directly with an embedded web server in the printer or system. With CentreWare IS you can:

- Configure and manage multi-vendor printers and multifunction products.
- Access remote diagnostics and troubleshooting information for problems.
- Monitor printer and system status.
- Monitor supply status.
- Link to software updates and Technical Support.

## Launching CentreWare IS

To launch CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. For detailed information about CentreWare IS software, click **HELP** on the upper right of the CentreWare IS screen.

For more information about "CentreWare IS" go to [Reference/Connections & Networks/Printer Management Software](#) on the *User Documentation CD-ROM*.

## **PhaserSMART**

PhaserSMART Technical Support is an automated, Internet-based support system. Use your default web browser to send diagnostic information from your printer to our web site for analysis. PhaserSMART Technical Support examines the information, diagnoses the problem, and proposes a solution. If the problem is not resolved with the solution, PhaserSMART Technical Support assists you in opening a Service Request with Xerox Customer Support.

### **Launching PhaserSMART from CentreWare IS**

To access PhaserSMART Technical Support through CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Support**.
4. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART technical support.

## **PrintingScout**

PrintingScout is a tool that is installed with your Windows printer driver. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, PrintingScout automatically displays a message on your computer screen to let you know that the printer needs attention. The message also explains how to fix the problem.

### **Note**

PrintingScout is available from the Windows printer driver for printer connected to the network via TCP/IP.

## Printer Settings

This topic includes:

- "Accessing Power Saver" on page 1-13
- "Selecting Output Options" on page 1-13
- "Preventing Access to Front Panel Settings" on page 1-14
- "Accessing the Startup Page" on page 1-15
- "Accessing Load Paper Timeout" on page 1-16
- "Selecting Tray Settings" on page 1-17
- "Adjusting Front Panel Brightness" on page 1-19
- "Adjusting Front Panel Contrast" on page 1-19
- "Changing Printer Language" on page 1-20

### Accessing Power Saver

To save energy, the printer enters a Power Saver, low-energy consumption mode after a pre-defined period of time since its last activity. In this mode, most printer electrical systems are shut down. When a print job is sent to the printer, the printer enters Warmup Mode. You can also warm up the printer by pressing the **OK** button on the front panel.

If you find that the printer is going into Power Saver mode too often and you do not want to wait while the printer warms up, increase the length of time before the printer goes into Power Saver mode. Change the timeout value as follows:

1. At the printer's front panel, select **Printer Setup**, then press the **OK** button.
2. Select **Printer Controls**, then press the **OK** button.
3. Select **Power Saver**, then press the **OK** button.
4. Press the **Down Arrow** or **Up Arrow** button to scroll to a selected Power Saver timeout value. Select a larger value if you want to extend the length of time before the printer goes into Power Saver mode.
5. Press the **OK** button.

### Selecting Output Options

The Phaser 5500 printer has one standard output tray and two optional ones:

- **Standard Output Tray:** Sends prints to the Standard Output Tray on top of the printer.
- **Stacker Upper Tray:** Sends prints to the Stacker Upper Tray on the right side of the printer. This tray is available with the optional finisher or stacker.
- **Stacker Lower Tray:** Sends prints to the Stacker Lower Tray on the right side of the printer. This tray is available with the optional finisher or stacker.

To select the output tray:

1. At the printer's front panel, select **Printer Setup**, select **Paper Handling Setup**, then select **Paper Destination**.
2. Select either **Standard Output Tray**, **Stacker Upper Tray** or **Stacker Lower Tray**, then press the **OK** button.

**Note**

The printer driver overrides the front panel settings for output tray selection.

### Selecting Job Offset

The Stacker Lower Tray and Standard Output Tray can place sheets in alternate positions to separate one print job from another. This is called *job offsetting*. There are several job offsetting options from which to choose:

- **Off**: No job offsetting occurs and the output position is not changed for the output tray selected.
- **On**: The output position changes after the final sheet of the print job is printed. The next print job is then offset to keep it separate from the previous print job.

**Note**

When the stapling option is used for print jobs, job offsetting is activated.

To select the job offset option:

1. At the printer's front panel, select **Printer Setup**, then press the **OK** button.
2. Select **Paper Handling Setup**, then press the **OK** button.
3. Select **Job Offset**, then press the **OK** button.
4. Select either **On** or **Off**, then press the **OK** button.

### Preventing Access to Front Panel Settings



To prevent access to front panel settings, you can lock the front panel settings from CentreWare IS. A lock icon appears next to items in the front panel that cannot be accessed by users.

## Using CentreWare IS

To set front panel menu preferences:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **General** folder on the left sidebar.
5. Select **Printer Defaults**.
6. Select **On** or **Off** from the **Front Panel Menu** drop-down list.
  - Select **On** to have all menus available.
  - Select **Off** to limit the printer setup items.
7. Click **Save Changes** at the bottom of the page.

## Accessing the Startup Page

The printer can produce a “Startup Page” each time the printer is turned on or reset. The factory default is “Off”. You can turn on automatic printing of the “Startup Page” or print it from the **Information Pages** menu.

To turn on/off the “Startup Page” use either:

- The printer's front panel
- CentreWare IS

## Using the Printer's Front Panel

To turn on/off the “Startup Page”:

1. Select **Printer Setup**, then press the **OK** button.
2. Select **Printer Controls**, then press the **OK** button.

The **Startup Page** is highlighted. The end of the line displays the setting (**On** or **Off**).
3. Press the **OK** button to change the setting.

## Using CentreWare IS

To turn on/off the automatic printing of the “Startup Page”:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **General** folder on the left sidebar.
5. Select **Printer Defaults**.
6. Select **Off** or **On** from the **Printer Startup Page** drop-down list to change the setting.
7. Click **Save Changes** at the bottom of the page.

## Printing the Startup Page Using the Front Panel

To print the “Startup Page”:

1. Select **Information**, then press the **OK** button.
2. Select **Information Pages**, then press the **OK** button.
3. Select **Startup Page**, then press the **OK** button to print.

## Accessing Load Paper Timeout

When your print job is formatted for a type or size of paper that is not loaded in the printer, the printer’s front panel displays a message requesting you to load the appropriate paper. The Load Paper Timeout controls the amount of time the printer waits before printing on another type or size of paper.

To change the load paper timeout, use either:

- The printer’s front panel
- CentreWare IS

### Using the Printer’s Front Panel

To change the load paper timeout:

1. Select **Printer Setup**, then press the **OK** button.
2. Select **Paper Handling Setup**, then press the **OK** button.
3. Select **Load Paper Timeout**, then press the **OK** button.
4. Scroll to the desired timeout value. The values (**None**, **1**, **3**, **5**, or **10** minutes, **1** hour or **24** hours) indicate the length of time you want the printer to wait for you to load paper before printing. If you select a value of **None**, the printer does not wait for paper to be inserted and immediately picks paper from the default tray.
5. Press the **OK** button to save the change.

### Using CentreWare IS

To change the load paper timeout:

1. Launch your web browser.
2. Enter your printer’s IP address in the browser’s **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **General** folder on the left sidebar.
5. Select **Printer Defaults**.
6. Scroll to the desired **Load Paper Timeout** value in **Timeout Settings**. The values (**None**, **1**, **3**, **5**, or **10** minutes, **1** or **24** hours) indicate the length of time you want the printer to wait for you to load paper before printing. If you select a value of **None**, the printer does not wait for paper to be inserted and immediately picks paper from the default tray.
7. Click **Save Changes** at the bottom of the screen.

## Selecting Tray Settings

### Tray Switching

When a tray runs out of paper, tray switching enables the printer to switch between trays when the trays contain the same paper type and size. Tray switching is controlled by the printer driver, front panel, or CentreWare IS.

If a specific tray is selected in the driver or application, tray switching is turned off. When you select the **Let printer select which tray to print from** option in the printer driver, the printer selects the tray and switches to another tray when one tray is empty.

#### Note

If you use the printer driver to specify a tray to use for your print job, tray switching is disabled for that job. If the tray becomes empty during printing, the front panel prompts you to load paper in that tray even if another tray contains the correct paper type and size for the job.

Tray 1 (MPT) and Trays 2 and 3, 500-sheet feeders, are standard with the Phaser 5500 printer. Additional paper feeders can be purchased:

- 1000-Sheet Feeder (Trays 4 and 5)
- 2000-Sheet Feeder (Tray 6)

### Tray Switching Settings

- If tray switching is *enabled*, and a tray runs out of paper while printing, then the printer selects another tray containing the same paper type, size, and feed direction to continue printing the job.
- If tray switching is *disabled*, and a tray runs out of paper while printing, then the front panel prompts you that the tray is empty and must be refilled.

### Tray Sequence

You can specify the sequence the printer uses to select trays containing the correct paper type and size for a print job. When a tray runs out of the correct paper during printing, the printer selects the next tray in the sequence containing the correct paper type and size to continue printing the job.

For example, if the tray sequence is set to 6-2-4, the printer selects paper from Tray 6 to print a job. If Tray 6 does not contain the requested paper, or runs out of paper while printing, the printer selects Tray 2. If neither Tray 6 or Tray 2 contain the requested paper, or is out of paper, then Tray 4 is selected.

You can specify the tray sequence by two different methods:

- The printer's front panel
- CentreWare IS

### Using the Front Panel

To specify the tray sequence:

1. At the printer's front panel, select **Printer Setup**, then press the **OK** button.
2. Select **Paper Handling Setup**, then press the **OK** button.
3. Select **Tray Sequence**, then press the **OK** button.
4. Scroll to the desired tray sequence. (If you want to turn off tray switching, select **Off**.)
5. Press the **OK** button to save the changes.

### Using CentreWare IS

To specify the tray sequence:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **General** folder on the left sidebar.
5. Select **Printer Defaults**.
6. Select the desired tray sequence from the **Tray Sequence** drop-down list. (If you want to turn off tray switching, select **Off**.)
7. Click the **Save Changes** button at the bottom of the screen.

### Selecting the Default Tray

If you do not want to use tray switching, you can accept the default order of tray selection. The default tray contains the paper type and size used for printing jobs unless overwritten by a driver selection. When the default tray is empty, or contains a different paper type, you are prompted to load the correct paper type in the tray even if another tray contains the correct paper type and size for the job.

You can select the default tray by two different methods:

- The printer's front panel
- CentreWare IS

### Using the Front Panel

To select a default tray:

1. Select **Printer Setup**, then press the **OK** button.
2. Select **Paper Handling Setup**, then press the **OK** button.

3. Select **Paper Source**, then press the **OK** button.
4. Scroll to the desired tray to use as the default tray. (If you want tray switching enabled, select **Auto Select**.)
5. Press the **OK** button to save the change.

**Note**

The driver overrides the front panel settings and CentreWare IS for tray selection.

### Using CentreWare IS

To select a default tray:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **General** folder on the left sidebar.
5. Select **Printer Defaults**.
6. Scroll to **Print Mode Settings**, then select the tray from the **Paper Source** drop-down list.
7. Click **Save Changes** at the bottom of the screen.

## Adjusting Front Panel Brightness

To adjust the brightness of the front panel's background lighting:

1. At the printer's front panel, select **Printer Setup**, then press the **OK** button.
2. Select **Front Panel Setup**, then press the **OK** button.
3. Select **Front Panel Brightness**, then press the **OK** button.
4. Press the **Down Arrow** or **Up Arrow** button to increase or decrease the front panel brightness value. The brightness values range from **0** (no background light) to **10** (brightest background light).
5. Press the **OK** button to save your change.

## Adjusting Front Panel Contrast

To adjust the contrast between the text and the background to make the front panel text more readable:

1. At the printer's front panel, select **Printer Setup**, then press the **OK** button.
2. Select **Front Panel Setup**, then press the **OK** button.
3. Select **Front Panel Contrast**, then press the **OK** button.
4. Press the **Down Arrow** or **Up Arrow** button to increase or decrease the front panel contrast value. The contrast values range from **1** (least contrast) to **10** (highest contrast).
5. Press the **OK** button to save your change.

## **Changing Printer Language**

To change the language used for the text on the front panel:

1. At the printer's front panel, select **Printer Setup**, then press the **OK** button.
2. Select **Front Panel Setup**, then press the **OK** button.
3. Select **Front Panel Language**, then press the **OK** button.
4. Select the desired language, then press the **OK** button.

## Fonts

This topic includes:

- "Types of Fonts" on page 1-21
- "Resident Printer Fonts" on page 1-21
- "Viewing a List of Resident Fonts" on page 1-21
- "Printing a List of Resident Fonts" on page 1-22
- "Downloading Fonts" on page 1-23

### Types of Fonts

Your printer uses the following types of fonts:

- Resident fonts
- Fonts downloaded into printer RAM, hard drive, or flash memory
- Fonts downloaded with your print job from the application

Adobe Type Manager (ATM) software enables your computer to display these fonts on your computer screen as they will appear in your prints.

If you do not have ATM on your computer:

1. Install it from the *Printer Installer and Utilities CD-ROM*.
2. Install the printer's screen fonts for your computer from the ATM folder.

### Resident Printer Fonts

Printer-resident PostScript and PCL fonts are always available for printing.

### Viewing a List of Resident Fonts

To view a list of resident PCL or PostScript fonts, use CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **Web Server** folder on the left sidebar.
5. Select **Font Files**.

## Printing a List of Resident Fonts

To print a list of resident PostScript or PCL fonts, use:

- The printer's front panel
- CenterWare IS
- The printer driver

### Using the Printer's Front Panel

To print either a PostScript or PCL font list at the front panel:

1. Select **Information**, then press the **OK** button.
2. Select **Information Pages**, then press the **OK** button.
3. Select either **PCL Font List** or **PostScript Font List**, then press the **OK** button to print.

### Using CentreWare IS

To print either a PostScript or PCL font list from CenterWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **Web Server** folder on the left sidebar.
5. Select **Font Files**.
6. Click the **Printer** icon to print the list of fonts.

### Using a PC Printer Driver

To print either a PostScript or PCL font list from your printer driver:

1. Select **Start**, select **Settings**, then select **Printers**.
2. Right-click the **5500** printer, then select **Properties**.
3. Select the **Troubleshooting** tab.
4. Click the drop-down arrow in the **Printer Information** field to view the list of options.
5. Select **PostScript Font List** or **PCL Font List** from the drop-down list.
6. Click **Print**.

## Downloading Fonts

To supplement the resident fonts (which are always available for printing), downloadable fonts can be sent from your computer and stored in the printer's RAM, optional flash memory, or on the printer's optional hard drive.

### Note

If you turn the printer off, the fonts you download to RAM are deleted. You must download them again when you turn the printer on.

Before printing, verify that the fonts specified in your document are installed in the printer or are set up to download correctly. If your document has a font not currently in your printer, or downloaded with your print job, a different font will be used.

The printer accepts the following downloadable fonts:

### PCL Font Type Support:

- Type 0
- Type 10
- Type 11
- Type 15
- Type 20

### Postscript Font Type Support:

- Type 1
- Type 3
  - Adobe
  - Agfa
  - Bitstream
  - Microsoft
  - Apple

**TrueType** (Scalable to any point size; looks the same on-screen and printed)

## Downloading Fonts from CentreWare Font Management Utility

The CentreWare Font Management Utility (FMU) is a Windows and Macintosh application that helps manage fonts, macros and forms on a printer's hard drive. Downloading fonts to a printer can improve printing performance and reduce network traffic. You can list, print, delete, and download PostScript and PCL fonts using the Font Management Utility.

## Registering Your Printer

Registering your printer is quick and easy. You can register your printer using one of the following methods:

- Registration card that came with your printer
- Online form at [www.xerox.com/office/register](http://www.xerox.com/office/register)
- Web link from the *Printer Installer and Utilities CD-ROM*

Registering your printer gives you access to Color Connection, a great source for the latest printing hints and tips, and new ideas to promote your business. Color Connection has everything you need to help you look great in print.

Registering your printer also provides you with updates and news about your printer.

# 2 Printing

This section includes:

- "Supported Papers" on page 2-2
- "Basic Printing" on page 2-9
- "Adjusting Printing Options" on page 2-36
- "2-Sided Printing" on page 2-43
- "Transparencies" on page 2-46
- "Envelopes" on page 2-49
- "Postcards" on page 2-52
- "Labels" on page 2-54
- "Specialty Paper" on page 2-56
- "Custom Size Paper" on page 2-63
- "Advanced Options" on page 2-67
- "Supplies and Recycling" on page 2-79

## Supported Papers

This topic includes:

- "Guidelines" on page 2-2
- "Paper that May Damage Your Printer" on page 2-2
- "Tray Setup" on page 2-3
- "Supported Paper and Media" on page 2-5
- "Available Supplies" on page 2-7

For online support information, go to [www.xerox.com/office/5500infosmart](http://www.xerox.com/office/5500infosmart)

## Guidelines

Follow these guidelines to ensure the best print quality and avoid printer jams:

- Store paper on a flat surface, in a relatively low humidity environment.
- Do not unwrap paper until you are ready to use it, rewrap any paper that is not being used.
- Do not expose paper to direct sunlight or high humidity.
- If excessive jams occur, flip and fan the paper in the tray or install fresh paper from a newly opened ream.
- Fan transparencies and labels prior to loading them in the tray.
- Do not print on label stock once a label has been removed from the sheet.
- Use only paper envelopes. Do not use envelopes with windows or metal clasps. Other size envelopes may be printed as a custom size.

### Caution

Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

## Paper that May Damage Your Printer

Your printer is designed to be used with a variety of paper types. Other media types can cause poor print quality, increased paper jams, or damage to your printer.

### Note

If you use pre-printed material regularly, the feed rollers may require additional cleaning.

The following are examples of unacceptable paper:

- Rough or porous media
- Paper that has been photocopied
- Paper with cutouts or perforations

- Paper with staples inserted
- Envelopes with windows, metal clasps, adhesives with release strips, or side seams

**Note**

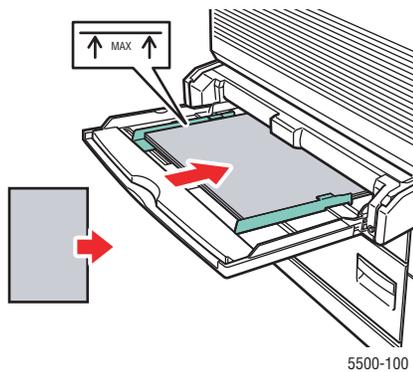
Using paper free of contaminants helps guarantee longer component life and better print quality. Paper with better cut quality also reduces paper jams and misfeeds.

## Tray Setup

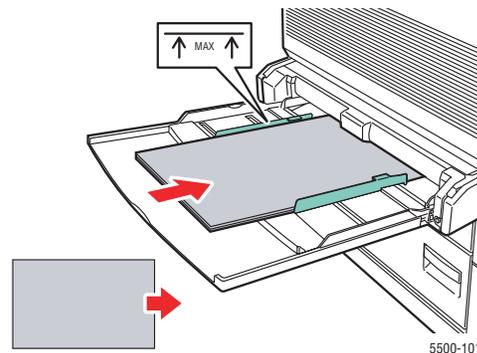
When loading paper, transparencies, or other specialty media in a tray:

- Adjust the width and length guides, if loading paper with a different width or length.
- Fan the paper, transparencies, or other specialty media before loading in the paper tray.
- Do not overload the paper tray. Do not load paper or transparencies above the fill lines inside the tray.
- Slide the length and side guides firmly against the paper or other specialty media.
- Push the tray completely to the back of printer.
- Set the paper size and type if prompted by the front panel.

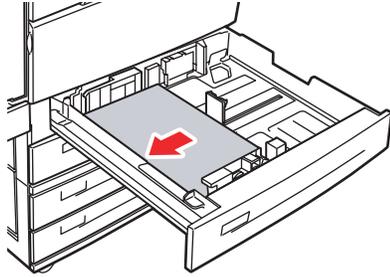
For online support, go to [www.xerox.com/office/5500support](http://www.xerox.com/office/5500support).



**Tray 1 (MPT) Long-Edge Feed  
(Recommended)**

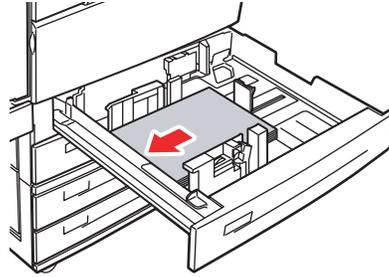


**Tray 1 (MPT) Short-Edge Feed**



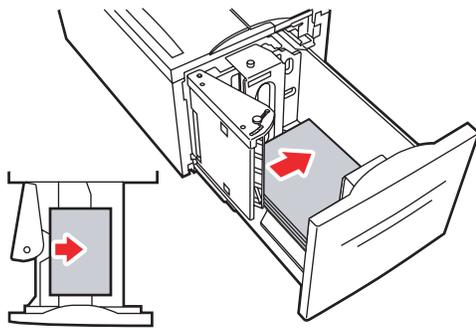
5500-102

**Trays 2-5 Long-Edge Feed  
(Recommended)**



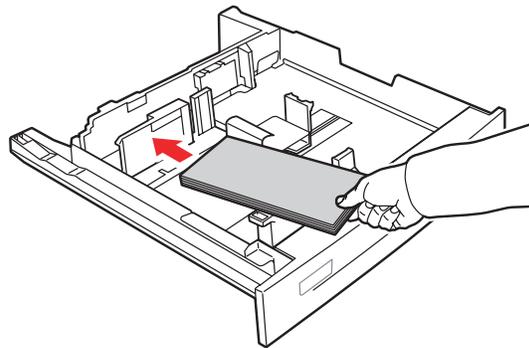
5500-106

**Trays 2-5 Short-Edge Feed**



5500-103

**Tray 6 Long-Edge Feed**



5500-204

**Envelope Tray**

# Supported Paper and Media

## Paper Sizes and Weights

<ul style="list-style-type: none"> <li>■ User-Selected Size</li> <li>● Auto-Sensed Size</li> <li>▲ Supported</li> <li>◆ Supported only when Long-Edge Feed</li> </ul> <p><b>Note</b> Depending on your region, finishers are configured with either a 3-hole punch or a 2- / 4-hole punch.</p> <p>These custom widths are supported with stapling and hole punching: 210 mm (8.27 in.), 257 mm (10.12 in.), 297 mm (11.70 in.), 8.50 in. (216 mm), 10.50 in. (267 mm), 11.00 in. (279 mm).</p>	Input					Output				
	Tray 1 (MPT)	Tray 2	Tray 3-5	Tray 6	Envelope Tray	2-Sided Printing	Standard Output Tray	Stacker Upper Tray	Stacker Lower Tray	Holes Punched
<b>Paper Size</b>										
Letter (8.5 x 11 in.) A4 (210 x 297 mm)	■	●	●	●	▲	▲	▲	▲	2, 3, 4	▲
Legal (8.5 x 14 in.) US Folio (8.5 x 13 in.)	■	●	●		▲	▲	▲	▲	2	▲
Executive (7.25 x 10.5 in.)	■	●	●	●	▲	▲	▲	◆	2, 3, 4	◆
A5 (148 x 210 mm) Statement (5.5 x 8.5 in.)	■	●	●		▲	▲				
Small US Postcard (3.5 x 5.5 in.)	■					▲				
Large US Postcard (4.0 x 6.0 in.) A6 (105 x 148 mm)	■			■		▲				
Tabloid (11.0 x 17.0 in.) A3 (297 x 420 mm)	■	●	●		▲	▲	▲	▲	2, 3, 4	▲
B4 JIS (257 x 364 mm)	■	●	●		▲	▲	▲	▲	2	▲
B5 JIS (182 x 257 mm)	■	●	●	●	▲	▲	▲	◆	2	◆
B6 JIS (128 x 182 mm)	■					▲				
Envelopes										
#10 Commercial (4.12 x 9.5 in.) Monarch (3.87 x 7.5 in.)	■			■		▲				
DL (110 x 220 mm) C5 (162 x 229 mm)	■			■		▲				
C4 (229 x 324 mm)	■	■				▲				

## Paper Sizes and Weights (Continued)

		Input					Output				
		Tray 1 (MPT)	Tray 2	Tray 3-5	Tray 6	Envelope Tray	2-Sided Printing	Standard Output Tray	Stacker Upper Tray	Stacker Lower Tray	Holes Punched
■ User-Selected Size ● Auto-Sensed Size ▲ Supported ◆ Supported only when Long-Edge Feed											
<b>Note</b> Depending on your region, finishers are configured with either a 3-hole punch or a 2- / 4-hole punch.  These custom widths are supported with stapling and hole punching: 210 mm (8.27 in.), 257 mm (10.12 in.), 297 mm (11.70 in.), 8.50 in. (216 mm), 10.50 in. (267 mm), 11.00 in. (279 mm).											
<b>Paper Custom Width</b>		<b>Paper Custom Height</b>									
89–297 mm (3.50–11.70 in.)		98–127 mm (3.87–5.00 in.)		■							
89–297 mm (3.50–11.70 in.)		127–182 mm (5.00–7.16 in.)		■							
89–140 mm (3.50–5.50 in.)		182–432 mm (7.16–17.00 in.)		■							
140–182 mm (5.50–7.16 in.)		182–432 mm (7.16–17.00 in.)		■ ■ ■							
182–210 mm (7.16–8.27 in.)		182–432 mm (7.16–17.00 in.)		■ ■ ■							
210–297 mm (8.27–11.70 in.)		182–432 mm (7.16–17.00 in.)		■ ■ ■							
<b>Envelope Custom Width</b>		<b>Envelope Custom Height</b>									
148–241 mm (5.82–9.50 in.)		98–162 mm (3.87–6.38 in.)		■							
<b>Paper Weight</b>											
60–105 g/m <sup>2</sup> (16–28 lb. Bond)		▲ ▲ ▲ ▲ ▲									
105–163 g/m <sup>2</sup> (28–43 lb. Bond)		▲ ▲ ▲ ▲									
163–176 g/m <sup>2</sup> (43–47 lb. Bond)		▲ ▲ ▲ ▲									
176–215 g/m <sup>2</sup> (47–57 lb. Bond)		▲ ▲ ▲ ▲									

## Available Supplies

### Xerox Printing Media

Item	Size	Description	Part Number
<b>Xerox Professional Printing Paper</b>			
Xerox Premium Multipurpose 4024	Letter 8.5 x 11 in.	20 lbs. (75 g/m <sup>2</sup> )	3R721
Xerox Business Multipurpose 4200	Letter 8.5 x 11 in.	20 lbs. (75 g/m <sup>2</sup> )	3R2047
Xerox Business Multipurpose 4200	Legal 8.5 x 14 in.	20 lbs. (75 g/m <sup>2</sup> )	3R2051
Xerox Business Multipurpose (Saillat)	A3 297 x 420 mm		3R91821
Xerox Business Multipurpose 4200	Ledger 11 x 17 in.		3R3761
Xerox Premium Multipurpose 4024	Letter 8.5 x 11 in.	20 lbs. (75 g/m <sup>2</sup> )	3R2531
Xerox Premier Paper	A4 210 x 297 mm	80 g/m <sup>2</sup>	3R91720
Xerox Business Paper	A4 210 x 297 mm	80 g/m <sup>2</sup>	3R91820
<b>Xerox Cover and Index Stock</b>			
Xerox Premium Multipurpose 4024 Cover Stock	Letter 8.5 x 11 in.	65 lbs. (176 g/m <sup>2</sup> )	3R3041
Xerox Premium Multipurpose 4024 Index Stock	Letter 8.5 x 11 in.	90 lbs. (163 g/m <sup>2</sup> )	3R3004
<b>Xerox Recycled Paper</b>			
Xerox Multipurpose Recycled - 30% PCW	Letter 8.5 x 11 in.	20 lbs. (75 g/m <sup>2</sup> )	3R6296
Xerox Recycled Paper - 100% PCW	A4 210 x 297 mm	80 g/m <sup>2</sup>	3R91165
<b>Xerox Pre-Punched Paper</b>			
Xerox Business Multipurpose 4200 - 3 Hole	Letter 8.5 x 11 in.	20 lbs. (75 g/m <sup>2</sup> )	3R2641
Xerox Premium Multipurpose 4024 - 3 Hole	Letter 8.5 x 11 in.	24 lbs. (90 g/m <sup>2</sup> )	3R3317
Xerox Business Paper - 4 Hole	A4 210 x 297 mm	80 g/m <sup>2</sup>	3R91823
<b>Xerox Labels</b>			
Xerox High Speed Labels	Letter 8.5 x 11 in.	33 labels per sheet	3R3139
Xerox Clear High Speed Labels	Letter 8.5 x 11 in.	33 labels per sheet	3R5139
Xerox High Speed Labels	A4 210 x 297 mm	24 labels per sheet	3R96178
<b>Xerox Transparency Film</b>			
Xerox Clear - No Strip	Letter 8.5 x 11 in.		3R3117
Xerox Clear (with strip)	Letter 8.5 x 11 in.		3R4174
Xerox Type C, Plain	A4 210 x 297 mm		3R96002
<b>Xerox Weatherproof Paper</b>			
Xerox Phaser Weatherproof Paper	Letter 8.5 x 11 in.	27 lbs. (100 g/m <sup>2</sup> )	103R01020
Xerox Phaser Weatherproof Paper	A4 210 x 297 mm	100 g/m <sup>2</sup>	103R01021

## Xerox Printing Media (Continued)

Item	Size	Description	Part Number
<b>Xerox Postcards</b>			
Xerox Phaser Postcards	Letter 8.5 x 11 in.	4 per sheet/ 100 sheets	103R01016
Xerox Phaser Postcards	A4 210 x 297 mm	4 per sheet/ 100 sheets	103R01017
<b>Xerox Trifold Brochures</b>			
Xerox Phaser Trifold Brochures	Letter 8.5 x 11 in.		103R01018
Xerox Phaser Trifold Brochures	A4 210 x 297 mm		103R01019

## Basic Printing

This topic includes:

- "Loading Paper in Tray 1 (MPT) for Single-Sided Printing" on page 2-9
- "Loading Paper in Trays 2-5 for Single-Sided Printing" on page 2-13
- "Loading Paper in Tray 6 for Single-Sided Printing" on page 2-17
- "Loading Paper in Tray 1 (MPT) for 2-Sided Printing" on page 2-19
- "Loading Paper in Trays 2-5 for 2-Sided Printing" on page 2-21
- "Loading Paper in Tray 6 for 2-Sided Printing" on page 2-25
- "Using the Stapler" on page 2-28
- "Using the Hole Puncher" on page 2-32
- "Factors Affecting Printer Performance" on page 2-35

Follow these general steps to print:

1. Load paper in the tray.
2. Adjust the tray guides.
3. If prompted by the front panel, confirm the paper type and size and change it as required.

### Note

If printing envelopes, go to [Reference/Printing/Envelopes](#) on the *User Documentation CD-ROM*; if printing labels, go to [Reference/Printing/Labels](#) on the *User Documentation CD-ROM*; if printing postcards, go to [Reference/Printing/Postcards](#) on the *User Documentation CD-ROM*.

4. Send the job to the printer from the application's **Print** dialog box.

## Loading Paper in Tray 1 (MPT) for Single-Sided Printing

All paper sizes and types can be used in Tray 1 (MPT).

### Caution

If you change the type or size of paper in a tray, you **must** change the paper type and size on the front panel to match the paper that you loaded. **If you fail to do this, print-quality problems or jams can occur, and the fuser can be damaged.**

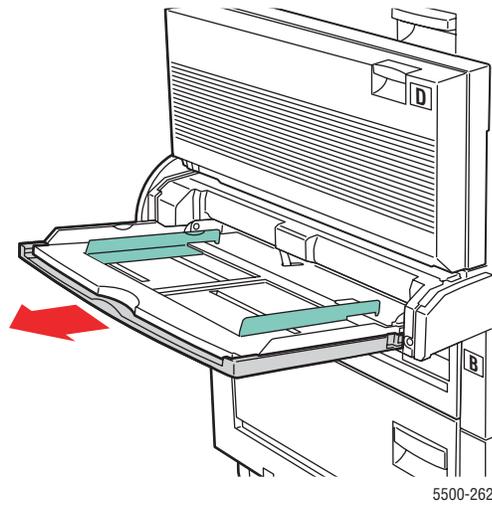


5500-123

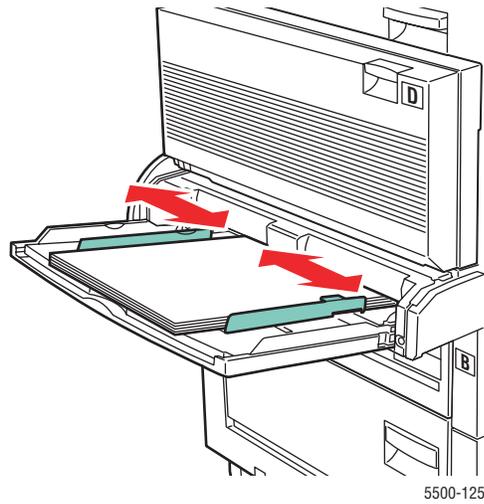


Videos are available with instructions for using Tray 1 (MPT). Videos are located on the *User Documentation CD-ROM* and at [www.xerox.com/office/5500support](http://www.xerox.com/office/5500support).

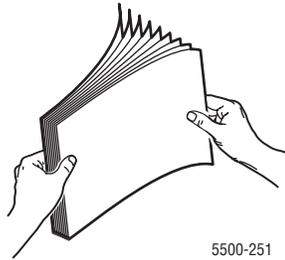
1. Lower Tray 1 (MPT).



2. Adjust the paper guides to the size of the paper.



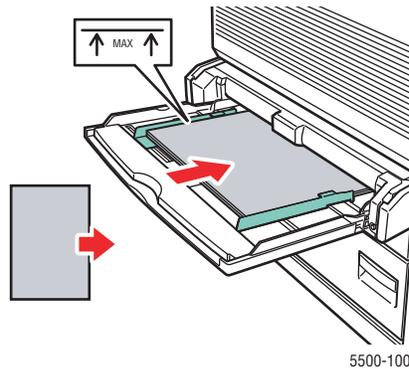
3. Fan the paper to release sheets that may stick together.



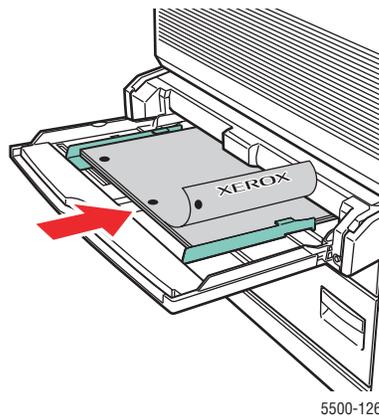
4. Insert the paper into the tray either **long-edge feed** or **short-edge feed**. If necessary, adjust the paper guides to the size of the paper.

#### Long-Edge Feed

- Recommended for Letter, A4, B5 JIS, large US Postcard, and many custom sizes of paper.
- Do not load paper above the fill line.

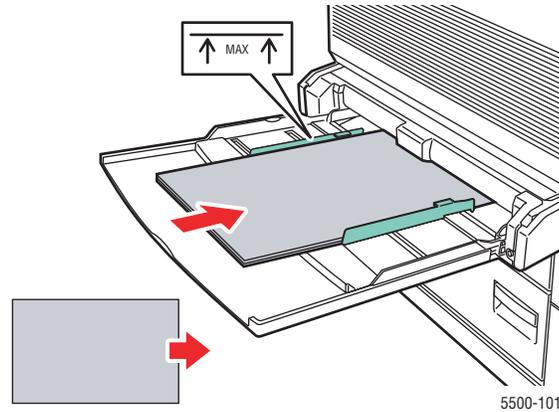


- Place the side to be printed **facedown**.
- Place pre-punched paper with the holes entering the printer **last**.
- Place the letterhead (or **top** of the page) toward the **front** of the printer.

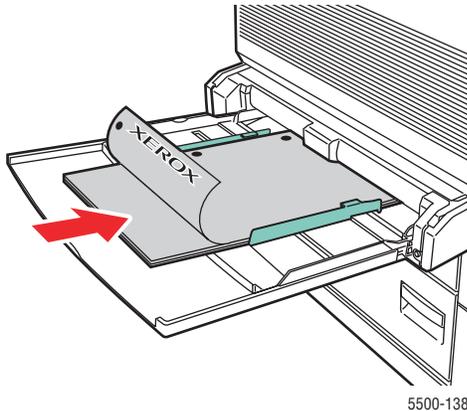


### Short-Edge Feed

- Place Letter (rotated), Legal, Statement, Tabloid, A3, A4 (rotated), A5, US Folio, B4 JIS, B5 JIS (rotated), B6 JIS, and small US Postcard paper **short-edge feed** in Tray 1 (MPT).



- Place the side to be printed **facedown**.
- Place pre-punched paper with the holes toward the **back** of the printer.
- Place letterhead (or the top of the page) to enter the printer last.



5. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select the paper size or type, then press the **OK** button to save your selection.
6. In the printer driver, select either the paper type or **Tray 1 (MPT)** as the paper source.

### Note

For information on custom size printing, go to [Reference/Printing/Custom Sizes](#) on the *User Documentation CD-ROM*

## Loading Paper in Trays 2-5 for Single-Sided Printing

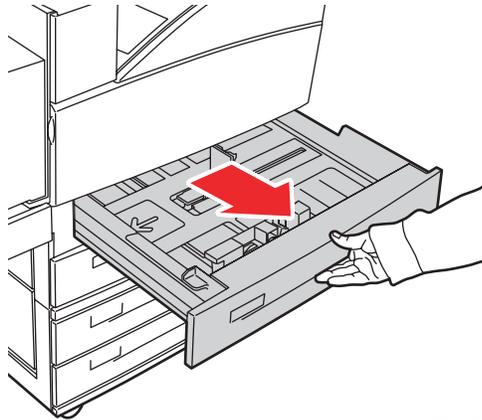
Use Trays 2-5 for all paper, transparencies, and specialty media. If smaller than 140 mm (5.5 in.) in width or 182 mm (7.16 in.) in height, use single-sided printing only.

### Caution

If you change the type of paper in a tray, you **must** change the paper type on the front panel to match the paper that you loaded. **If you fail to do this, print-quality problems can occur and the fuser can be damaged.**

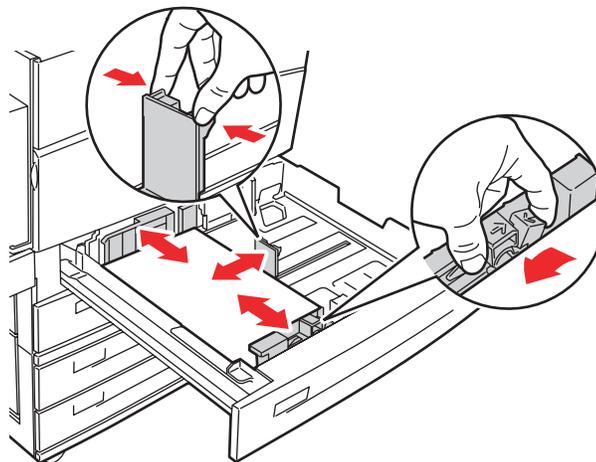


1. Pull out the tray.



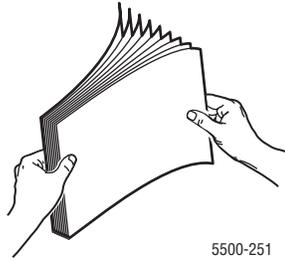
5500-156

2. If loading paper with a different width or length, adjust the width and length guides.

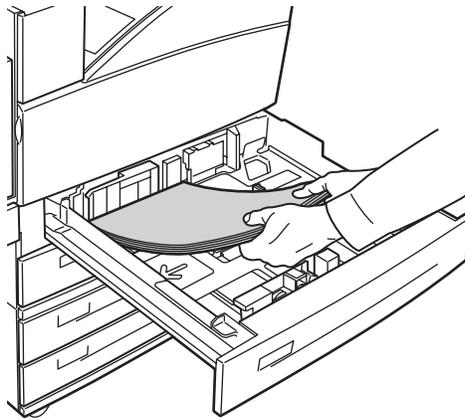


5500-136

3. Fan the paper to release sheets that may stick together.

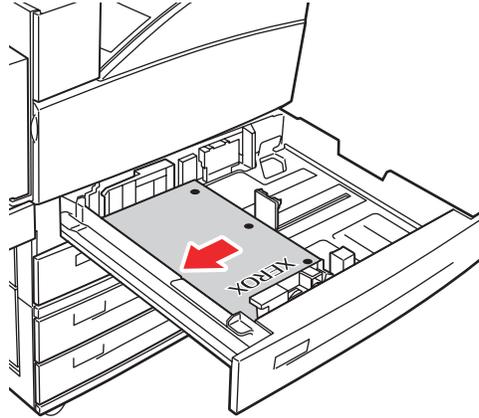


4. Insert paper into the tray either **long-edge feed** or **short-edge feed**.



### Long-Edge Feed

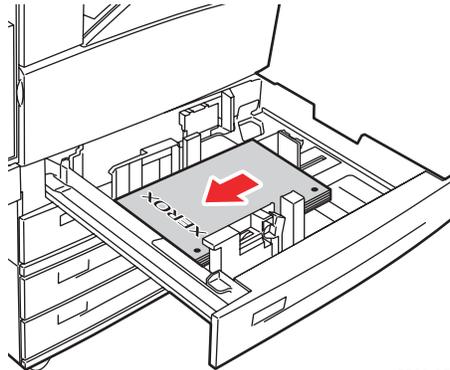
- Place Letter, Executive, A4, B5 JIS, and many custom sizes of paper **long-edge feed** into the tray.
- Place the side to be printed **faceup**.
- Place pre-punched paper with the holes toward the **right** side of the tray.
- Place letterhead (or the **top** of the page) toward the **front** of the tray.



5500-130

### Short-Edge Feed

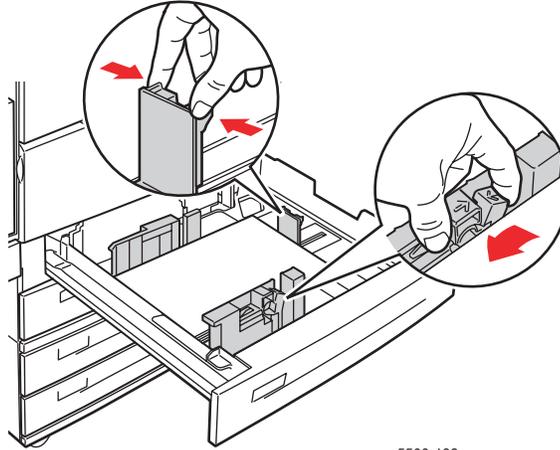
- Place Letter (rotated), Legal, Tabloid, A3, A5, A4 (rotated), B4 JIS, B5 JIS (rotated), US Folio, Statement and many custom sizes of paper **short-edge feed** into the tray.
- Place the side to be printed **faceup**.
- Place pre-punched paper with the holes toward the **front** of the tray.
- Place letterhead (or **top** of the page) toward the **left** side of the tray.



5500-254

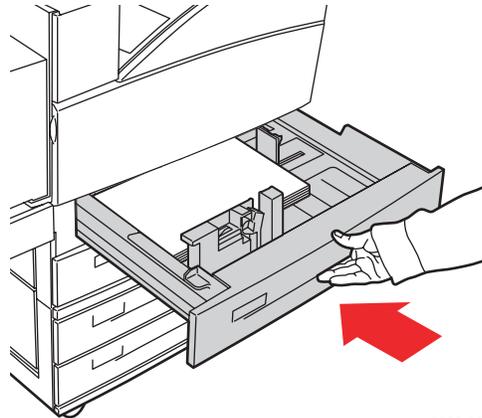
5. If necessary, adjust the paper guides to the size of the paper.

Adjust the paper guides according to the paper size and feed direction (long-edge feed or short-edge feed). Labels inside the paper tray provide additional information for loading paper according to size and feed direction.



5500-132

6. Push the tray completely into the printer.



5500-032

7. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select the paper size or type, then press the **OK** button to save your selection.
8. In the printer driver, select either the paper type or the tray you loaded as the paper source.

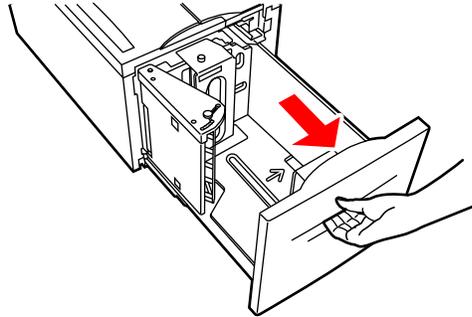
**Note**

For information on custom size printing, go to [Reference/Printing/Custom Sizes](#) on the *User Documentation CD-ROM*.

## Loading Paper in Tray 6 for Single-Sided Printing

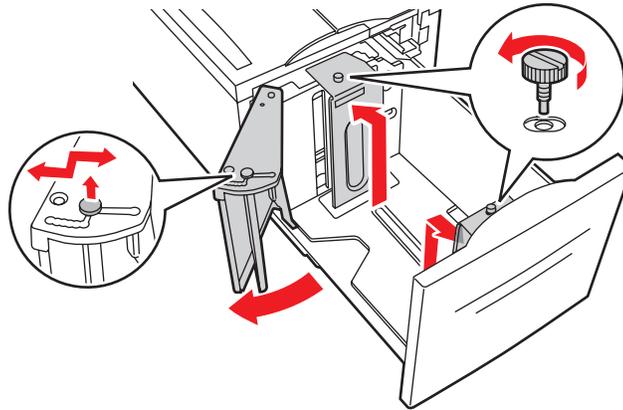
Use Tray 6 as a high capacity feeder for Letter, A4, Executive, and B5 JIS paper. Paper can only be loaded long-edge feed in Tray 6.

1. Pull out the tray.

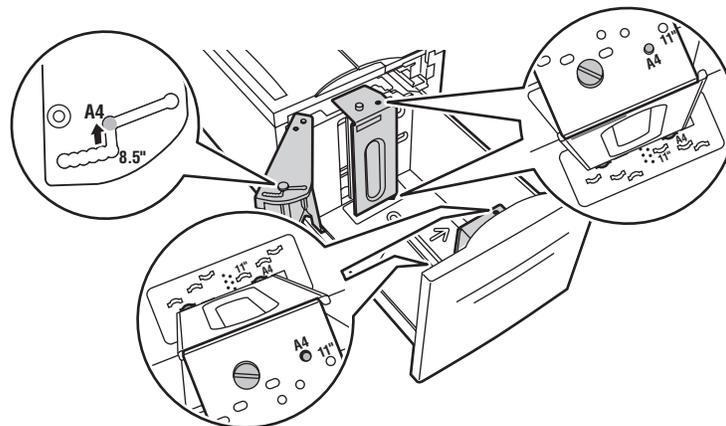


5500-112

2. If loading paper with a different width or length, adjust the width and length guides.

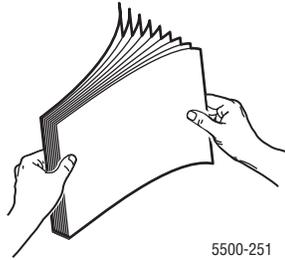


5500-241

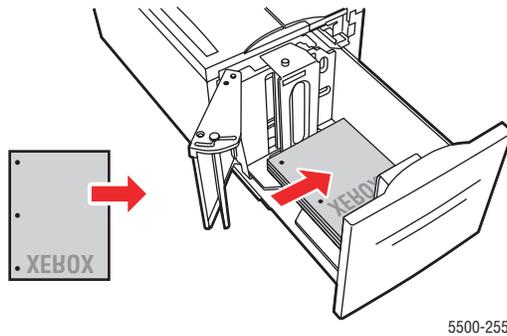


5500-240

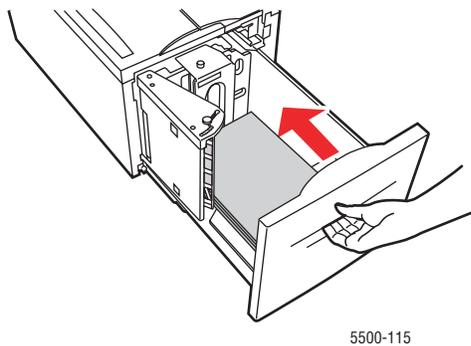
3. Fan the paper to release sheets that may stick together.



- Place Letter, A4, Executive, and B5 JIS paper **long-edge feed** into the tray.
- Place the side to be printed **facedown**.
- Place pre-punched paper with the holes toward the **left** side of the tray.
- Place letterhead (or the **top** of the page) toward the **front** of the tray.



3. Push the tray completely into the printer.



4. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select the paper size or type, then press the **OK** button to save your selection.
5. In the printer driver, select either the paper type or **Tray 6** as the paper source.

## Loading Paper in Tray 1 (MPT) for 2-Sided Printing

All standard paper sizes, except postcard, B6 JIS, and envelopes, and most custom paper sizes can be used in Tray 1 (MPT) for 2-sided printing.

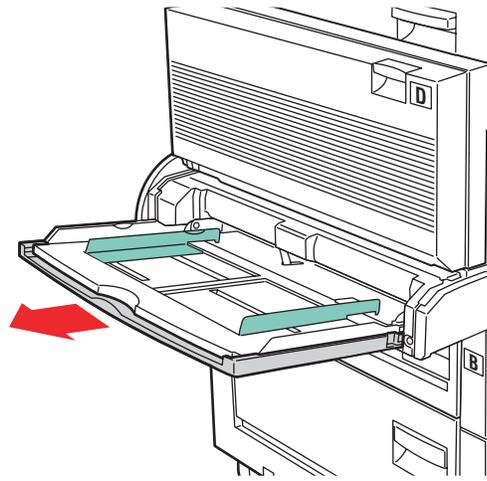
### Caution

If you change the type or size of paper in a tray, you **must** change the paper type and size on the front panel to match the paper that you loaded. **If you fail to do this, print-quality problems or jams can occur, and the fuser can be damaged.**



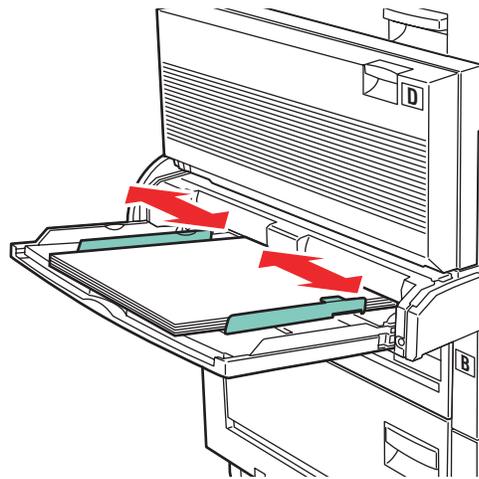
5500-123

1. Lower Tray 1 (MPT).



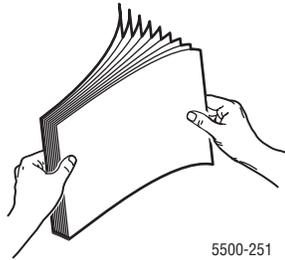
5500-262

2. Adjust the paper guides to the size of the paper.



5500-125

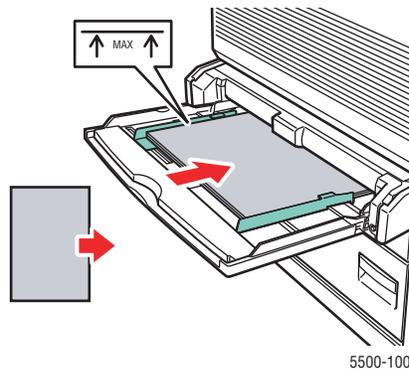
3. Fan the paper to release sheets that may stick together.



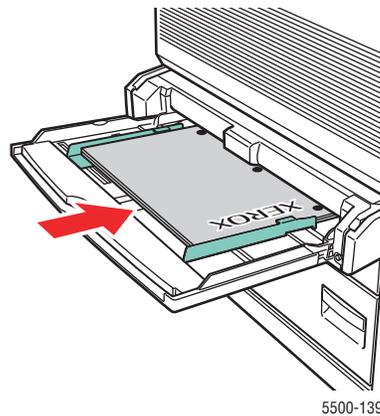
4. Insert the paper into the tray either **long-edge feed** or **short-edge feed**. If necessary, adjust the paper guides to the size of the paper.

#### Long-Edge Feed

- Recommended for Letter, A4, and B5 JIS sizes of paper.
- Do not load paper above the fill line.



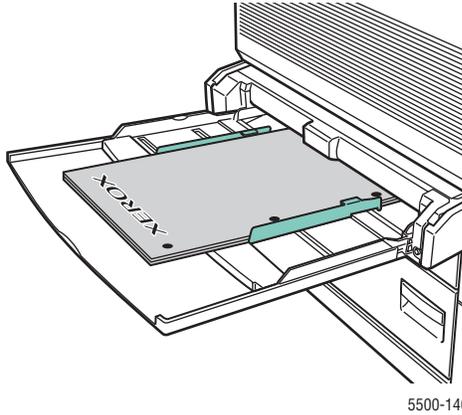
- Place the side to be printed first (page 1) **faceup**.
- Place pre-punched paper with the holes entering the printer **first**.
- Place the letterhead (or **top** of the page) toward the **front** of the printer.



#### Short-Edge Feed

- For Letter (rotated), Legal, Statement, Tabloid, A3, A4 (rotated), A5, US Folio, B4 JIS, and B5 JIS (rotated) sizes of paper.
- Place the side to be printed first (page 1) **faceup**.
- Place pre-punched paper with the holes toward the **front** of the printer.

- Place letterhead (or the top of the page) to enter the printer last.



5. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select the paper size or type, then press the **OK** button to save your selection.
6. In the printer driver, select either the paper type or **Tray 1 (MPT)** as the paper source.

## Loading Paper in Trays 2-5 for 2-Sided Printing

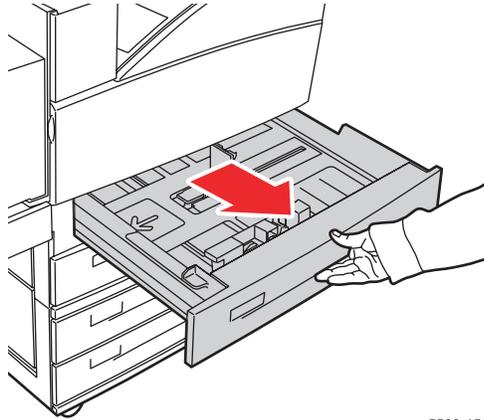
Use Trays 2-5 for 2-sided printing of all standard paper sizes except postcards, B6 JIS, and envelopes, and custom paper smaller than 140 mm (5.5 in.) in width or 182 mm (7.16 in.) in height.

### Caution

If you change the type of paper in a tray, you **must** change the paper type on the front panel to match the paper that you loaded. **If you fail to do this, print-quality problems can occur and the fuser can be damaged.**

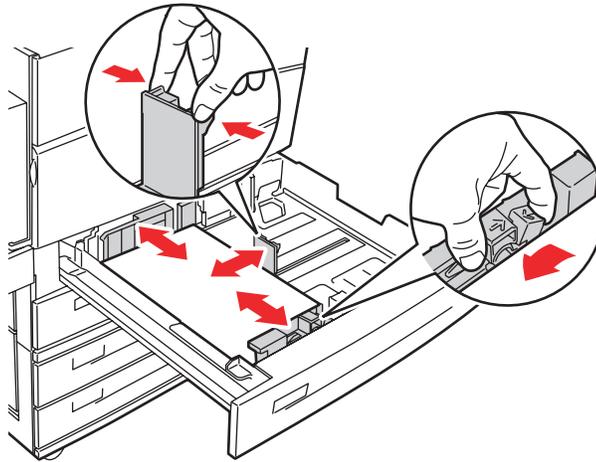


1. Pull out the tray.



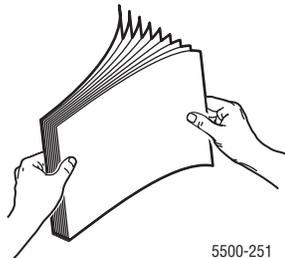
5500-156

2. If loading paper with a different width or length, adjust the width and length guides.



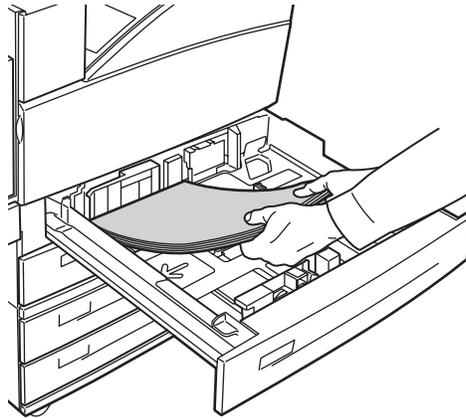
5500-136

3. Fan the paper to release sheets that may stick together.



5500-251

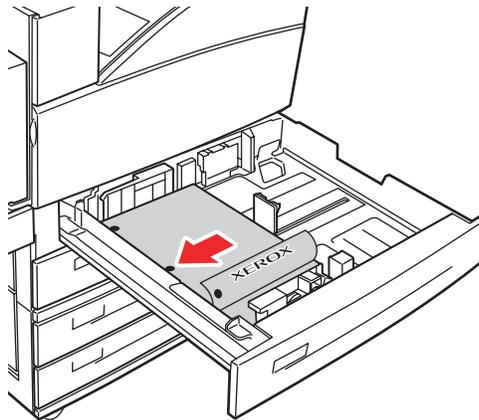
4. Insert paper into the tray either **long-edge feed** or **short-edge feed**.



5500-129

### Long-Edge Feed

- Recommended for Letter, Executive, A4, B5 JIS, and many custom sizes of paper.
- Place the side to be printed first (page 1) **facedown**.
- Place pre-punched paper with the holes toward the **left** side of the tray.
- Place letterhead (or the **top** of the page) toward the **front** of the tray.

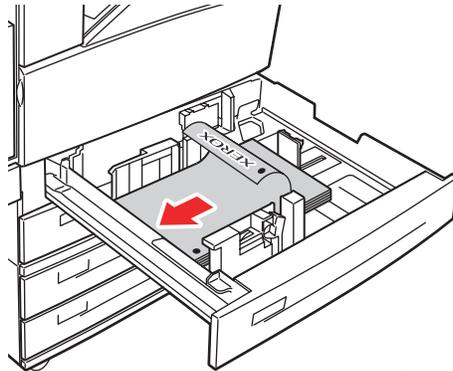


5500-134

### Short-Edge Feed

- Recommended for Letter (rotated), Legal, Tabloid, A3, A5, A4 (rotated), B4 JIS, B5 JIS (rotated), US Folio, Statement and some custom sizes of paper.
- Place the side to be printed first (page 1) **facedown**.
- Place pre-punched paper with the holes toward the **front** of the tray.

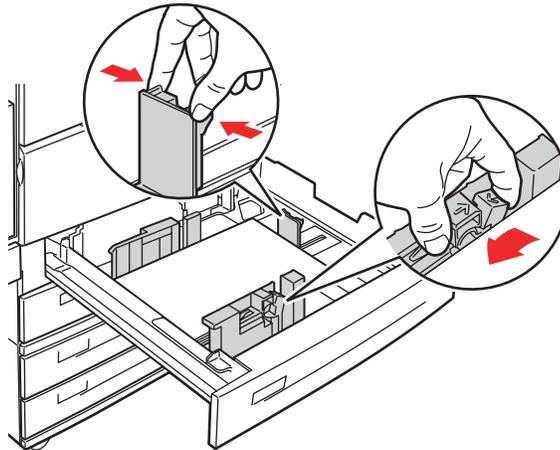
- Place letterhead (or **top** of the page) toward the **right** side of the tray.



5500-135

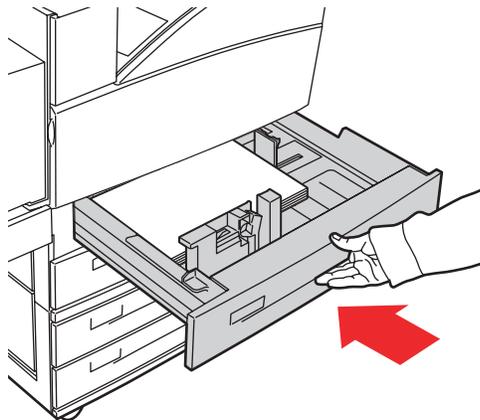
5. If necessary, adjust the paper guides to the size of the paper.

Adjust the paper guides according to the paper size and feed direction (long-edge feed or short-edge feed). Labels inside the paper tray provide additional information for loading paper according to size and feed direction.



5500-132

6. Push the tray completely into the printer.



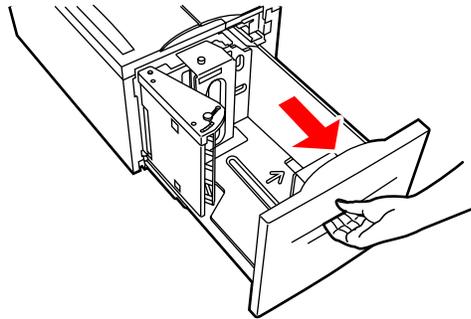
5500-032

7. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
    - a. Select **Change**, then press the **OK** button.
    - b. Select the paper size or type, then press the **OK** button to save your selection.
  8. In the printer driver, select either the paper type or the tray you loaded as the paper source.
- For information on custom size printing, go to [Reference/Printing/Custom Sizes](#) on the *User Documentation CD-ROM*.

## Loading Paper in Tray 6 for 2-Sided Printing

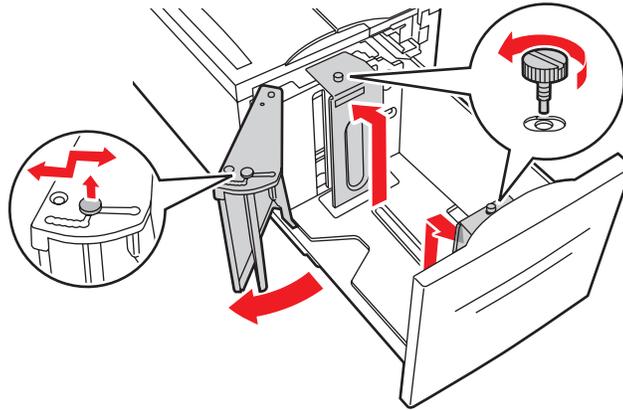
Use Tray 6 as a high capacity feeder for 2-sided printing of Letter, A4, Executive, and B5 JIS paper. Paper can only be loaded long-edge feed in Tray 6.

1. Pull out the tray.

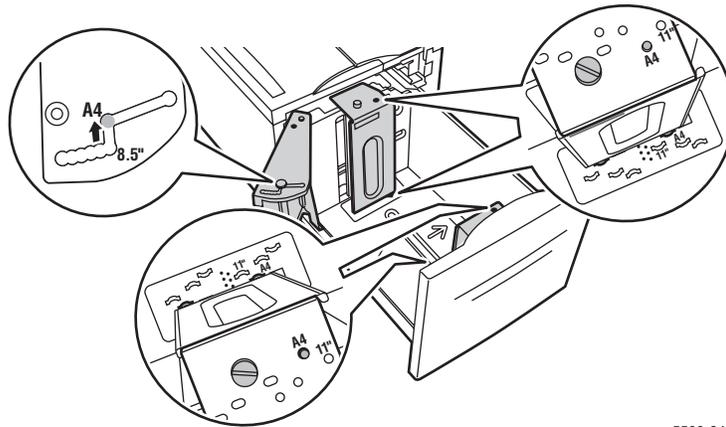


5500-112

2. If loading paper with a different width or length, adjust the width and length guides.

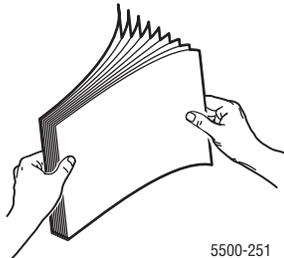


5500-241



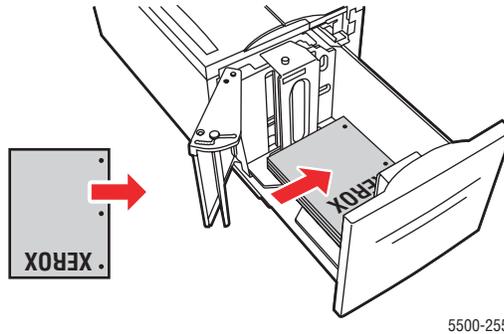
5500-240

3. Fan the paper to release sheets that may stick together.

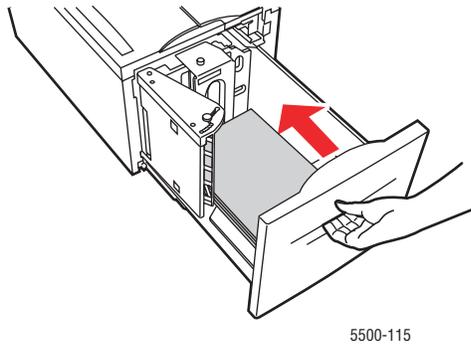


5500-251

- Place Letter, A4, Executive, and B5 JIS paper **long-edge feed** into the tray.
- Place the side to be printed first (page 1) **faceup**.
- Place pre-punched paper with the holes toward the **right** side of the tray.
- Place letterhead (or the **top** of the page) toward the **front** of the tray.



3. Push the tray completely into the printer.



4. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select the paper size or type, then press the **OK** button to save your selection.
5. In the printer driver, select either the paper type or **Tray 6** as the paper source.

## Using the Stapler

### Stapling Options

Several stapling options are available in the Phaser 5500 printer driver:

- **None:** This is the default option. When selected, prints are not stapled.
- **Front:** Inserts one staple in each set of copies. (See the following table.)
- **Rear:** Inserts one staple in each set of copies. (See the following table.)
- **Dual:** Inserts two staples in each set of copies. (See the following table.)

To select a stapling option in a supported driver:

- **Windows 98, Windows Me, Windows 2000, Windows XP, Windows Server 2003, Windows NT PostScript driver:**

On the **Output Options** tab, select an option from the **Stapling** drop-down list, then select **Stacker Lower Tray** from the **Paper Destination** drop-down list.

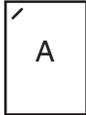
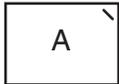
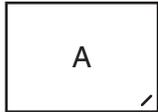
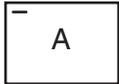
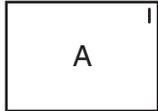
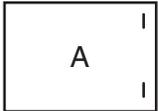
- **Mac OS 9 driver:**

In the **Print** dialog box, select **Finishing Options** from the drop-down list, then select the stapling option. Output goes to the **Stacker Lower Tray**.

- **Mac OS X (version 10.1 and higher) driver:**

In the **Print** dialog box, select **Finishing Options** from the drop-down list, then select the stapling option. Output goes to the **Stacker Lower Tray**.

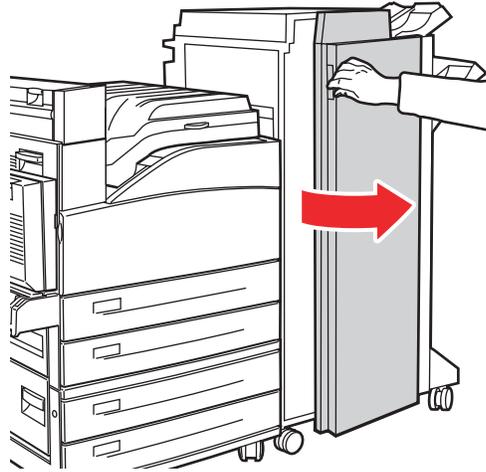
Use the following table to determine the position of the staples:

Stapling	Orientation	Paper Feed Direction	
		Long-Edge Feed	Short-Edge Feed
Front	Portrait		
	Landscape		
Rear	Portrait		
	Landscape		
Dual *	Portrait		
	Landscape		

\* Paper size must be Letter and A4 (SEF or LEF), B4 JIS, A3, Legal, U.S. Folio and Tabloid (SEF), Executive and B5 JIS (LEF).

## Adding Staples

1. Open Door G.

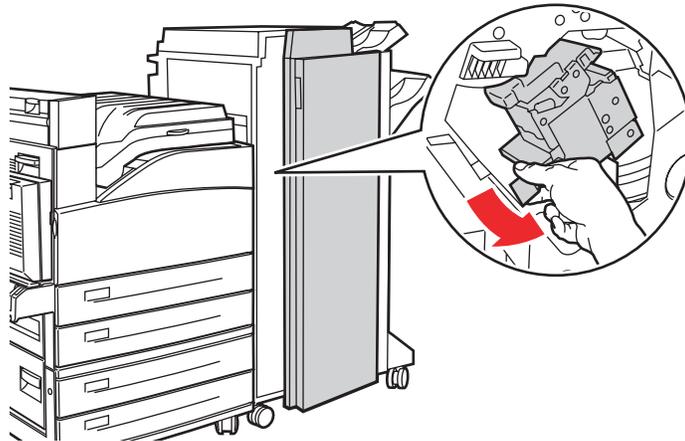


5500-186

### Note

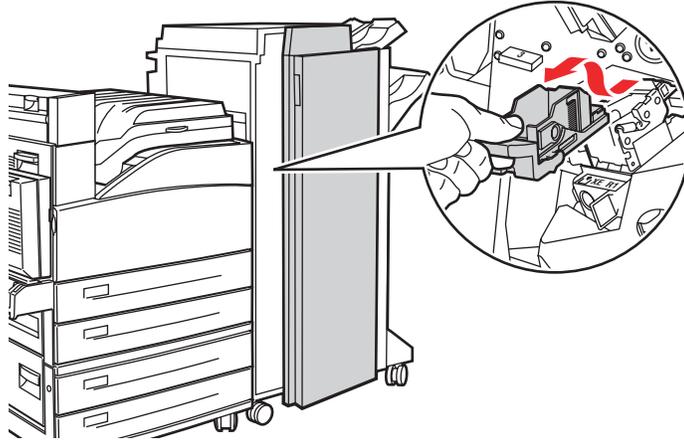
See the instructions on the inside of Door G.

2. Slide the stapler toward you, then to the right.



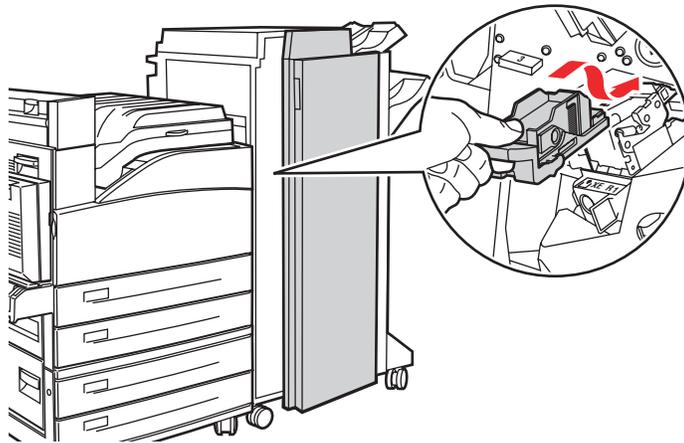
5500-243

3. Remove the staple unit by lifting it up and out.



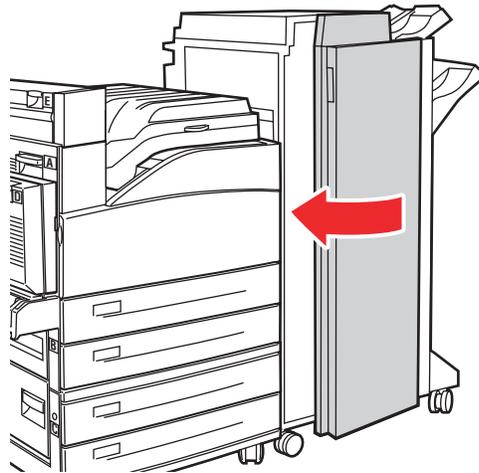
5500-244

4. If present, remove the depleted staple cartridge.
5. Inset a new staple cartridge.
6. Insert the staple unit in the finisher.



5500-245

## 7. Close Door G.



5500-018

## Using the Hole Puncher

Depending on your region, the optional finisher is factory configured with either a 3-hole punch or a 2- / 4-hole punch. To determine which option is installed on your printer, print a Configuration Page from the front panel.

- When the hole punch option is turned on, sheets that are sent to the Stacker Upper Tray or the Stacker Lower Tray are punched.
- When the hole punch option is turned off, no paper is punched.
- When the 2-hole and 4-hole punch is installed and enabled, and Punch Holes is set to 2, two holes are punched in the paper.
- When the 2-hole and 4-hole punch is installed and enabled, and Punch Holes is set to 4, four holes are punched in the paper.
- When the printer detects that the punch waste box is full, a warning appears on the front panel, and printing continues without punching.

The hole punching option is selected through the front panel, the printer driver, or through CentreWare IS.

### Front Panel

1. At the printer's front panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Paper Handling Setup**, and then press the **OK** button.
3. Select **Punch**, and then press the **OK** button to toggle it on or off.
4. If you have a 2-hole and 4-hole punch, then set Punch Holes to 2 or 4.

## Printer Driver (Windows)

1. Select **Start**, select **Settings**, and then select **Printers**.
2. Right-click the **5500** printer, and then select **Printing Preferences**.
3. Select the **Output Options** tab.
4. Select the **Hole Punching** drop-down menu.
5. Select the desired option.

## CentreWare IS

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>)
3. Click **Properties**.
4. Click **Printer Defaults** in the left navigation tree. Expand **General** to see **Printer Default**.
5. Select **On** or **Off** in the **Punch** drop-down menu.
6. Select the desired number of holes in the **Punch Holes** drop-down menu.
7. Click the **Save Changes** button.

To turn hole punching on and off in a supported driver:

- **Windows 98, Windows Me, Windows 2000, Windows XP, Windows Server 2003, Windows NT PostScript driver:**

On the **Output Options** tab, select **On** or **Off** from the **Hole Punch** drop-down list, then select **Stacker Upper Tray** or **Stacker Lower Tray** from the **Paper Destination** drop-down list.

- **Mac OS 9 driver:**

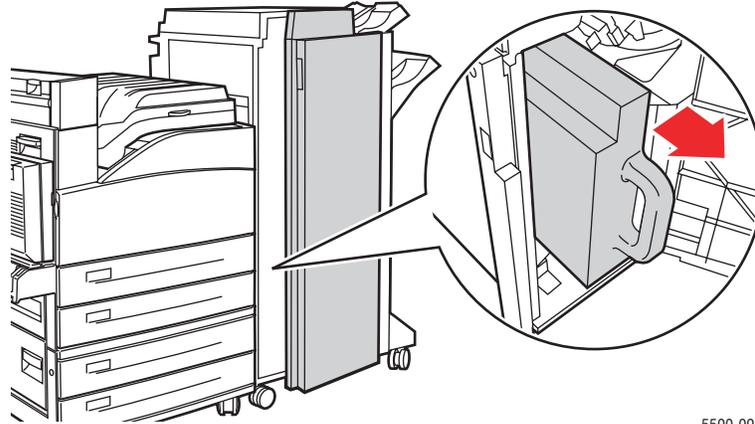
In the **Print** dialog box, select **Finishing Options** from the drop-down list, then select the number of holes under **Holes To Punch**.

- **Mac OS X (version 10.1 and higher) driver:**

In the **Print** dialog box, select **Finishing Options** from the drop-down list, then select the number of holes under **Hole Punching**.

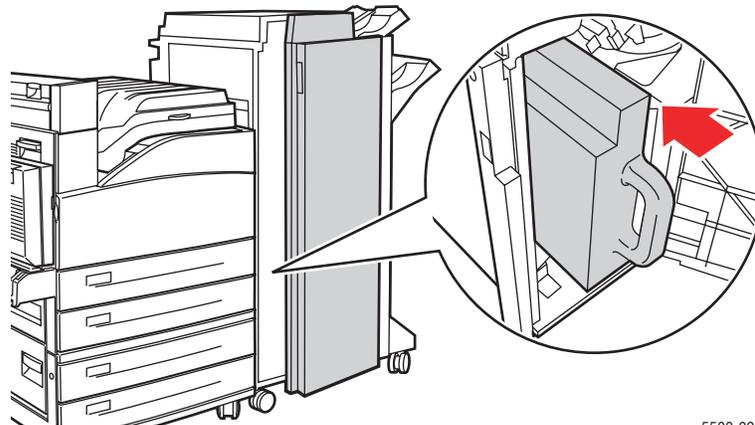
## Emptying the Punch Waste Box

1. Open Door G.
2. Remove the Punch Waste Box and empty the contents.



5500-097

3. Place the Punch Waste Box back into the finisher.



5500-099

4. Close Door G.

## **Factors Affecting Printer Performance**

Many factors affect a print job. They include the print speed (stated in number of pages per minute), the media used, download time, and printer processing time.

The computer download time and printer processing time are affected by several factors including:

- Printer memory
- Connection type (network, parallel or USB)
- Network operating system
- Printer configuration
- File size and type of graphics
- Computer speed

### **Note**

Additional printer memory (RAM) may improve overall printer functions, but will not increase the pages per minute (ppm) ability of the printer.

## Adjusting Printing Options

This topic includes:

- "Setting Printing Options" on page 2-36
- "Selecting Print-Quality Modes" on page 2-42

## Setting Printing Options

Many printing options are available with the Xerox printer driver.

### Selecting Properties for an Individual Job (Windows)

If you want to use special settings for a particular job, change the driver settings before sending the job to the printer. For example, if you want to use **True 1200 x 1200 dpi** print-quality mode for a particular graphic, select this setting in the driver before printing that job.

1. With the desired document or graphic open in your application, access the **Print** dialog box.
2. Select the **Phaser 5500** printer for use and click the **Properties** button to open the printer driver.
3. Make selections from the driver tabs. See the following tables for specific printing options.
4. Click the **OK** button to save your selections.
5. Print the job.

## Windows PostScript Driver Settings

Operating System	Driver Tab/Dialog Box	Printing Options
Windows 2000, Windows XP, or Windows Server 2003	Layout tab	<ul style="list-style-type: none"> <li>■ Orientation</li> <li>■ Print on Both Sides (Duplex)</li> <li>■ Pages Per Sheet</li> </ul>
	Advanced dialog box	<ul style="list-style-type: none"> <li>■ Scaling</li> <li>■ Edge-to-Edge Printing</li> <li>■ Image Smoothing</li> <li>■ Draft Mode</li> <li>■ Watermark</li> </ul>
	Paper/Quality tab	<ul style="list-style-type: none"> <li>■ Paper type, size, and tray selection</li> <li>■ Print Quality</li> <li>■ Cover Pages</li> </ul>
	Output Options tab	<ul style="list-style-type: none"> <li>■ Stapling</li> <li>■ Hole Punching</li> <li>■ Destination</li> <li>■ End of Job Notification</li> <li>■ Proof, Saved, Personal, Secure Prints</li> <li>■ Separation Pages</li> </ul>
Windows NT	Page Setup tab	<ul style="list-style-type: none"> <li>■ Orientation</li> <li>■ Print on Both Sides (Duplex Printing)</li> </ul>
	Advanced tab	<ul style="list-style-type: none"> <li>■ Scaling</li> <li>■ Page Layout (N-Up Option)</li> <li>■ Mirrored and Negative Output</li> <li>■ Edge-to-Edge Printing</li> <li>■ Image Smoothing</li> <li>■ Separation Page and Source</li> </ul>
	Paper/Quality tab	<ul style="list-style-type: none"> <li>■ Paper type, size, and tray selection</li> <li>■ Print Quality</li> <li>■ Cover Pages</li> </ul>
	Output Options tab	<ul style="list-style-type: none"> <li>■ Stapling</li> <li>■ Hole Punching</li> <li>■ Destination</li> <li>■ Proof, Saved, Personal, Secure Prints</li> <li>■ Separation Pages</li> </ul>

**Windows PostScript Driver Settings (Continued)**

Operating System	Driver Tab/Dialog Box	Printing Options
Windows 98 or Windows Me	Setup tab	<ul style="list-style-type: none"> <li>■ Paper type, size, and tray selection</li> <li>■ Page Layout</li> <li>■ Print Quality</li> <li>■ End of Job Notification</li> </ul>
	Output Options tab	<ul style="list-style-type: none"> <li>■ Stapling</li> <li>■ Hole Punching</li> <li>■ Destination</li> <li>■ Separation Pages</li> <li>■ Cover Pages</li> <li>■ Proof, Saved, Secure Printing</li> </ul>

**Windows PCL Driver Settings**

Operating System	Driver Tab	Printing Options
Windows 2000, Windows XP, or Windows Server 2003	Layout tab	<ul style="list-style-type: none"> <li>■ Orientation</li> <li>■ Print on Both Sides (Duplex)</li> <li>■ Pages Per Sheet</li> </ul>
	Paper/Quality tab	<ul style="list-style-type: none"> <li>■ Paper type, size, and tray selection</li> <li>■ Cover Pages</li> <li>■ Print Quality (Not present in PCL5e)</li> </ul>
	Output Options tab	<ul style="list-style-type: none"> <li>■ Stapling</li> <li>■ Hole Punching</li> <li>■ Destination</li> <li>■ Proof, Saved, Personal, Secure Prints</li> <li>■ Separation Pages</li> <li>■ End of Job Notification</li> </ul>
Windows NT	Page Setup tab	<ul style="list-style-type: none"> <li>■ Orientation</li> <li>■ Print on Both Sides (Duplex)</li> </ul>
	Paper/Quality tab	<ul style="list-style-type: none"> <li>■ Paper type, size, and tray selection</li> <li>■ Cover Pages</li> </ul>
	Output Options tab	<ul style="list-style-type: none"> <li>■ Stapling</li> <li>■ Hole Punching</li> <li>■ Destination</li> <li>■ Proof, Saved, Personal, Secure Prints</li> <li>■ Separation Pages</li> </ul>

## Windows PCL Driver Settings (Continued)

Operating System	Driver Tab	Printing Options
Windows 98 or Windows Me	Setup tab	<ul style="list-style-type: none"> <li>■ Paper type, size, and tray selection</li> <li>■ Proof, Saved, Secure Prints</li> <li>■ Page Layout</li> <li>■ Stapling</li> <li>■ Hole Punching</li> </ul>
	Output Options tab	<ul style="list-style-type: none"> <li>■ Destination</li> <li>■ Separation Pages</li> <li>■ Cover Pages</li> </ul>
	Image Options tab	<ul style="list-style-type: none"> <li>■ Print Quality</li> </ul>

### Note

For more information about Windows printer driver options, click the **Help** button on the printer driver tab to view the online help.

## Selecting Properties for an Individual Job (Mac)

To select print settings for a particular job, change the driver settings before sending the job to the printer.

1. With the document open in your application, click **File**, then click **Print**.
2. Select the desired printing options from the menus and drop-down lists that are displayed.

### Note

In Macintosh OS X, click **Save Preset** on the **Print** menu screen to save the current printer settings. You can create multiple presets and save each with its own distinctive name and printer settings. To print jobs using specific printer settings, click the applicable saved preset in the **Presets** list.

3. Click **Print** to print the job.

**Macintosh PostScript Driver Settings**

Operating System	Driver Drop-Down Title	Printing Options
Mac OS X (version 10.1 and higher)	<b>Copies &amp; Pages</b>	<ul style="list-style-type: none"> <li>■ Copies</li> <li>■ Pages</li> </ul>
	<b>Layout</b>	<ul style="list-style-type: none"> <li>■ Pages Per Sheet</li> <li>■ Layout Direction</li> <li>■ Border</li> <li>■ 2-sided printing</li> </ul>
	<b>Output Options</b>	<ul style="list-style-type: none"> <li>■ Save as File</li> <li>■ Format</li> </ul>
	<b>Paper Handling</b>	<ul style="list-style-type: none"> <li>■ Reverse Page Order</li> <li>■ Print</li> </ul>
	<b>Cover Page</b>	<ul style="list-style-type: none"> <li>■ Print Cover Page</li> <li>■ Cover Page Type</li> </ul>
	<b>Finishing Options</b>	<ul style="list-style-type: none"> <li>■ Stapling</li> <li>■ Hole Punching</li> <li>■ Destination</li> <li>■ Offset Collated Sets</li> </ul>
	<b>Printer Features</b>	<ul style="list-style-type: none"> <li>■ Separation Page Source</li> <li>■ Separation Page (On/Off)</li> <li>■ Feature Sets</li> </ul>
	<b>Image Quality</b>	<ul style="list-style-type: none"> <li>■ Print Quality</li> </ul>
	<b>Job Type</b>	<ul style="list-style-type: none"> <li>■ Normal</li> <li>■ Proof Print</li> <li>■ Saved Print</li> <li>■ Secure Print</li> <li>■ Personal Print</li> </ul>
	<b>Advanced Options 1</b>	<ul style="list-style-type: none"> <li>■ Paper Type</li> <li>■ Edge-to-Edge</li> <li>■ Media Mismatch</li> <li>■ Separation Page Source</li> <li>■ Separation Page</li> <li>■ Last Page Paper Source</li> </ul>
	<b>Advanced Options 2</b>	<ul style="list-style-type: none"> <li>■ Draft Mode</li> </ul>

**Macintosh PostScript Driver Settings (Continued)**

Operating System	Driver Drop-Down Title	Printing Options
Mac OS 9.x	<b>General</b>	<ul style="list-style-type: none"> <li>■ Copies</li> <li>■ Pages</li> <li>■ Paper Source</li> </ul>
	<b>Cover Page</b>	<ul style="list-style-type: none"> <li>■ Print Cover Page</li> <li>■ Cover Page Paper Source</li> </ul>
	<b>Layout</b>	<ul style="list-style-type: none"> <li>■ Pages per Sheet</li> <li>■ Border</li> <li>■ Print on Both Sides</li> </ul>
	<b>Print Quality</b>	<ul style="list-style-type: none"> <li>■ 600 x 600 dpi</li> <li>■ True 1200 x 1200 dpi</li> <li>■ Image Smoothing</li> </ul>
	<b>Job Type</b>	<ul style="list-style-type: none"> <li>■ Normal</li> <li>■ Proof Print</li> <li>■ Saved Print</li> <li>■ Secure Print</li> <li>■ Personal Print</li> </ul>
	<b>Finishing Options</b>	<ul style="list-style-type: none"> <li>■ Stapling</li> <li>■ Hole Punching</li> <li>■ Destination</li> <li>■ Offset Collated Sets</li> </ul>
	<b>Advanced Options 1</b>	<ul style="list-style-type: none"> <li>■ Paper Type</li> <li>■ Edge-to-Edge</li> <li>■ Media Mismatch</li> <li>■ Separation Page Source</li> <li>■ Separation Page</li> <li>■ Last Page Paper Source</li> </ul>
	<b>Advanced Options 2</b>	<ul style="list-style-type: none"> <li>■ Draft Mode</li> </ul>

## Selecting Print-Quality Modes

You can select from two print-quality modes, as shown in the following table:

Type of Print Job	Print-Quality Mode
Best general-purpose mode for high-speed printing. Produces crisp, bright prints.	<b>600 x 600 dpi</b>
Highest-quality prints with best detail. Recommended for photo prints. Produces superior text resolution. This mode may take longer to process and print than 600 x 600 dpi.	<b>True 1200 x 1200 dpi</b>

To select the print-quality mode in a supported driver:

- **Windows 98, Windows Me PostScript driver:**  
On the **Setup** tab, select a print-quality mode.
- **Windows 2000, Windows XP, Windows Server 2003, Windows NT PostScript driver:**  
On the **Paper/Quality** tab, select a print-quality mode.
- **Mac OS 9 driver:**  
In the **Print** dialog box, click **General**, select **Print Quality** from the drop-down list, then select the desired mode for **Quality**.
- **Mac OS X (version 10.1 and higher) driver:**  
In the **Print** dialog box, select **Image Quality** from the drop-down list, then select a print quality mode from the **Print Quality** drop-down list.

## 2-Sided Printing

This topic includes:

- "Automatic 2-Sided Printing" on page 2-43
- "Binding Preferences" on page 2-44

## Automatic 2-Sided Printing

### Guidelines

- A duplex unit must be installed on your printer to perform automatic 2-sided printing. The Phaser 5500B and 5500N configurations may be upgraded to include this feature.
- The paper size must be at least 89 x 127 mm (3.5 x 5 in.) when printing from Tray 1. All sizes that fit Trays 2-6 may be printed 2-sided.
- The paper must have a weight of 60–163 g/m<sup>2</sup> (16–43 lb. Bond).
- Manual duplexing is supported. For more information on supported paper, go to [Reference/Printing/Supported Papers](#) on the *User Documentation CD-ROM*.

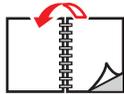
### Note

You can find additional information on 2-sided printing at [www.xerox.com/office/5500infosmart](http://www.xerox.com/office/5500infosmart).

## Binding Preferences

Use the printer driver to select **Portrait** or **Landscape** orientation for the images on the page. When you print 2-sided jobs, select the binding preference which determines how the pages turn.

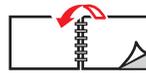
**Portrait**  
Bind on Side Edge  
Flip on Long Edge



**Portrait**  
Bind on Top Edge  
Flip on Short Edge



**Landscape**  
Bind on Side Edge  
Flip on Short Edge



**Landscape**  
Bind on Top Edge  
Flip on Long Edge



To perform automatic 2-sided printing:

1. Insert paper into the tray. For more information, go to [Reference/Printing/Basic Printing](#) on the *User Documentation CD-ROM*.
2. In the printer driver:
  - Select either **Portrait** or **Landscape** orientation.
  - Select 2-sided printing, including binding, as described in the table below.
3. Click **OK** to accept the printer driver settings, then click **OK** to print.

### Setting the Printer Driver for 2-Sided Printing

Operating System	Steps
Windows 98 or Windows Me	<ol style="list-style-type: none"> <li>1. Select <b>File</b>, then select <b>Print</b>.</li> <li>2. Click <b>Properties</b>.</li> <li>3. On the <b>Setup</b> tab, then select <b>Print on 1 Side</b> or <b>Print on 2 Sides</b>.</li> <li>4. Select or deselect <b>Bind On Top Edge</b>.</li> </ol>
Windows 2000, Windows XP, or Windows Server 2003	<ol style="list-style-type: none"> <li>1. Select <b>File</b>, then select <b>Print</b>.</li> <li>2. Click <b>Properties</b>.</li> <li>3. On the <b>Layout</b> tab in <b>Print On Both Sides (Duplex)</b>, select <b>Flip on Long Edge</b> or <b>Flip on Short Edge</b>.</li> </ol>
Windows NT	<ol style="list-style-type: none"> <li>1. Select <b>File</b>, then select <b>Print</b>.</li> <li>2. Click <b>Properties</b>.</li> <li>3. On the <b>Page Setup</b> tab in <b>Print On Both Sides (Duplex)</b>, select <b>Flip on Long Edge</b> or <b>Flip on Short Edge</b>.</li> </ol>
Mac OS 9	<ol style="list-style-type: none"> <li>1. Select <b>File</b>, then select <b>Print</b>.</li> <li>2. Select <b>Layout</b>.</li> <li>3. Select <b>Print on Both Sides</b>.</li> <li>4. Click the <b>Binding</b> icon that matches the edge to bind.</li> </ol>

**Setting the Printer Driver for 2-Sided Printing (Continued)**

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Operating System	Steps
Mac OS X (version 10.1 and higher)	<ol style="list-style-type: none"><li data-bbox="578 306 922 333">1. Select <b>File</b>, then select <b>Print</b>.</li><li data-bbox="578 342 773 369">2. Select <b>Duplex</b>.</li><li data-bbox="578 378 915 405">3. Select <b>Print on Both Sides</b>.</li><li data-bbox="578 413 1179 443">4. Click the <b>Binding</b> icon that matches the edge to bind.</li></ol>

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## Transparencies

This topic includes:

- "Guidelines for Transparencies" on page 2-46
- "Printing Transparencies from Tray 1 (MPT) or Tray 6" on page 2-46
- "Printing Transparencies from Trays 2-5" on page 2-47

Transparencies can be printed from any tray. They should be printed on one side only. To order Xerox Transparencies, contact your local reseller.

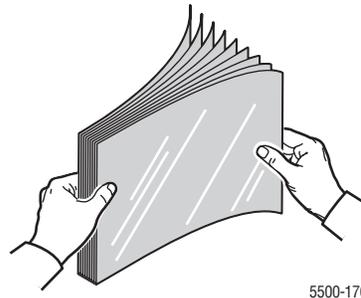
### Guidelines for Transparencies

- Remove all paper before loading transparencies in the tray.
- Do not load transparencies above the fill line; it may cause the printer to jam.
- Handle transparencies by the edges using both hands to avoid fingerprints and creases which can cause poor print quality.
- Do not use transparencies with stripes on the side.
- Change the paper type at the front panel for all trays.
- Use Xerox Transparencies; print quality may vary with other transparencies.

For more information on paper types, weights, and sizes, go to [Reference/Printing/Supported Papers](#) on the *User Documentation CD-ROM*.

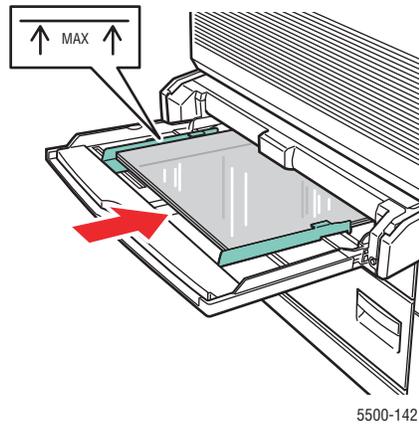
### Printing Transparencies from Tray 1 (MPT) or Tray 6

1. Fan the transparencies to release sheets that may stick together.

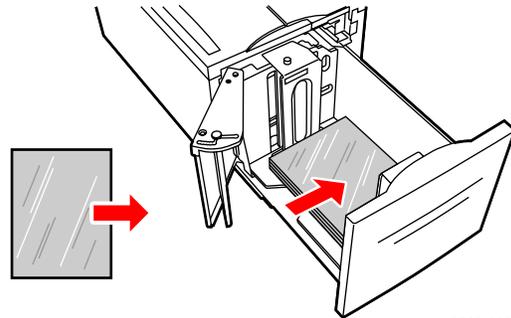


5500-170

2. Insert the transparencies long-edge feed into Tray 1 (MPT) or Tray 6.



Tray 1 (MPT) Long-Edge Feed



Tray 6 Long-Edge Feed

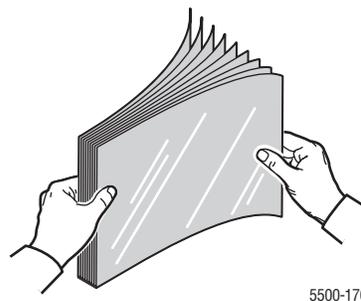
**Note**

Do not load paper above the fill line inside the tray.

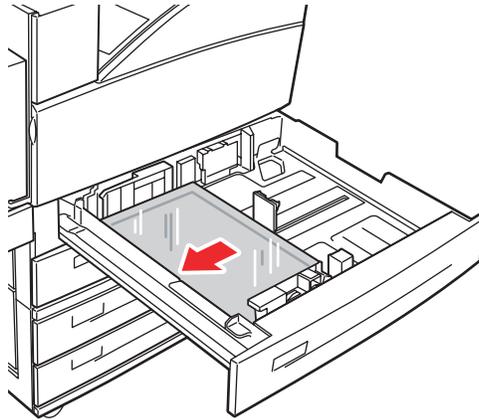
3. Adjust the paper guides to the size of the transparencies if necessary.
4. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select **Transparency**, then press the **OK** button.
  - c. Select the paper size, then press the **OK** button to save your selection.
5. In the printer driver, select either **Transparency** as the paper type or the tray you loaded as the paper source.

## Printing Transparencies from Trays 2-5

1. Fan the transparencies to release sheets that may stick together.



2. Insert the transparencies (long-edge feed preferred) into Tray 2, 3, 4, or 5.



5500-143

**Note**

Do not load paper above the fill line inside the tray.

3. Adjust the paper guides to the size of the transparencies.
4. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select **Transparency**, then press the **OK** button.
  - c. Select the paper size, then press the **OK** button to save your selection.
5. In the printer driver, select either **Transparency** as the paper type or the tray you loaded as the paper source.

# Envelopes

This topic includes:

- "Guidelines for Envelopes" on page 2-49
- "Printing Envelopes from Tray 1 (MPT)" on page 2-50
- "Printing Envelopes from the Optional Envelope Tray" on page 2-51

## Guidelines for Envelopes

### Buying and Storing Envelopes

- Use only paper envelopes specified in the Supported Papers table. Successful envelope printing is highly dependent on the quality and construction of the envelopes. Use envelopes made specifically for laser printers.
- It is recommended that you maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid the effects of moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Avoid padded envelopes; purchase envelopes that lie flat on a surface.
- Remove air "bubbles" from the envelopes before loading by setting a heavy book on top of the envelopes.
- If wrinkling or embossing problems occur, use a different brand of envelopes made specifically for laser printers.
- For more information, go to [Reference/Printing/Supported Papers](#) on the *User Documentation CD-ROM*.

### Preparing to Print

Follow these guidelines to prevent wrinkling problems:

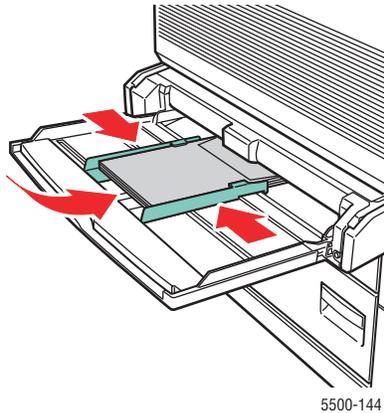
- Print only on the front of the envelope.
- Perform these steps when using an application that includes a tool for creating an envelope document:
  - Select **facedown**.
  - Select the feed method with the image centered.
  - Clear Clockwise Rotation.
- Load a maximum stack height of 10 mm (.4 in.) for Tray 1 (MPT) and 43 mm (1.7 in.) for the optional Envelope Tray at a time.
- Avoid printing over the area where the envelope seams meet.
- When using commercial flap envelopes with side seams (vs. diagonal seams) verify that the side seams are cut all the way to the corner of the envelope.

### Caution

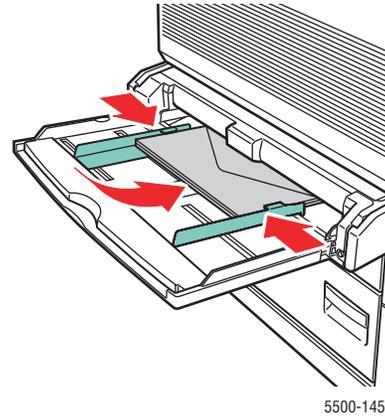
Never use envelopes with windows or metal clasps; they can damage the printer.

## Printing Envelopes from Tray 1 (MPT)

1. Insert the envelopes in Tray 1 (MPT):
  - Place C4 envelopes **short-edge feed** in the tray.
  - Place Monarch, #10, C5, and DL envelopes **long-edge feed** in the tray.
  - Place the side to be printed **facedown**.
  - Place the envelope with the flap entering the printer **first**.



Short-Edge Feed – C4 and Some Custom Sizes



Long-Edge Feed – All Other Sizes

2. Adjust the paper guides to the size of the envelopes.
3. If prompted at the printer's front panel, press the **OK** button to accept the envelope size that is highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select **Envelope**, then press the **OK** button.
  - c. Select the paper size, then press the **OK** button to save your selection.
4. In the printer driver, select **Envelope** as the paper type or **Tray 1 (MPT)** as the paper source.

## Printing Envelopes from the Optional Envelope Tray



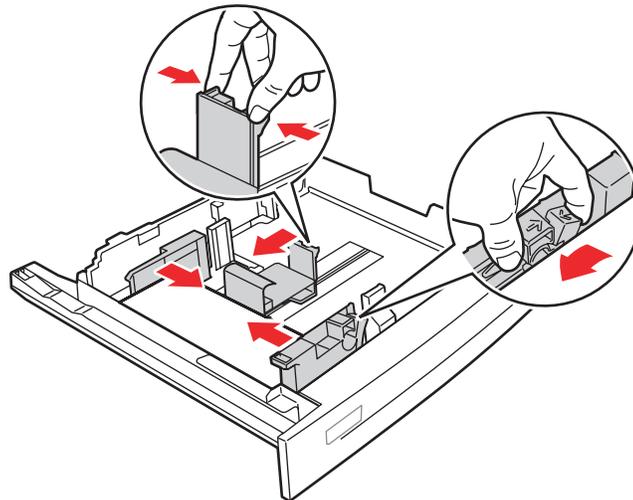
Videos are available with instructions for using the Envelope Tray. Videos are located on the *User Documentation CD-ROM* and at [www.xerox.com/office/5500support](http://www.xerox.com/office/5500support).

### Caution

Insert the Envelope Tray in the slot for Tray 2 only. Inserting the Envelope Tray in any other tray slot will damage it.

Auto Sense should never be selected in the Tray 2 size menu when the Envelope Tray is in the printer because it does not auto-sense any size. Do not set the default Paper Source to Tray 2 while the Envelope Tray is in the printer.

1. Insert the envelopes in the Envelope Tray:
  - Place C4 envelopes **short-edge feed** in the tray.
  - Place Monarch, #10, C5, and DL envelopes **long-edge feed** in the tray.
  - Place the side to be printed **faceup**.
  - Place the envelope with the flap entering the printer **first (left side of tray)**.



5500-203

2. Adjust the paper guides to the size of the envelopes.
3. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select **Envelope**, then press the **OK** button.
  - c. Select the paper size, then press the **OK** button to save your selection.
4. In the printer driver, select **Envelope** as the paper type or **Tray 2** as the paper source.

## Postcards

This topics includes:

- "Guidelines for Postcards" on page 2-52
- "Printing Postcards" on page 2-52

To order supplies, contact your local reseller.

### Guidelines for Postcards

Postcards can be printed from Tray 1 (MPT) or the optional Envelope Tray.

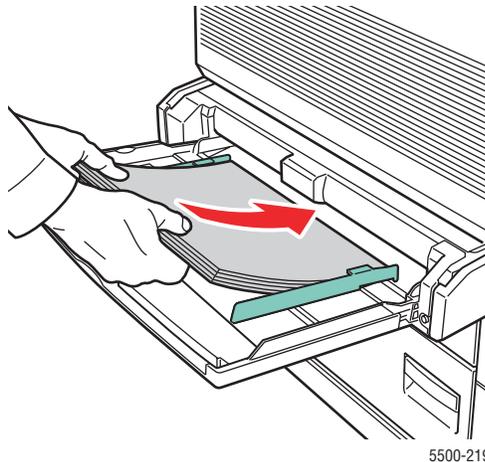
- Store unused postcards flat in their original packaging. Leave them inside the original packaging until ready to use. Return any unused postcards to the original packaging and reseal it.
- Do not store postcards in extremely dry or humid conditions or extremely hot or cold conditions. Storing them in extreme conditions may cause print quality problems or cause them to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause postcards to curl and jam the printer.
- Do not load postcards above the fill line; it may cause the printer to jam.

### Printing Postcards

1. Insert postcards into a tray:

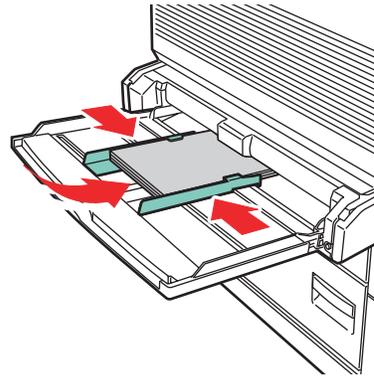
#### Tray 1 (MPT)

- Insert Large US and A6 postcards **long-edge feed** and **facedown** into Tray 1 (MPT). Place the **top** of the postcard to enter the printer **first** (left side of printer).



5500-219

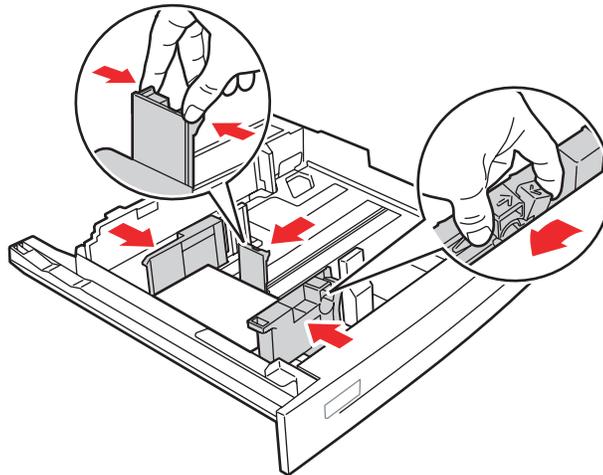
- Insert Small US postcards **short-edge feed** and **facedown** into Tray 1 (MPT) only. Place the **top** of the postcard toward the **rear** of the printer.



5500-257

### Envelope Tray

- Insert Large US and A6 postcards **long-edge feed** and **faceup** into the optional Envelope Tray. Place the **top** of the postcard toward the **left** of the tray.



5500-278

2. Adjust the paper guides to the size of the postcards.
3. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select **Card Stock**, then press the **OK** button.
  - c. Select the paper size, then press the **OK** button to save your selection.
4. In the printer driver, select **Card Stock** as the paper type or **Tray 2** as the paper source.

## Labels

This topic includes:

- "Guidelines for Labels" on page 2-54
- "Printing Labels" on page 2-54

To order supplies, contact your local reseller.

### Guidelines for Labels

- Do not use vinyl labels.
- Do not use any labels on a sheet where items are missing; it may damage printer components.
- Store unused labels flat in their original packaging. Leave the product inside the original packaging until ready to use. Return any unused product to the original packaging and reseal it for protection.
- Do not store labels in extremely dry or humid conditions or extremely hot or cold conditions. Storing them in extreme conditions may cause print quality problems or cause them to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause the labels to curl and jam the printer.
- Print only on one side of the sheet of labels.

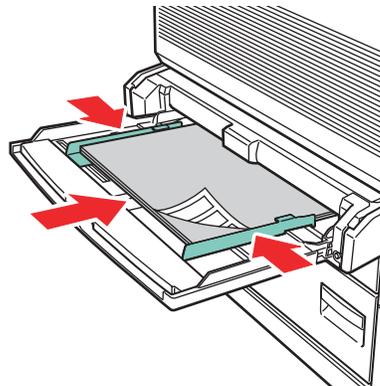
### Printing Labels

If your application has a setting for labels, use it as a template. Labels can be printed from any tray.

1. Insert the labels into a tray:

#### Tray 1 (MPT)

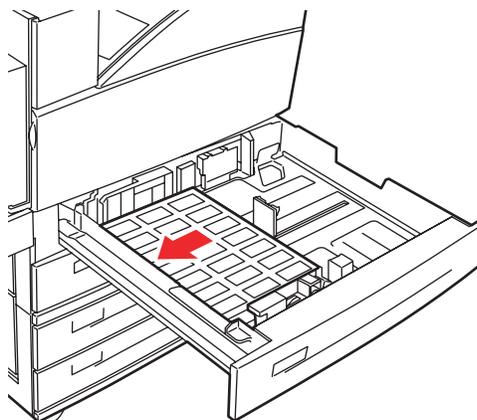
- Insert the label sheets **long-edge feed** (recommended) and **facedown** into Tray 1 (MPT). Place the **top** of the page toward the **front** of the printer.



5500-146

### Trays 2-5

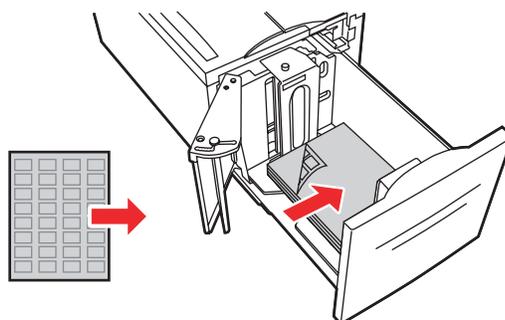
- Insert the label sheets **long-edge feed** (recommended) and **faceup** into Tray 2-5. Place the **top** of the page toward the **front** of the printer.



5500-260

### Tray 6

- Insert the label sheets **long-edge feed** and **facedown** into Tray 6. Place the **top** of the page toward the **front** of the tray.



5500-259

2. Adjust the paper guides to the size of the label sheets.
3. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - a. Select **Change**, then press the **OK** button.
  - b. Select **Labels**, then press the **OK** button.
  - c. Select the paper size, then press the **OK** button to save your selection.
4. In the printer driver, select either **Labels** or the tray you loaded as the paper source.

## Specialty Paper

This section includes:

- "Trifold Brochures" on page 2-56
- "Weatherproof Paper" on page 2-60

### Trifold Brochures

Trifold brochures can be printed from any tray and printed on two sides.

For best results, use only trifold brochures specified for your Phaser 5500 printer. For a complete list of supported trifold brochures and other media, see [Reference/Printing/Supported Papers](#) on the *User Documentation CD-ROM*. To order trifold brochures or other supplies, contact your local reseller.

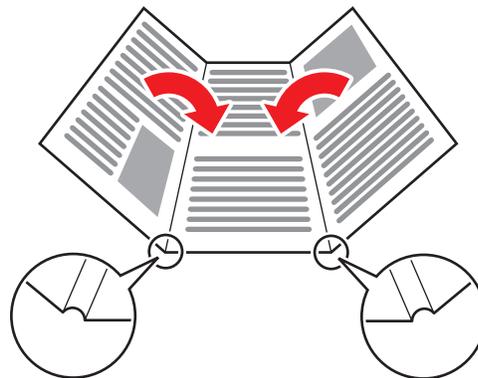
Templates for trifold brochures are available on the Xerox web site at: [www.colorconnection.xerox.com](http://www.colorconnection.xerox.com).

#### Guidelines for Trifold Brochures

- Store trifold brochures in their original packaging.
- Do not store trifold brochures in extremely dry or humid conditions or extremely hot or cold conditions. Storing trifold brochures in extreme conditions may cause them to jam in the printer or cause print quality problems.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause the trifold brochures to curl and jam the printer.
- 

#### Note

Do not print on the indented or raised scores on the trifold brochures. Trifold brochures should be folded over the raised scores.

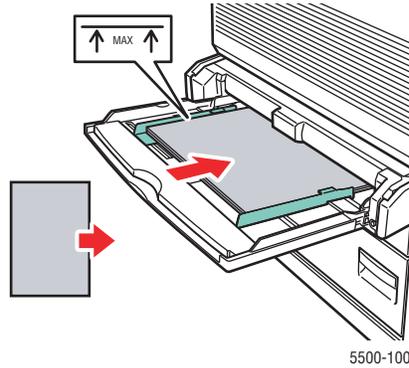


## Printing Trifold Brochures

1. Insert the trifold brochures into a tray:

### Tray 1 (MPT)

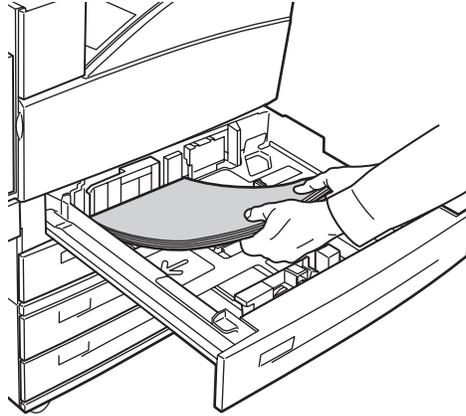
- **For single-sided printing:** Insert the trifold sheets **long-edge feed** (recommended) and  **facedown** into Tray 1 (MPT). Place the **top** (portrait) or **right side** (landscape) of the page toward the **front** of the printer.



- **For 2-sided printing:** Insert the trifold sheets **long-edge feed** (recommended) and the side to be printed first **faceup** into Tray 1 (MPT). Place the **top** (portrait) or **right side** (landscape) of the page toward the **front** of the printer.

### Trays 2-5

- **For single-sided printing:** Insert the trifold sheets **long-edge feed** (recommended) and **faceup** into Trays 2-5. Place the **top** (portrait) or **right side** (landscape) of the page toward the **front** of the printer.

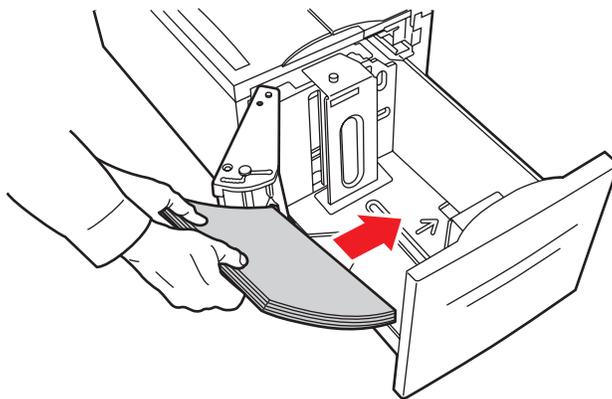


5500-129

- **For 2-sided printing:** Insert the trifold sheets **long-edge feed** (recommended) and the side to be printed first **facedown** into Trays 2-5. Place the **top** (portrait) or **right side** (landscape) of the page toward the **front** of the printer.

## Tray 6

- **For single-sided printing:** Insert the trifold sheets **long-edge feed** and **facedown** into Tray 6. Place the **top** (portrait) or **right side** (landscape) of the page toward the **front** of the tray.



5500-242

- **For 2-sided printing:** Insert the trifold sheets **long-edge feed** and the side to be printed first **faceup** into Tray 6. Place the **top** (portrait) or **right side** (landscape) of the page toward the **front** of the tray.
2. Adjust the paper guides to the size of the trifold sheets.
  3. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
    - a. Select **Change**, then press the **OK** button.
    - b. Select **Card Stock**, then press the **OK** button.
    - c. Select the paper size, then press the **OK** button to save your selection.
  4. In the printer driver, select either **Card Stock** or the tray you loaded as the paper source.

## Weatherproof Paper

Weatherproof paper can be printed from any tray. You can load paper to the fill line in the tray; however, the printer has better feed reliability if you load fewer sheets in the tray.

For best results, use only Xerox Phaser Weatherproof Paper specified for your Phaser 5500 printer. For a complete list of supported paper and other media, see [Reference/Printing/Supported Papers](#) on the *User Documentation CD-ROM*. To order weatherproof paper or other media, contact your local reseller.

### Guidelines for Weatherproof Paper

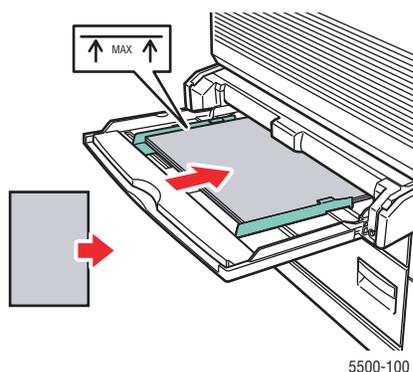
- Store weatherproof paper flat in the original packaging.
- Leave the weatherproof paper in its original packaging until you are ready to use it.
- Do not store weatherproof paper in extremely dry or humid conditions or extremely hot or cold conditions. Storing weatherproof paper in extreme conditions may cause it to jam in the system or cause print quality problems.
- Remove the weatherproof paper from the packaging and allow it to acclimate to the room temperature and humidity prior to printing.
- Do not leave the paper in the system when you are finished printing. This may cause the paper to curl and jam the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause the weatherproof paper to curl and jam the printer.

### Printing Weatherproof Paper

1. Insert the weatherproof paper into a tray:

#### Tray 1 (MPT)

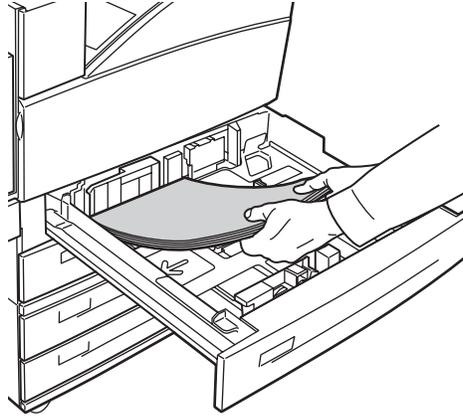
- **For single-sided printing:** Insert the weatherproof sheets **long-edge feed** (recommended) and **facedown** into Tray 1 (MPT). Place the **top** of the page toward the **front** of the printer.



- **For 2-sided printing:** Insert the weatherproof sheets **long-edge feed** (recommended) and the side to be printed first **faceup** into Tray 1 (MPT). Place the **top** of the page toward the **front** of the printer.

### Trays 2-5

- **For single-sided printing:** Insert the weatherproof sheets **long-edge feed** (recommended) and **faceup** into Trays 2-5. Place the **top** of the page toward the **front** of the printer.

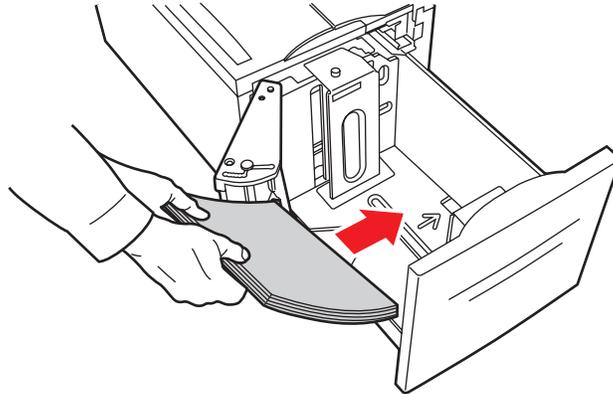


5500-129

- **For 2-sided printing:** Insert the weatherproof sheets **long-edge feed** (recommended) and the side to be printed first **facedown** into Trays 2-5. Place the **top** of the page toward the **front** of the printer.

## Tray 6

- **For single-sided printing:** Insert the weatherproof sheets **long-edge feed** and **facedown** into Tray 6. Place the **top** of the page toward the **front** of the tray.



5500-242

- **For 2-sided printing:** Insert the weatherproof sheets **long-edge feed** and the side to be printed first **faceup** into Tray 6. Place the **top** of the page toward the **front** of the tray.
2. Adjust the paper guides to the size of the weatherproof paper sheets.
  3. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
    - a. Select **Change**, then press the **OK** button.
    - b. Select **Plain Paper**, then press the **OK** button.
    - c. Select the paper size, then press the **OK** button to save your selection.
  4. In the printer driver, select either the paper type or the tray you loaded as the paper source.

## Custom Size Paper

This topic includes:

- "Guidelines" on page 2-63
- "Printing Custom Size" on page 2-63

### Guidelines

Print custom size paper, within the following ranges, from the trays listed.

	Input			Output		
	Tray 1 (MPT)	Trays 2-5	Envelope Tray	Standard Output Tray	Stacker Upper Tray	Stacker Lower Tray
Width	89 – 297 mm (3.5 – 11.70 in.)	140 – 297 mm (5.50 – 11.70 in.)	148–241 mm (5.82–9.50 in.)	89 – 297 mm (3.5 – 11.70 in.)	182 – 297 mm (7.16 – 11.70 in.)	210 – 297 mm (8.27 – 11.70 in.)
Height	98 – 432 mm (3.87 – 17.0 in.)	182 – 432 mm (7.16 – 17.0 in.)	98–162 mm (3.87–6.38 in.)	98 – 432 mm (3.87 – 17.0 in.)	182 – 432 mm (7.16 – 17.0 in.)	182 – 432 mm (7.16 – 17.0 in.)

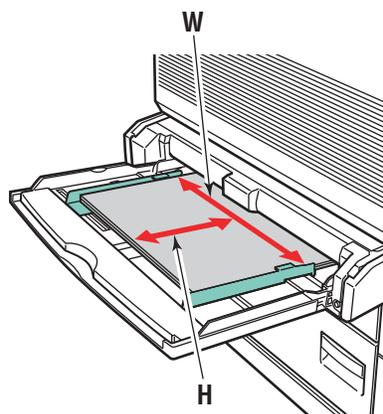
For more information on paper types, weights, and sizes, go to [Reference/Printing/Supported Papers](#) on the *User Documentation CD-ROM*.

### Printing Custom Size

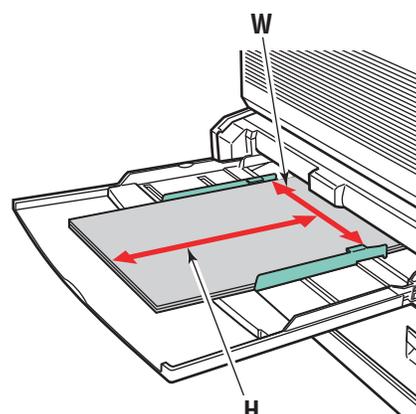
#### Loading the Paper Trays

1. Insert custom size paper in Tray 1 (MPT) or Trays 2-5.

##### Tray 1 (MPT)

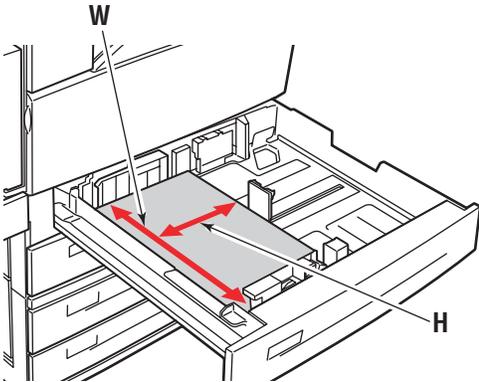


Long-Edge Feed

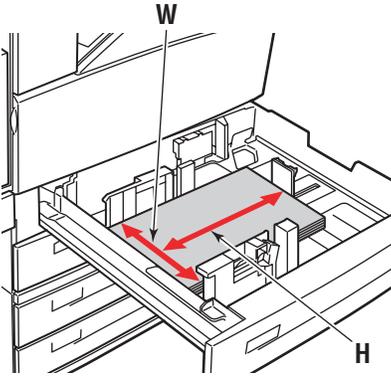


Short-Edge Feed

Trays 2-5

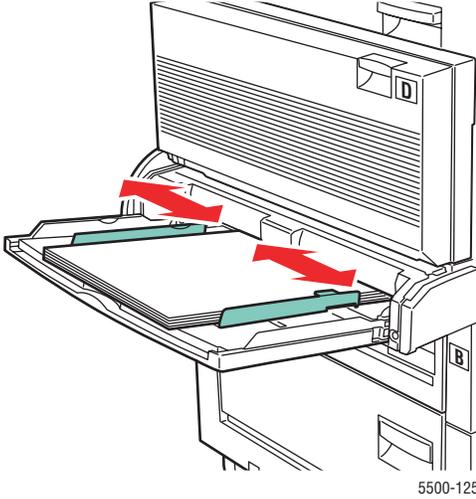


Long-Edge Feed



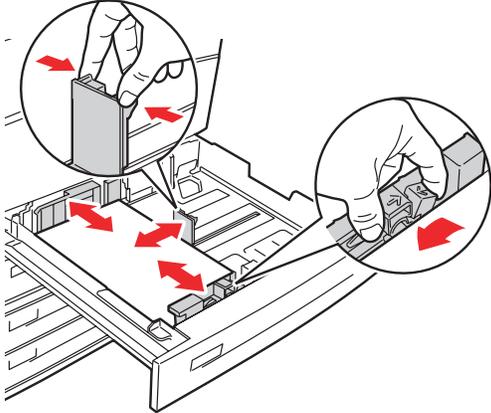
Short-Edge Feed

- 2. Adjust the paper guides according to the paper size and orientation (long-edge feed or short-edge feed). Labels inside the paper tray provide additional information for loading paper according to size and orientation.



5500-125

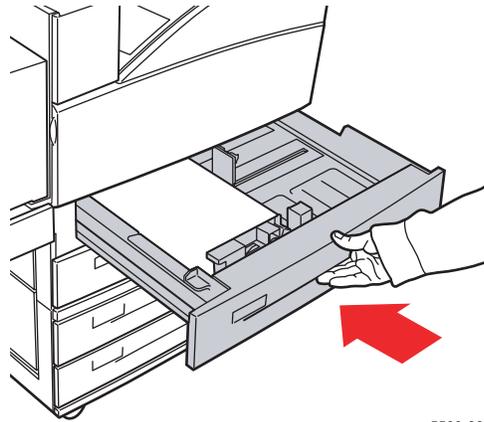
Tray 1 (MPT)



5500-136

Trays 2-5

3. Push the tray completely into the printer.

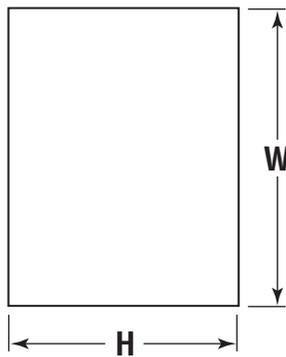


5500-065

4. If prompted at the printer's front panel, press the **OK** button to accept the paper size and type that are highlighted. If you have changed the paper size or type, do the following:
  - Select **Change**, then press the **OK** button.
  - Select **Custom**, then press the **OK** button. You are prompted to enter the custom width and custom height.

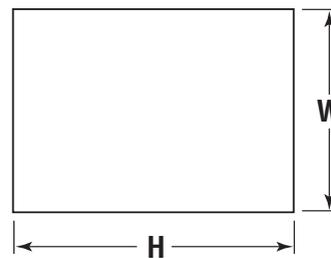
**Note**

When setting **Custom Width (W)** and **Custom Height (H)** on the front panel, verify that you are selecting the correct width and height values for the paper size and orientation (long-edge feed or short-edge feed).



5500-153

**Long-Edge Feed**



5500-154

**Short-Edge Feed**

5. Select **Custom Width (W)**, press the **Up Arrow** or **Down Arrow** button to select a value, then press the **OK** button.
6. Select **Custom Height (H)**, press the **Up Arrow** or **Down Arrow** button to select a value, then press the **OK** button.
7. Press the **Back** button two times, then press the **OK** button.

8. In the printer driver:
  - a. Select **Properties**, then select the **Paper/Quality** tab.
  - b. Select either the paper type and custom size or the tray loaded with Custom as the paper source.
9. Click the **OK** button to print.

**Note**

If you replace the custom size in a tray with a non-custom size, be sure to set the new size in the front panel (or Auto Select for a size that is auto sensed).

## After Removing Custom Size Paper

### Selecting Front Panel Settings

1. At the printer's front panel, select **Printer Setup**, then press the **OK** button.
2. Select **Paper Handling Setup**, then press the **OK** button.
3. Select the Setup menu for this tray, then press the **OK** button.
4. Select **Change Size**, then press the **OK** button.
5. Select a paper type, then press the **OK** button.
  - Select a paper size from the list displayed, then press the **OK** button.
  - This selection should be Auto-Sensed for sizes that are sensed in this tray. If you are unsure if Auto-Sensed is selected, check the front panel. It should show the correct size on the "OK" line of the Setup menu.
6. Press the **Back** button one time, then press the **OK** button.

## Advanced Options

This topic includes:

- "Printing Separation Pages" on page 2-67
- "Printing Multiple Pages to a Single Sheet (N-Up)" on page 2-68
- "Printing Booklets" on page 2-69
- "Printing Negative and Mirror Images" on page 2-70
- "Scaling" on page 2-72
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- "Printing Cover Pages" on page 2-75
- "Printing or Deleting Secure, Personal, Proof, and Saved Print Jobs" on page 2-76

### Printing Separation Pages

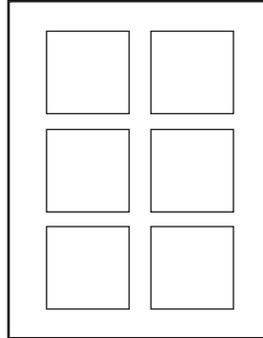
A *separation page* (a divider page or slipsheet) can be inserted after a print job, between copies of a print job, or between individual pages of a print job. Specify the tray to use as the source for the separation pages.

To specify separation pages in a supported driver:

- **Windows 98, Windows Me PostScript driver:**  
On the **Output Options** tab, select the location of the separation pages and the tray source.
- **Windows 2000, Windows XP, Windows Server 2003, Windows NT PostScript driver:**  
On the **Output Options** tab, select the location of the separation pages and the tray source.
- **Mac OS 9 driver:**  
In the **Print** dialog box, click **General**, select **Advanced Media Options** from the drop-down list, then select the location of the separation pages and the tray source.
- **Mac OS X (version 10.1 and higher) driver:**  
In the **Print** dialog box, select the **Printer Features** drop-down list, then select the **Advanced Options** tab. Select **Separation Pages**.

## Printing Multiple Pages to a Single Sheet (N-Up)

When printing a multiple-page document, you can print more than one page on a single sheet of paper. Print one, two, four, six, nine, or 16 pages per sheet.



To print multiple pages on a single sheet of paper in a supported driver:

- **Windows 98, Windows Me PostScript driver:**

On the **Setup** tab, click the **More Layout Options** button, then select the number of pages per sheet from the drop-down list. When you print more than one page on a sheet, you can also print a border around each page.

- **Windows 2000, Windows XP, Windows Server 2003 PostScript driver:**

On the **Layout** tab, select the number of pages per sheet from the drop-down list.

- **Windows NT PostScript driver:**

On the **Advanced** tab under **Document Options**, select the desired **Page Layout (N-up) Option**.

- **Mac OS 9 driver:**

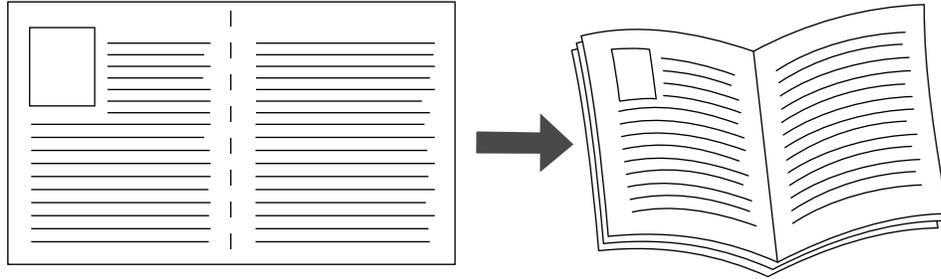
In the **Print** dialog box, click **General**, select **Layout** from the drop-down list, then select the number of pages per sheet.

- **Mac OS X (version 10.1 and higher) driver:**

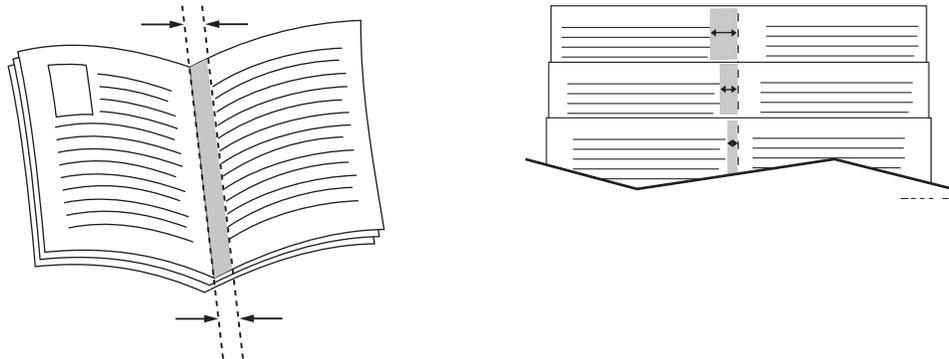
In the **Print** dialog box, select the **Layout** drop-down list, then select a layout.

## Printing Booklets

With two-sided printing, you can print a document in the form of a small book. Create booklets for any paper size that is supported for 2-sided (duplex) printing. The driver automatically reduces each page image to fit and prints two pages per side. The pages are printed in the correct order so that you can fold and staple the pages to create a booklet.



When you choose to print booklets, you can also specify the *creep* and *gutter* in both Windows 98 and Windows Me drivers. The gutter is the horizontal distance from the fold to the page image (in points). The creep is the distance that page images are shifted inward (in 10ths of a point); this compensates for the thickness of the folded paper, which otherwise would cause the inner page images to shift slightly outward.



To select booklet printing in a supported Windows driver:

- **Windows 98, Windows Me PostScript driver:**

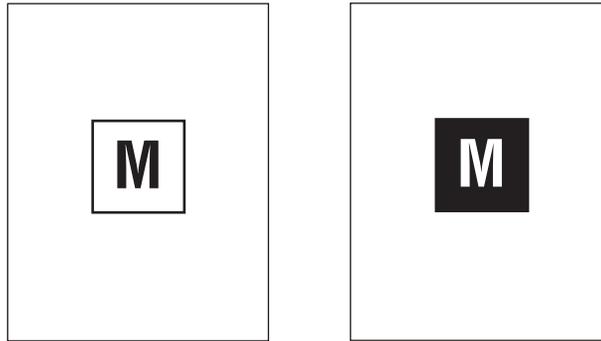
On the **Setup** tab, click **More Layout Options**, then check **Print Booklet Style** in the **More Layout Options** box. You can also specify the creep and gutter in this box.

- **Windows 2000, Windows XP, Windows Server 2003 PostScript driver:**

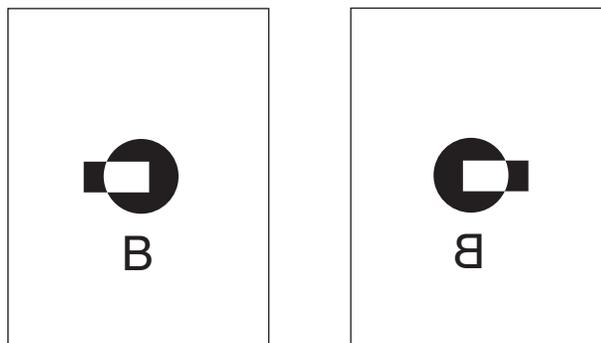
On the **Layout** tab, select **Booklet** from the **Pages per Sheet** drop-down list.

## Printing Negative and Mirror Images

You can print pages as a negative image (reverses the light and dark areas in your printed image) or mirror image (flips images horizontally on pages when printed).



**Negative Image**



**Mirror Image**

To select negative or mirror images in a supported driver:

■ **Windows 98, Windows Me PostScript driver:**

On the **Setup** tab, click **More Layout Options**, then select **Print as a Negative Image** or **Print as a Mirror Image**.

■ **Windows 2000, Windows XP, Windows Server 2003 PostScript driver:**

From the **Layout** tab, click **Advanced**. Under **Document Options** and **PostScript Options**, select **Yes** for **Mirrored Output** or **Negative Output**.

■ **Windows NT PostScript driver:**

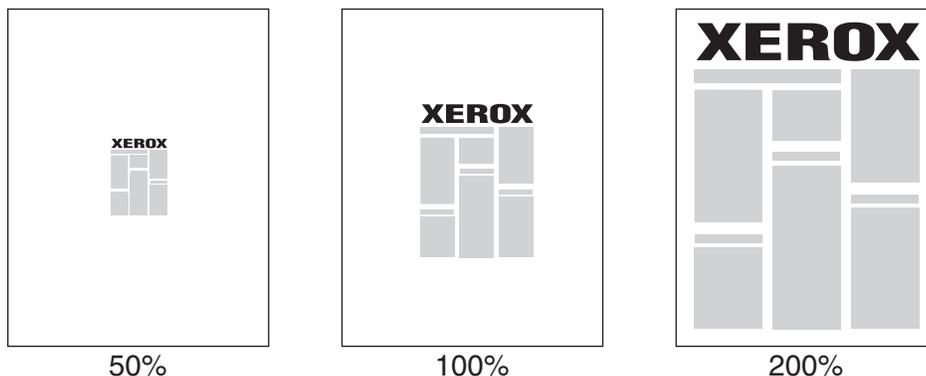
On the **Advanced** tab, under **Document Options** and **PostScript Options**, select **Yes** for **Mirrored Output** or **Negative Output**.

■ **Mac OS 9 driver:**

From the **File** menu, select **Page Setup**, choose **PostScript Options** from the drop-down list, then select **Invert Image** (to print a negative image) or **Flip Horizontal** (to print a mirror image).

## Scaling

You can reduce or enlarge your page images when they are printed by selecting a scaling value between 25 and 400 percent. The default is 100 percent.



To select scaling in a supported driver:

- **Windows 98, Windows Me PostScript driver:**

On the **Setup** tab, click **More Layout Options**, then specify the percentage to scale in the **Percentage** box.

- **Windows 2000, Windows XP, Windows Server 2003 PostScript driver:**

From the **Layout** tab, click **Advanced**, select **Graphic**, then select the desired percentage for **Scaling**.

- **Windows NT driver:**

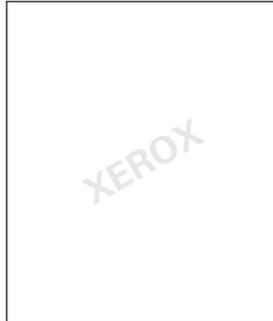
On the **Advanced** tab, select **Graphic**, then select the desired percentage for **Scaling**.

- **Mac OS 9, Mac OS X (version 10.1 and higher) driver:**

From the **File** menu, select **Page Setup**, then specify the percentage in the box for **Scale**.

## Printing Watermarks

A watermark is additional text that can be printed across one or more pages. For example, terms like Draft, Confidential, Date, Version that you might stamp on a page before distribution, can be inserted with a watermark.



In some Windows drivers you can:

- Create a watermark
- Edit an existing watermark's text, color, location, and angle
- Place a watermark on either the first page or every page in a document
- Print the watermark in the background
- Print the text of the watermark as an outline (instead of filled text)

### Note

Not all applications support watermark printing.

To select, create, and edit watermarks using a supported Windows driver:

- **Windows 98, Windows Me PostScript driver:**

On the **Setup** tab, click **More Layout Options**, then click **Watermark** to display the **Watermarks** dialog box.

- **Windows 2000, Windows XP, Windows Server 2003 PostScript driver:**

From the **Layout** tab, click the **Advanced** button. In the box under **Document Options** and **Printer Features**, select **Watermarks**, then select **Modify** for the desired watermark.

## Image Smoothing

Image smoothing blends adjacent black and gray areas in low-resolution images for smoother edge transitions. For example, use image smoothing to improve the appearance of a 72 dpi image downloaded from the web. Image smoothing is not recommended for images with resolutions of 300 dpi or higher.

### Note

Print processing is slower when this option is selected.

To select image smoothing in a supported driver:

- **Windows 98, Windows Me PostScript driver:**

On the **Setup** tab, click **More Layout Options**, then click the **Image Smoothing** checkbox.

- **Windows 2000, Windows XP, Windows Server 2003 PostScript driver:**

From the **Layout** tab, click the **Advanced** button. In the box under **Document Options** and **Printer Features**, select **On** for **Image Smoothing**.

- **Windows NT driver:**

On the **Advanced** tab under **Printer Features**, select **On** for **Image Smoothing**.

- **Mac OS 9 driver:**

In the **Print** dialog box, click **General**, select **Advanced Options** from the drop-down list, then select **On** for **Image Smoothing**.

- **Mac OS X (version 10.1 and higher) driver:**

In the **Print** dialog box, select **Image Quality** from the drop-down list, then click the **Image Smoothing** box to turn on image smoothing.

## Printing Cover Pages

A cover page is the first or last page of a document. The printer enables you to choose a different paper source for the cover page than for the body of a document. For instance, use your company letterhead for the first page of a document, or use card stock for the first and last pages of a report.

- Use any applicable paper tray as the source for printing cover pages.
- Verify that the cover page is the same size as the paper used for the rest of your document. If you specify a different size in the driver than the tray you select as a cover pages source, your cover(s) print on the same paper as the rest of your document.

You have several choices for cover pages:

- **None** - Prints the first and last pages of your document from the same tray as the rest of your document.
- **First** - Prints the first page on paper from the specified tray.
- **First and Last** - Prints the first and last pages on paper from the specified tray.

Cover Page	Print Option	Pages Printed on Cover
First	1-sided printing	Page 1
	2-sided printing	Pages 1 and 2
Last	1-sided printing	Last page
	2-sided printing (odd-numbered pages)	Last page
	2-sided printing (even-numbered pages)	Last two pages

For the back of your front cover to remain blank when 2-sided printing, page two of your document must be blank. For the back cover of your document to remain blank, see the following table for inserting blank pages.

Print Option	Last Page of Text	Blank Pages
1-sided printing		Add one blank page at the end of the document.
2-sided printing	Odd-numbered	Add two blank pages at the end of the document.
	Even-numbered	Add one blank page at the end of the document.

To select cover pages in a supported driver:

- **Windows 98, Windows Me PostScript driver:**

On the **Output Options** tab for **Cover Pages**, select **First** or **First and Last Pages**, then select the tray to use for the covers from the **Source** drop-down list.

- **Windows 2000, Windows XP, Windows Server 2003, Windows NT PostScript driver:**  
On the **Paper/Quality** tab under **Cover Pages**, select **First** or **First and Last Page**, then select the tray to use for the covers from the **Source** drop-down list.
- **Mac OS 9 driver:**  
In the **Print** dialog box, click **General**, select **First Page**, then select the tray from the drop-down list.
- **Mac OS X (version 10.1 and higher) driver:**
  - a. In the **Print** dialog box, select **Paper Feed**, then select **First Page From**.
  - b. In the **Printer Features** dialog box, select **Last Page Paper Source**.

## Printing or Deleting Secure, Personal, Proof, and Saved Print Jobs

These jobs are stored on the hard drive and remain in the printer even when it is turned off.

Choose one of the following special job types if the optional hard drive is installed:

- **Secure Print:** Prints confidential documents. Your four-digit numeric password-protected jobs are stored on the system's hard drive. The jobs print only after your user name and four-digit numeric password are entered on the control panel. The jobs are automatically deleted from the hard drive after printing.
- **Personal Print:** Prints the job when you select your user name on the printer's front panel. If you select Personal Print, your job is automatically linked to your user name.
- **Proof Print:** Prints only one copy of the job in order to proof the copy. To print additional copies, select the job name on the control panel. The job is automatically deleted from the hard drive after printing the remaining copies. If you do not want to print the remaining copies, delete the job at the control panel.
- **Saved Print:** Stores the job on the system's hard drive so you can print it on demand from the control panel. The job is not deleted after printing. This is useful for any document you frequently print, such as tax forms, personnel forms, or requisition forms.

### Note

Protected Jobs are jobs that have been copied or moved from the Public Jobs group in CentreWare IS. For more information, click the **Help** button in CentreWare IS to view the online help.

## Sending Secure, Personal, Proof, and Saved Print Jobs to the Printer

Use a supported driver to specify a job as a secure print, personal print, proof print, or saved print job:

- **Windows 98, Windows Me, Windows 2000, Windows XP, Windows Server 2003, Windows NT PostScript driver:**  
On the **Output Options** tab, choose the job type under **Walk-Up Features**. For a secure print job, enter a 4-digit password to assign to this job. For a proof print or saved print job, enter the name you want to give this job.

■ **Mac OS 9 driver:**

In the **Print** dialog box, click on **General**, select **Job Type** from the drop-down list, then choose the job type. For a secure print job, enter a 4-digit password to assign to this job. For a proof print or saved print job, enter the name you want to give this job in the **Job Name** field.

■ **Mac OS X (version 10.1 and higher) driver:**

In the **Print** dialog box, select **Job Types** from the drop-down list, then select **Secure Print**, **Proof Print**, or **Saved Print** from the **Job Type** drop-down list. For a secure print job, enter a document name (up to 20 alpha characters) in the **Document Name** field. Enter a four-digit number, ranging from 0000 through 9999, in the **Job Password** field.

**Note**

Personal print jobs are not supported on Windows 98 and Windows Me.

### Printing or Deleting Secure Print Jobs

To print a secure print job, specify the four-digit password at the printer's front panel:

1. Select **Walk-Up Printing**, then press the **OK** button.
2. Select **Secure Print Jobs**, then press the **OK** button.
3. Scroll to your User Name, then press the **OK** button.
4. Scroll to the number for the first digit of the numeric password, then press the **OK** button to accept that digit.
5. Repeat Step 4 for the second, third, and fourth digits.

**Note**

If you entered less than four digits in the driver's **Password** field, enter zeros before your password so that there are four digits entered in the front panel. For example, if **222** is entered in the driver, enter **0222** at the front panel. Use the **Back** button to return to a previous digit.

6. If more than one secure print job is entered with a password, select the desired job to print or select **All of Them**, then press the **OK** button.
7. Select **Print and Delete** or **Delete**, then press the **OK** button to print or delete.

### Printing or Deleting Personal Print Jobs

To print a personal print job, select your user name at the printer's front panel:

1. Select **Walk-Up Printing**, then press the **OK** button.
2. Select **Personal Print Jobs**, then press the **OK** button.
3. Scroll to your User Name, then press the **OK** button.
4. Select **Print and Delete** or **Delete**, then press the **OK** button to print all personal jobs for your user name.

## **Printing or Deleting Proof and Saved Print Jobs**

To print a saved print job or the remaining copies of a proof print job, select the job name at the printer's front panel:

1. Select **Walk-Up Printing**, then press the **OK** button.
2. Select **Proof Print Jobs** or **Saved Print Jobs**, then press the **OK** button.
3. Scroll to the job name, then press the **OK** button.
4. Select **Print and Delete** (for proof prints), **Delete**, or **Print and Save** (for saved prints), then press the **OK** button.
5. If you are printing, scroll to the desired number of copies, then press the **OK** button to print the job.

## Supplies and Recycling

This topic includes:

- "Supplies" on page 2-79
- "Recycling" on page 2-80

### Supplies

The printer's front panel displays status messages and warnings as each supply nears its replacement time. When the front panel prompts you that a supply is low or needs to be replaced, verify that you have replacements on hand. It is important to order these supplies when the messages first appear to avoid interruptions to your printing.

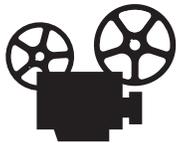
To order supplies, contact your local reseller or visit the Xerox web site at [www.xerox.com/office/5500supplies](http://www.xerox.com/office/5500supplies)

#### Caution

Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreements, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies, or the use of Xerox supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

### Consumables

Consumables for the Phaser 5500 printer are a toner cartridge and a staple pack.



Videos are available with instructions for changing the toner cartridge and for adding staples. Videos are located on the *User Documentation CD-ROM* and at [www.xerox.com/office/5500support](http://www.xerox.com/office/5500support).

## **Routine Maintenance Items**

Routine maintenance items are printer parts or assemblies that have a limited life requiring periodic replacement. Replacements may be in the form of parts or kits. Routine maintenance items are typically customer replaceable.

Routine maintenance items for the Phaser 5500 printer include the:

- Drum Cartridge
- Maintenance Kit (15 Feed Rollers, Transfer Roller, and Fuser)

Access the “Supplies Usage Page” from the printer’s front panel, from CentreWare IS, or print the “Usage Profile” from the printer’s front panel.



Videos are available with instructions for changing the maintenance kit and for changing the drum cartridge. Videos are located on the *User Documentation CD-ROM* and at [www.xerox.com/office/5500support](http://www.xerox.com/office/5500support).

## **Customer Usage Patterns**

The Phaser 5500 Laser Printer has supply life indicators for consumables and routine maintenance items. The following customer usage patterns may significantly reduce the life of the consumables or routine maintenance items:

- Using paper that is larger than Letter or A4
- Using higher than five percent area coverage
- Printing jobs with fewer than five pages
- Printing short-edge feed
- Printing transparencies, card stock, or other specialty media

For more information on supply capacities, go to [www.xerox.com/office/5500supplies](http://www.xerox.com/office/5500supplies).

## **Recycling**

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

# 3 Networking

This section includes:

- "Connections and Internet Protocol (TCP/IP)" on page 3-2
- "Printer Management Software" on page 3-9
- "Windows 2000, Windows XP, and Windows Server 2003" on page 3-14
- "Windows NT 4.x" on page 3-20
- "Windows 98 and Windows Me" on page 3-24
- "Macintosh" on page 3-29
- "Novell NetWare" on page 3-35
- "UNIX (Linux)" on page 3-40

## Connections and Internet Protocol (TCP/IP)

- "Overview of Network Setup and Configuration" on page 3-2
- "Choosing a Connection Method" on page 3-3
- "Connecting via Ethernet (Recommended)" on page 3-3
- "Connecting via USB" on page 3-4
- "Configuring the Network Address" on page 3-5
- "infoSMART Knowledge Base Documents (English only)" on page 3-8

This topic includes connecting the printer to the network via Ethernet, USB or Parallel, then configuring the printer's TCP/IP or AppleTalk/EtherTalk address for the particular network and operating system.

### Overview of Network Setup and Configuration

Network connection and configuration steps are performed in the following order.

1. Turn the printer and the computer **On**, if you are connecting via Ethernet or USB. If you are using a Parallel connection, connect the cable to the printer and the computer while they are both **Off**, then turn them **On**.
2. Connect the printer to the network using the recommended hardware and cables.
3. Configure the printer's network address, which is required to identify the printer on the network. Run the Installer on the *Printer Installer and Utilities CD-ROM* to automatically set the printer's IP address, if the printer is connected to an established TCP/IP network.

If you do not want to run the Installer to automatically set the IP address, you can do one of the following:

- For Windows operating systems, use TCP/IP to manually set the printer's IP address.
  - For Macintosh, use TCP/IP or AppleTalk/EtherTalk to set the printer's network address.
4. Install the driver software on the computer from the *Printer Installer and Utilities CD-ROM*. For information on driver installation, see the section in this chapter for the specific operating system you are using.

#### Note

If the *Printer Installer and Utilities CD-ROM* is not available, you can download the latest driver from [www.xerox.com/office/drivers](http://www.xerox.com/office/drivers).

## Choosing a Connection Method

You can connect the printer to the network via Ethernet or USB. Some printer models also support using a Parallel cable connection. Hardware and cabling requirements vary for the different connection methods. Cabling and hardware listed below are generally not included with your printer and must be purchased separately.

### Ethernet

Ethernet can be used for one or more computers. It supports many printers and computers on an Ethernet network.

### USB

If you are connecting to one computer, a USB connection offers fast data speeds. However, a USB connection is not as fast as an Ethernet connection. To use USB, PC users must have Microsoft Windows 98 SP2, SE, Windows Me, Windows XP or Windows 2000. Macintosh users must use OS 9.x or later.

### Parallel

A Parallel cable connection can also be used for connecting to one computer. This type of connection provides the slowest data speeds. Parallel connection requires a standard-to-high density Parallel printer cable, (36-pin high-density 1284-C [male] to 36-pin low density 1284-B [male] cable), with a maximum length of 10 feet (three meters). Connect the Parallel cable to the printer and the computer while they are both **Off**, then turn them **On**, install the printer driver from the *Printer Installer and Utilities CD-ROM*, and select the appropriate LPT Parallel port.

## Connecting via Ethernet (Recommended)

An Ethernet connection is recommended because it is faster than a USB connection. It also allows the user direct access to CentreWare Internet Services (IS). CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

### Network Connection

Depending on your particular setup, the following hardware and cabling is required for Ethernet.

- If you are connecting to one computer, an Ethernet “crossover” RJ-45 cable is required.
- If you are connecting to one or more computers with a hub, an Ethernet hub and two twisted-pair (category 5/RJ-45) cables are required.
- If you are connecting to one or more computers using a cable or DSL router, a cable or DSL router and two or more twisted-pair (category 5/RJ-45) cables are required. (One cable for each device.)

If you are connecting to one or more computers with a hub, connect the computer to the hub with one cable, then connect the printer to the hub with the second cable. Connect to any port on the hub except the uplink port.

TCP/IP and EtherTalk are the most common protocols used with Ethernet. To print using TCP/IP, each computer and printer requires a unique IP address. For more information, see "Configuring the Network Address" on page 3-5.

### Standalone (Cable or DSL) Network Connection

For information about setting up a cable or DSL connection for your printer, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

## Connecting via USB

A USB connection requires a standard A/B USB cable. This cable is not included with your printer and must be purchased separately. Verify that you are using the correct USB cable for your connection.

### Windows 98 or Later and Windows 2000 or Later

1. Connect the USB cable to the printer and turn it **On**.
2. Connect the USB cable to the PC and follow the **Add New Hardware Wizard** to create the USB port.
3. Follow the **Add Printer Wizard** to install the driver from the *Printer Installer and Utilities CD-ROM*.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

### Macintosh OS 9.x

A USB-connected printer does not display in the Chooser.

1. Install the driver from the *Printer Installer and Utilities CD-ROM*.
2. Use the **Desktop Printer Utility** to create a desktop USB printer. The utility is located in the **PhaserTools** folder which is created during the software installation.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

### Macintosh OS X (10.1 and Higher)

1. Install the driver from the *Printer Installer and Utilities CD-ROM*.
2. Open the **Print Center** utility. In Macintosh OS X, version 10.3 or higher, the utility is called **Printer Setup**. To locate utilities on the Macintosh hard drive, open the **Applications** folder, then open the **Utilities** folder.
3. Click the **Add** button.
4. Select **USB** from the top drop-down list.

5. Select the printer in the printers window.
6. Verify that your printer is set to **Auto Select**.
7. Click the **Add** button.

The printer is displayed as an available printer in the **Print Center/Printer Setup**.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

## Configuring the Network Address

### TCP/IP and IP Addresses

If your computer is on a large network, contact your network administrator for the appropriate TCP/IP addresses and additional configuration information.

If you are creating your own small Local Area Network or connecting the printer directly to your computer using Ethernet, follow the procedure for automatically setting the printer's Internet Protocol (IP) address.

PCs and printers primarily use TCP/IP protocols to communicate over an Ethernet network. With TCP/IP protocols, each printer and computer must have a unique IP address. It is important that the addresses are similar, but not the same; only the last digit needs to be different. For example, your printer can have the address 192.168.1.2 while your computer has the address 192.168.1.3. Another device can have the address 192.168.1.4.

Generally, Macintosh computers use the EtherTalk protocol to talk to a networked printer. Unlike TCP/IP, EtherTalk does not require printers or computers to have IP addresses.

Many networks have a Dynamic Host Configuration Protocol (DHCP) server. A DHCP server automatically programs an IP address into every PC and printer on the network that is configured to use DHCP. A DHCP server is built into most cable and DSL routers. If you use a cable or DSL router, see your router's documentation for information on IP addressing.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

### Automatically Setting the Printer's IP Address

If the printer is connected to a small established TCP/IP network without a DHCP server, use the Installer on the *Printer Installer and Utilities CD-ROM* to detect or assign an IP address to your printer. For further instructions, insert the *Printer Installer and Utilities CD-ROM* into your computer's CD-ROM drive. After the Installer launches, follow the prompts for installation.

#### Note

For the automatic Installer to function, the printer must be connected to an established TCP/IP network.

## Dynamic Methods of Setting the Printer's IP Address

You can set the printer's IP address using any of the following methods. DHCP is enabled by default on all Phaser printers.

- DHCP
- CentreWare IS
- AutoIP

### Information Required for Manual IP Addressing

Information	Comments
Internet Protocol (IP) address of the printer	Format is <i>xxx.xxx.xxx.xxx</i> , where <i>xxx</i> represents a decimal number from 0–255.
Network Mask	If you are unsure, leave this blank; the printer chooses an appropriate mask.
Default Router/Gateway address	Router address is required to communicate with the host device from anywhere other than the local network segment.

### Enabling DHCP on the Printer

Verify that the printer DHCP protocol is enabled by setting the printer's front panel or by using CentreWare IS. DHCP is enabled by default on all Phaser printers.

#### Note

To determine the printer's IP address, select **Printer Identification** at the front panel. For information about the front panel, go to [Reference/Features](#) on the *User Documentation CD-ROM*.

### Changing or Modifying the IP Address Using CentreWare IS

CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

After setting the printer's IP address, you can modify TCP/IP settings using CentreWare IS.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **TCP/IP**.
6. Enter or modify the settings, then click **Save Changes** at the bottom of the page.

### Using Host Names with the Domain Name Service (DNS)

The printer supports DNS through an embedded DNS resolver. The DNS resolver protocol communicates with one or more DNS servers to resolve the IP address for a given host name or the host name for a given IP address.

To use an IP host name for the printer, the system administrator must configure one or more DNS servers and a local DNS domain name space database. To set up the printer for DNS, supply a maximum of two DNS name server IP addresses.

### Dynamic Domain Name Service (DDNS)

The printer supports Dynamic DNS through DHCP. You must have DHCP enabled on the printer for DDNS to function. Your network's DHCP server must also support Dynamic DNS updates through option 12 or option 81 support. See your network administrator for details.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **TCP/IP**.
6. In the BOOTP/DHCP Settings section, set the **BOOTP/DHCP** option to **ON**.
7. To enable DDNS, enter the following DDNS/WINS settings information:
  - **DDNS** - Set to **ON**.
  - **Release Host Name** - Set to **NO**.
  - **DDNS/WINS Name** - Use the default name provided by Xerox or enter another name.
  - **Primary WINS Server** (optional)
  - **Secondary WINS Server** (optional)
8. Click **Save Changes** when you are finished entering the settings.

## Manually Setting the Printer's IP Address

### Note

Ensure that your computer has a properly configured IP address for your network. Contact your network administrator for more information.

If you are on a network without a DNS server, or in an environment where the network administrator assigns printer IP addresses, you can use this method to manually set the IP address. Manually setting the IP address overrides DHCP and AutoIP. Alternatively, if you are in a small office with a single PC and use a dialup modem connection, you can manually set the IP address.

1. At the printer's front panel, select **Printer Setup**, then press the **OK** button.
2. Select **Connection Setup**, then press the **OK** button.
3. Select **Network Setup**, then press the **OK** button.
4. Select **TCP/IP Setup**, then press the **OK** button.
5. Select **DHCP/BOOTP**, then press the **OK** button to select **Off**.
6. Select **TCP/IP Address**, then press the **OK** button.
7. Enter the printer's IP address, then press the **OK** button.

## infoSMART Knowledge Base Documents (English only)

For more information, go to [www.xerox.com/office/5500infoSMART](http://www.xerox.com/office/5500infoSMART) to view these documents.

Reference Name	Title
R1002033188	Basic TCP/IP Tutorial and Home Networking Guidelines
R1015020333	Installing the Printer Driver in Windows 9x When Using a USB Connection
R1015020339	Installing the Printer Driver in Windows 2000 When Using a USB Connection
R1015020349	Installing the Printer Driver in Windows XP When Using a USB Connection
R1015020355	Installing the Printer for a USB Connection in Mac OS 9
R1015020367	Installing the Printer for a USB Connection in Mac OS X 10.3.1 (and later)
R1002018545	Understanding TCP/IP Addressing and Subnetting Basics

## Printer Management Software

This topic includes:

- "Using CentreWare Software" on page 3-9
- "Using Printer Management Features" on page 3-11

## Using CentreWare Software

### CentreWare Internet Services (IS)

CentreWare IS provides a simple interface that allows you to manage, configure, and monitor networked printers from your desktop using an embedded web server. CentreWare IS gives administrators easy access to printer status, configuration, and diagnostic functions. It also provides users with access to printer status and special printing functions such as printing saved jobs. With CentreWare IS software, you can access and manage your printers over a TCP/IP network using a web browser.

CentreWare IS enables you to:

- Check supplies status from your desktop, saving a trip to the printer. Access job accounting records to allocate printing costs and plan supplies purchases.
- Define a network printer search and view a list of printers using Printer Neighborhood. The list provides current status information and allows you to manage printers independent of network servers and operating systems.
- Configure printers from your desktop. CentreWare IS makes it easy to copy settings from one printer to another.
- Set up and use a simple web browser based printing system. Marketing collateral, sales materials, business forms, or other standardized, frequently used documents can be saved as a group with their original driver settings then reprinted on demand at high speed from any user's browser. A printer with a hard drive is required to support these functions. In some printer models, a DX configuration is required to support these functions.
- Troubleshoot print-quality problems using built-in diagnostics.
- Define a link to your local web server's support page.
- Access online manuals and technical support information located on the Xerox web site.

### Note

CentreWare IS requires a web browser and a TCP/IP connection between the printer and the network (in Windows, Macintosh, or UNIX environments). TCP/IP and HTTP must be enabled in the printer. JavaScript is required to access the pages in Printer Neighborhood. If JavaScript is disabled, a warning message appears and the pages do not function properly.

For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

## CentreWare DP for NetWare

CentreWare DP is easy-to-use printer management software that runs on Windows 98 or later and Windows 2000 or later. Through point-and-click navigation you can install, connect, and configure printers quickly and easily on a network. It provides network administrators with setup procedures and management of networked printers.

The following table lists CentreWare DP key features and benefits.

Feature	Benefit
Setup Wizard	Provides a step-by-step guide to install your printer on the network.
Advanced Setup	Provides a tool to service multiple file servers and queues.
Instant Status	Enables you to select a printer from the Printer List to monitor the printer at any given time.
Remote Configuration and Management	Enables you to do most configuration and monitoring tasks from your workstation.
Upgrades	Enables you to upgrade your printer from your workstation (if available for your printer model).

For more information, go to [www.xerox.com/office/pmtools](http://www.xerox.com/office/pmtools), and select your specific printer model to view the *CentreWare DP User Guide*.

## CentreWare MC (Microsoft Management Console)

CentreWare MC allows IP discovery of printers equipped with an embedded web server. The embedded web server in Xerox printers is called CentreWare Internet Services.

For installing or managing multiple printers on a Windows NT 4.x (Service Pack 6 or higher), Windows 2000, or Windows XP network with the TCP/IP protocol enabled, use the Xerox CentreWare MC snap-in to Microsoft Management Console. For more information, go to [www.xerox.com/office/pmtools](http://www.xerox.com/office/pmtools), and select your specific printer model to view the *CentreWare MC User Guide*.

## CentreWare Web

CentreWare Web is a multi-vendor printer management, installation, and troubleshooting application. Use CentreWare Web to remotely manage, install, and troubleshoot printers on your network using a web browser. Printers are found through network or print server discovery and managed over TCP/IP networks using RFC-1759 SNMP (Simple Network Management Protocol).

With CentreWare Web you can:

- Remotely add ports, queues, and drivers to Windows 2000, XP, and NT4.x SP6 print servers.
- Install, troubleshoot, upgrade, and clone wizards to aid all users in performing administrative tasks.
- Install CentreWare Web on a server for availability to all clients on the network with Internet access.

- Support multiple users and provide different levels of user access privileges for administrators or guests.
- Discover printers on local and remote subnets.
- Automatically discover printers as scheduled.
- Generate reports.
- Connect to printer web servers for additional printer-specific features, including help.

For more information, go to [www.xerox.com/office/pmtools](http://www.xerox.com/office/pmtools), and select your specific printer model to view the *CentreWare Web User Guide*.

## Using Printer Management Features

### Job Accounting

Job accounting is available through CentreWare IS and CentreWare Web.

The printer stores information about print jobs in a log file. The log file is stored either in the device's memory or on an optional hard disk if one is installed in the printer. If the log file is stored in the device's memory, it is lost when the printer is reset. It is recommended that a hard disk be used for job accounting.

The log file lists job records. Each record contains fields such as user name, job name, pages printed, job times, and toner or ink used. Not all fields are supported by all printers. For more information, go to the *CentreWare IS Online Help* or *CentreWare Web Online Help*.

The job accounting values reported vary depending on the protocol and print command used when each job was printed. For example, using NPRINT over NetWare provides the printer with the most information about the job being printed. When using Windows and NetWare, the job name is often LST: or LST:BANNER. Other jobs from other ports may provide less information about the job.

### Using CentreWare IS

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. On the right side of the main CentreWare IS page, click **Jobs**.

The "Job Accounting Links" page provides links that enable you to browse, download, and clear job accounting records.

For complete information on CentreWare IS job accounting, including clearing job information, downloading job information to a file, and job accounting file formats, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

## MaiLinX Alerts

MaiLinX alerts allow the printer to automatically send email to the system administrator and others under the following conditions:

- When printer errors, warnings, and alerts occur.
- When the printer requires attention (for example, when service is required or supplies need to be replenished).
- When a reply to a CentreWare IS Remote Internet Printing message is desired. For more information about CentreWare IS Remote Internet printing, click the **Help** button in CentreWare IS to go to *CentreWare IS Online Help*.

Three designated users can receive messages:

- SysAdmin
- Service
- Key

Printer messages reporting errors, alerts, and warnings can be individually assigned to any of these users. You can customize the message text and the subject line in the Status Notification messages.

Status Notification is supplied by the device's Simple Mail Transport Protocol (SMTP) client.

## Setting Up CentreWare IS Status Notification

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select **Mail Alerts** on the left sidebar. Follow the instructions on the page to select mail alert options.
5. Click **Save Changes**.

For complete information about CentreWare IS Status Notification, click the **Help** button in CentreWare IS to go to *CentreWare IS Online Help*.

## Usage Profile Reports

The printer generates reports accessed through CentreWare IS that detail printer usage. Usage profile reports track multiple items, including:

- Printer information, such as printer name, date installed, total pages printed, options installed, and network ID.
- Supplies usage data, such as toner or ink. By tracking supplies usage, you can order supplies before they reach their end of life.
- Media and tray information, such as how often prints are made on paper compared to transparencies, and how often each tray is used.
- Job characteristics, such as size and timing of jobs.

### Setting Up Usage Profile Reporting

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Jobs**.
4. Select **Usage Profile Reports** on the left sidebar.
5. Click the **Usage Profile Properties** link. Follow the instructions on the page to set up reports.
6. Click **Save Changes**.

For complete information about Usage Profile reporting, including descriptions of each field in the report, click the **Help** button in CentreWare IS to go to *CentreWare IS Online Help*.

### Using CentreWare IS

#### Note

To send usage profile reports using email, the MaiLinX must be properly set up using "MaiLinX Alerts" on page 3-12.

1. Enter the printer's IP address in your browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
2. Select **Jobs**.
3. Select **Usage Profile Reports** on the left sidebar.
4. Enter the desired email address in the **Send to Specific Address** field.
5. Click **Send Usage Profile Report**.

### Xerox Usage Analysis Tool

The Xerox Usage Analysis Tool is a Windows client/server application that allows system administrators to automatically track Xerox printer usage, and obtain job accounting records. The tool supports large networks with many users and printers. Job accounting and printer usage data is stored in a database. The application can be run on multiple clients using a single server. The data can be exported to a spreadsheet for viewing, analysis, and billing.

Go to [www.xerox.com/office/uat](http://www.xerox.com/office/uat) for complete information about using the Xerox Usage Analysis Tool provided by the application's online help system.

### System Requirements

- IP network
- Xerox Phaser printers with Ethernet interface (optional hard disk recommended)
- A PC with at least 32 MB of RAM. At least 1 GB of hard drive space is recommended for the server
- Supported operating systems: Windows 98 or later and Windows 2000 or later
- Microsoft Excel 97 or Excel 2000 for export to spreadsheet (for graphing, billing, data analysis)

# Windows 2000, Windows XP, and Windows Server 2003

This topic includes:

- "Preliminary Steps" on page 3-14
- "Quick CD-ROM Install Steps" on page 3-14
- "Other Methods of Installation" on page 3-15
- "Windows 2000, Windows XP, Windows Server 2003 Troubleshooting (TCP/IP)" on page 3-17
- "infoSMART Knowledge Base Documents (English only)" on page 3-23

## Preliminary Steps

These preliminary steps must be performed for all printers:

1. Verify that the printer is plugged in, turned **On**, and connected to an active network.
2. Verify that the printer is receiving network information by monitoring the LEDs on the back of the device or on the CentreDirect External Print Server. When the printer is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.
3. Proceed to "Quick CD-ROM Install Steps" or "Other Methods of Installation" for the installation method desired.
4. Print the "Configuration Page" and keep it for reference.

## Quick CD-ROM Install Steps

1. Insert the *Printer Installer and Utilities CD-ROM* into the computer's CD-ROM drive. If the installer does not launch, do the following:
  - a. Click **Start**, then click **Run**.
  - b. In the Run window, type: **<CD drive>:\INSTALL.EXE**.
2. Select your desired language from the list.
3. Select **Install Printer Driver**.
4. Click **I Agree** to accept the Xerox Software License Agreement.
5. In the Select Printer dialog box, the default **Use Walk-Up Technology (recommended for network printers)** is selected. Click **Next**.
6. Follow the **Use Walk-Up Technology** instructions displayed.
7. Click **Exit Program**.

### Note

If the Walk-Up Technology dialog box remains onscreen after you have completed Steps 1–6, click the **Back** button, then click **Select from the following discovered printers**. Follow the onscreen prompts to complete the installation procedure.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

## Other Methods of Installation

Your printer can also be installed on a Windows 2000, Windows XP, or Windows Server 2003 network using one of these methods:

- Microsoft TCP/IP Protocol
- Microsoft IPP Port

The following methods can also be used to monitor or configure your printer:

- A web browser using CentreWare IS if your printer is connected to a Windows 2000, Windows XP, or Windows Server 2003 network with the TCP/IP protocol enabled.
- The Xerox CentreWare MC snap-in to Microsoft Management Console for installing or managing multiple printers on a Windows 2000, Windows XP, or Windows Server 2003 network with TCP/IP protocol enabled. See the *CentreWare MC User Guide* at [www.xerox.com/office/pmtools](http://www.xerox.com/office/pmtools).

### Note

The CentreWare methods are not discussed in this section. For more information concerning CentreWare IS, CentreWare DP, or CentreWare MC, see "Printer Management Software" on page 3-9.

## Microsoft TCP/IP Protocol

### Note

For Windows XP, select Classic Look or the Windows XP procedures will not match the steps below. To select Classic Look, click **Start**, then **Settings**, then **Taskbar and Start Menu**. Select the **Start Menu** tab, then select the **Classic Start menu**. Click **OK**.

1. Right-click the **My Network Places** icon on the desktop, then click **Properties**.
2. Right-click **Local Area Connection**, then click **Properties**.
3. Click the **General** tab to verify that **Internet Protocol (TCP/IP)** is installed.
  - If the Internet Protocol (TCP/IP) box is checked, the software is installed.
  - If the Internet Protocol (TCP/IP) box is not checked, the software is not installed. Install TCP/IP software using the documentation provided by Microsoft, then return to this document.

### Adding the Printer

1. On the desktop click **Start**, then click **Settings**.
2. Select one of these options:
  - For Windows 2000 click **Printers**, double-click **Add Printer** to launch the **Add Printer Wizard**, then click **Next**.
  - For Windows XP and Windows Server 2003, click **Printers and Faxes**. Double-click **Add Printer** to launch the **Add Printer Wizard**, then click **Next**.

3. Click the **Local Printer** button, then click **Next**.
4. Click the **Create a New Port** button.
5. Select **Standard TCP/IP Port** from the New Port Type pull-down menu, then click **Next**.
6. Click **Next**.
7. Click in the **Printer Name or IP Address** edit box and enter the IP Address of the printer you want to use. Click **Next**.
8. Select one of these options:
  - Click **Finish** in the **Confirmation** window if the data is correct.
  - Click the **Back** button to correct the data if incorrect, then click **Finish** in the **Confirmation** window when the data is correct.

### Configuring the Printer

1. Insert the *Printer Installer and Utilities CD-ROM* into the computer's CD-ROM drive and click **Have Disk**.
2. Click the **Browse** button, then select the directory which contains the Windows 2000 or Windows XP drivers.
3. Select the **\*.INF** file, then click **Open**.
4. Verify that the path and filename are correct, then click **OK**.
5. Enter a name for the printer and select whether you want that printer to be the default. Click **Next**.
6. Select one of these options:
  - If the printer is not shared, click **Next**.
  - If the printer is shared, enter a **Share Name**, check the **Share** box, then click **Next**.

### Printing a Test Page

You are prompted to print a test page.

1. Select one of these options:
  - Click **Yes** to print a test page, then click **Next**.
  - Click **No** if you do not want to print a test page, then click **Next**.
2. Select one of these options in the **Completing the Add Printer Wizard** screen:
  - Click the **Finish** button if the data presented is correct. Proceed to step 3.
  - Click the **Back** button to correct the data if incorrect, then click **Finish** in the **Add Printer Wizard** when the data is correct. Proceed to Step 3.
3. If you printed a test page, you are prompted to confirm that the test page printed:
  - Click **Yes** if the test page printed successfully.
  - Click **No** if the test page did not print or printed incorrectly. Proceed to step 4.
4. Note the print-quality of the print job. If print-quality problems exist, or if the job does not print, go to [Reference/Troubleshooting](#) on the *User Documentation CD-ROM* for more information.

## Microsoft IPP Port

Follow these steps to obtain the printer's URL and create an Internet Printing Protocol (IPP) printer.

### Obtaining the Printer's URL (Network Path)

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
3. Select **Properties**.
4. Select the **Protocols** folder on the left sidebar.
5. Select **IPP**. The Network Path field on the IPP (Internet Printing Protocol) Settings page displays the printer's URL.

### Creating an IPP Printer

1. On the desktop, click **Start**, click **Settings**, then click **Printers**.
2. Double-click **Add Printer** to launch the Microsoft Add Printer Wizard.
3. Select **Network Printer**, then click **Next**.
4. When prompted for **Network Path** (Windows 9x) or **URL** (Windows NT, Windows 2000, Windows XP), enter the printer's URL in the following format:  
**`http://printer-ip-address/ipp`**
5. Click **Next**.
6. Substitute your printer's IP address or DNS name for *printer-ip-address*. The printer's URL is displayed on the CentreWare IS IPP page in the Network Path field.

## Windows 2000, Windows XP, Windows Server 2003 Troubleshooting (TCP/IP)

### Note

For Windows XP, select Classic Look or the Windows XP procedures will not match the steps below. To select Classic Look, click **Start**, then **Settings**, then **Taskbar and Start Menu**. Select the **Start Menu** tab, then select **Classic Start menu**. Click **OK**.

This troubleshooting section assumes you have completed the following tasks:

- Loaded a Phaser printer PCL or PostScript printer driver.
- Printed and kept a current copy of the "Configuration Page".

### Printing the Configuration Page

You can print the "Configuration Page" to help you solve printing problems and obtain the best results from your printer. Access this page from the printer's front panel.

To print the "Configuration Page":

1. At the printer's front panel, select **Printer Setup**, then press the **OK** button.

2. Select **Configuration Page**, then press the **OK** button to print.

**Note**

Print “Menu Map” to see other information pages available for printing.

## Verifying Settings

1. Verify the settings on the “Configuration Page”.
  - **IP Address Source** is set to: **DHCP, Front Panel, BOOTP, or Auto IP** (depending on your network configuration).
  - **Current IP Address** is set correctly. (Note this address if it is assigned by Auto IP, DHCP, or BOOTP.)
  - **Subnet Mask** is set correctly (if used).
  - **Default Gateway** is set correctly (if used).
  - **LPR** is enabled. Verify that the LPR and AppSocket settings are set as desired.
  - **Interpreters: Auto, PCL, or PostScript** (depending on your driver).
2. Verify that the client is logged into the network and printing to the correct print queue. The user should also have access to the Phaser printer queue.

## Verifying Driver Installation

1. Right-click **My Network Places** on the desktop, then click **Properties**.
2. Right-click **Local Area Connection**, then click **Properties**.
3. Click the **General** tab. View the list of installed network protocols to verify that TCP/IP is installed. (For more information, contact your network administrator.)
4. Click **Install** to install any components not listed, then restart your computer.
5. Click **Start**, click **Settings**, then click **Printers**.
6. Right-click the printer icon, then click **Properties**.
7. Click the **Advanced** tab. Verify that the correct printer driver is installed.
8. Click the **Ports** tab. Verify that the IP Address in the **Print to the Following Ports** list is identical to the one on the “Configuration Page.” You may need to click the **Configure Port** button to see the IP address. If necessary, re-select the TCP/IP number used for the printer.

## Printing a Test Page

1. Click the **General** tab.
2. Click **Print Test Page**. If the printer does not print, do one of the following:
  - Select **PhaserSMART Technical Support** on the **Troubleshooting** tab of your Windows printer driver to access PhaserSMART Technical Support.
  - Go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

## **infoSMART Knowledge Base Documents (English only)**

For more information, go to [www.xerox.com/office/5500infoSMART](http://www.xerox.com/office/5500infoSMART) to view these documents.

<b>Reference Name</b>	<b>Title</b>
R1015020337	Installing the Printer in Windows 2000 Using an Ethernet (TCP/IP) Connection

## Windows NT 4.x

This topic includes:

- "Preliminary Steps" on page 3-20
- "Quick CD-ROM Install Steps" on page 3-20
- "Other Methods of Installation" on page 3-21
- "Windows NT 4.x Troubleshooting (TCP/IP)" on page 3-22
- "infoSMART Knowledge Base Documents (English only)" on page 3-23

### Preliminary Steps

These preliminary steps must be performed for all printers:

1. Verify that the printer is plugged in, turned **On**, and connected to an active network.
2. Verify that the printer is receiving network information by monitoring the LEDs on the back of the device or on the CentreDirect External Print Server. When the printer is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.
3. Proceed to "Quick CD-ROM Install Steps" or "Other Methods of Installation" for the installation method desired.
4. Print a "Configuration Page" and keep it for reference.

### Quick CD-ROM Install Steps

1. Insert the *Printer Installer and Utilities CD-ROM* into the computer's CD-ROM drive. If the installer does not launch, do the following:
  - a. Click **Start**, then click **Run**.
  - b. In the Run window, type: **<CD drive>:\INSTALL.EXE**.
2. Select your desired language from the list.
3. Select **Install Printer Driver**.
4. Click **I Agree** to accept the Xerox Software License Agreement.
5. In the Select Printer dialog box, the default **Use Walk-Up Technology (recommended for network printers)** is selected. Click **Next**.
6. Follow the **Use Walk-Up Technology** instructions displayed.
7. Click **Exit Program**.

#### Note

If the Walk-Up Technology dialog box remains onscreen after you have completed Steps 1–6, click the **Back** button, then click **Select from the following discovered printers**. Follow the onscreen prompts to complete the installation procedure.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

## Other Methods of Installation

Install your printer on a Windows NT network using Microsoft TCP/IP Protocol.

The following methods can also be used to monitor or configure your printer:

- A web browser using CentreWare IS if your printer is connected to a Windows NT network with TCP/IP protocol enabled.
- The Xerox CentreWare MC snap-in to Microsoft Management Console for installing or managing multiple printers on a Windows NT network with TCP/IP protocol enabled. See the *CentreWare MC User Guide* at [www.xerox.com/office/pmtools](http://www.xerox.com/office/pmtools).

### Note

The CentreWare methods are not discussed in this section. For more information about CentreWare IS or CentreWare MC, see "Printer Management Software" on page 3-9.

## Quick Install Steps (Microsoft TCP/IP Protocol)

### Note

This procedure is only performed by the system administrator.

1. Right-click the **My Network Places** icon on the desktop, then click **Properties**.
2. Click the **Protocols** tab to verify that the TCP/IP protocol has been installed.
3. Select the **Services** tab and verify that Microsoft TCP/IP Printing software is installed. If it is not installed, install it, and then return to this document.

### Adding the Printer

1. Open the **Control Panel**, then double-click the **Printers** icon.
2. Double-click **Add Printer** to launch the **Add Printer Wizard**, then click **Next**.
3. Verify that **My Computer** is selected, then click **Next**.
4. Click **Add Port**, then select the LPR Port from the list displayed.
5. Click **New Port**.
6. Enter the IP address for your printer and a printer name of 31 characters or less (no spaces).
7. Select **OK**.
8. Verify that the new IP address you entered is listed correctly. If the check box next to the IP address is not checked, select the check box, then click **Next**.

### Configuring the Printer

1. Insert the *Printer Installer and Utilities CD-ROM* into the computer's CD-ROM drive, then click **Have Disk**.
2. Click the **Browse** button and select the directory containing the Windows NT drivers.
3. Select the **\*.INF** file, then click **Open**. Verify that the path and filename are correct, then click **OK**.
4. Select the correct printer, then click **OK**.

5. Enter a name for the printer, select whether you want that printer to be the default, then click **OK**.
6. Select one of these options:
  - If the printer is not shared, click **Next**.
  - If the printer is shared, enter a Share Name, check the **Share** box, then click **Next**.

### Printing a Test Page

You are prompted to print a test page.

1. Select one of these options:
  - Click **Yes** to print a test page, then click **Next**.
  - Click **No** if you do not want to print a test page, then click **Next**.
2. Select one of these options:
  - Click the **Finish** button if the data presented is correct. Proceed to step 3.
  - Click the **Back** button to correct the data if incorrect, then click **Finish** when the data is correct. Proceed to Step 3.
3. If you printed a test page, you are prompted to confirm that the test page printed:
  - Click **Yes** if the test page printed successfully.
  - Click **No** if the test page did not print or printed incorrectly. Proceed to step 4.
4. Note the print-quality of the print job. If print-quality problems exist or if the job does not print, go to [Reference/Troubleshooting](#) on the *User Documentation CD-ROM*.

## Windows NT 4.x Troubleshooting (TCP/IP)

This troubleshooting section assumes you have completed the following tasks:

- Loaded a Phaser printer PCL or PostScript printer driver.
- Printed and kept a current copy of the “Configuration Page”. For information about printing a “Configuration Page”, go to [Reference/Features/Front Panel](#) on the *User Documentation CD-ROM*.

### Verifying Settings

1. Verify the settings in the “Configuration Page.”
  - **IP Address Source** is set to: **DHCP**, **Front Panel**, **BOOTP**, or **Auto IP** (depending on your network configuration).
  - **Current IP Address** is set correctly. (Note this address if it is assigned by Auto IP, DHCP, or BOOTP.)
  - **Subnet Mask** is set correctly (if used).
  - **Default Gateway** is set correctly (if used).
  - **LPR** is enabled. Verify that the LPR and AppSocket settings are set as desired.
  - **Interpreters: Auto, PCL, or PostScript** (depending on your driver).
2. Verify that the client is logged into the network and printing to the correct print queue. The user should also have access to the Phaser print queue.

## Verifying Installation

1. Right-click the **My Network Places** icon on the desktop and select **Properties**.
2. Click the **Protocols** tab to verify that the TCP/IP protocol has been installed.
3. Click **Add** to install any components not listed, then restart your computer.
4. Click **Start**, click **Settings**, then click **Control Panel**.
5. Double-click **Services**.
6. Locate **TCP/IP Print Server**, then verify these column entries:
  - **Status** column: **Started**
  - **Startup** column: **Automatic**
7. Click **Start**, click **Settings**, then click **Printers**.
8. Right-click the printer icon, then select **Properties**. Verify that you have installed the correct driver for your printer.
9. Select the **Ports** tab. Verify that the IP Address in the **Print to the Following Port** list is identical to the one on the "Configuration Page." You may need to click the **Configure Port** button to view the IP address. If necessary, re-select the TCP/IP number used for your printer.

## Printing a Test Page

1. Click the **General** tab.
2. Click **Print Test Page**. If the printer still does not print, do one of the following:
  - Access **PhaserSMART** Technical Support on the **Troubleshooting** tab of your printer driver.
  - Go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

## infoSMART Knowledge Base Documents (English only)

For more information, go to [www.xerox.com/office/5500infoSMART](http://www.xerox.com/office/5500infoSMART) to view these documents.

Reference Name	Title
R1002011338	Installing a Windows NT 4.0 Printer Driver for Printing Over TCP/IP - LPR

## Windows 98 and Windows Me

This topic includes:

- "Preliminary Steps" on page 3-24
- "Quick CD-ROM Install Steps" on page 3-25
- "Other Methods of Installation" on page 3-25
- "Windows 98 and Windows Me Troubleshooting" on page 3-27
- "infoSMART Knowledge Base Documents (English only)" on page 3-28

### Preliminary Steps

1. Verify that the printer is plugged in, turned **On**, and connected to an active network.
2. Verify that the printer is receiving network information by monitoring the LEDs on the back of the device or on the CentreDirect External Print Server. When the printer is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.
3. Print a "Configuration Page" and verify that the desired protocol is enabled, then follow one of these options:
  - Proceed to Step 4 if you do not have a TCP/IP address configured for your printer.
  - Proceed to Step 5 if you do have a TCP/IP address configured for your printer.
4. Do one of the following if you *do not* have a TCP/IP address configured for your computer:
  - Contact your system administrator to ensure that configuration is made according to your company guidelines.
  - Configure your PC with a unique address such as 192.1.1.1.
5. If you have a TCP/IP address, then follow these steps to verify the IP address for your PC:
  - a. Click **Start**, then click **Run**.
  - b. Enter **winipcfg** in the **Open** field. (If the file is not found, TCP/IP may not be installed.)
  - c. Click **OK**.
  - d. Select your network adapter from the list. The IP address is listed in the IP Address field.

#### Note

For more information about installing and configuring TCP/IP in Windows environments, go to your Microsoft Windows documentation.

6. Proceed to "Quick CD-ROM Install Steps" or "Other Methods of Installation" for the installation method desired.

## Quick CD-ROM Install Steps

1. Insert the *Printer Installer and Utilities CD-ROM* into the computer's CD-ROM drive. If the installer does not launch, do the following:
  - a. Click **Start**, then click **Run**.
  - b. In the Run window, type: <CD drive>:\INSTALL.EXE.
2. Select your desired language from the list.
3. Select **Install Printer Driver**.
4. Click **I Agree** to accept the Xerox Software License Agreement.
5. In the Select Printer dialog box, the default **Use Walk-Up Technology (recommended for network printers)** is selected. Click **Next**.
6. Follow the **Use Walk-Up Technology** instructions displayed.
7. Click **Exit Program**.

### Note

If the Walk-Up Technology dialog box remains onscreen after you have completed Steps 1–6, click the **Back** button, then click **Select from the following discovered printers**. Follow the onscreen prompts to complete the installation procedure.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

## Other Methods of Installation

Install your printer on a Windows 98 or Windows Me network using one of these methods:

- Xerox TCP/IP Port Monitor
- PhaserPort Software

### Xerox TCP/IP Port Monitor

The Windows installer installs the Xerox TCP/IP Port Monitor. The Xerox TCP/IP Port Monitor can be used to add or remove TCP/IP ports.

#### Adding a Port

1. Open **Printer Properties** for the printer you would like to attach to the new TCP/IP port.
2. Click **Start**, click **Settings**, then click **Printers**.
3. Right-click the printer to be attached to the new TCP/IP port, then click **Properties**.
4. Click the **Details** tab, then click the **Add Port** button.
5. Select **Other**.
6. From the list of available printer-port monitors, select the **Xerox TCP/IP Port**, then click **OK**.

## Configuring a Port

The Xerox TCP/IP Printer Port Wizard guides you step-by-step through the following procedures:

- Choosing a name for the new port
  - Identifying a printer by its DNS Name or IP Address
  - (Alternatively) Identifying a printer using the automatic **Printer Discovery** feature
1. Click **Next** to proceed with the port installation. The wizard verifies the port name and printer address, then automatically configures the remaining port settings. Any errors detected in printer identification are displayed in a dialog box requesting Additional Information.
  2. In the **Add Xerox TCP/IP Port** window:
    - Enter a unique name for the port being added in the **Enter a Port Name** section.
    - Enter the printer's host name or IP Address in the **Enter a Printer Name or IP Address** section.
  3. Click **Next**.

### Note

To locate Xerox printers on your local area network, select **Auto Printer Discovery**, then click **Refresh**. The Xerox TCP/IP Port Monitor searches the network for Xerox printers and displays them in a list. Select your desired printer from the list, then click **OK**.

## Completing the Printer Port TCP/IP

After the port settings have been configured and verified, a **Completing** dialog box appears summarizing all the settings. You can change or select printer port settings.

1. Select one of these options:
  - Click **Finish** to complete the printer port setup.
  - Click **Back** to change the settings. When you have completed the changes, click **Finish** to complete the printer-port setup.
2. Click **OK** to exit **Printer Properties**.

## PhaserPort Software

### Note

PhaserPort is the preferred utility for PostScript installations. For PCL installations, go to "Xerox TCP/IP Port Monitor" in this section.

The Windows installer installs PhaserPort for Windows (for those installations using PostScript drivers). PhaserPort for Windows is a Xerox print monitor for printing over Windows 98 or Windows Me TCP/IP peer-to-peer networks.

### Changing a PhaserPort IP Address

If the printer's IP address is changed, you must change the IP address for the printer's corresponding port:

1. Click **Start**, click **Settings**, then click **Printers**.
2. Right-click the printer to be changed to a new PhaserPort IP address, then click **Properties**.
3. Select the **Details** tab.
4. Verify that PhaserPort appears in the **Print to the Following Port** field.
5. Click **Port Settings**. The **Configure PhaserPort** dialog box appears.
6. Do one of the following:
  - a. If you know the correct IP address or DNS name for the printer, enter that information.
  - b. If you don't know the printer's IP address or DNS name, then click **Browse** to display a list of printers on the network.
  - c. Double-click the appropriate printer. PhaserPort automatically enters the information into the **Configure PhaserPort** dialog box.

#### Note

To search the network again, click **Refresh**. To expand the search to other subnets, click **Advanced**.

7. Click **OK**.
8. Click **OK** again to apply the changes.

## Windows 98 and Windows Me Troubleshooting

This troubleshooting section assumes you have completed the following tasks:

- Verified that the printer is plugged in, turned **On**, and connected to an active network.
- Installed a Phaser printer PCL or PostScript print driver.
- Verified that the printer is receiving network information by monitoring the LEDs on the back of the device or on the CentreDirect External Print Server. When the printer is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.
- Printed and kept a current copy of the "Configuration Page". For information about using the front panel or printing a "Configuration Page", go to [Reference/Features/Front Panel](#) on the *User Documentation CD-ROM*.

## Verifying Settings

1. Right-click **Network Neighborhood** on the desktop, then click **Properties**.
2. Click the **Configuration** tab. A list of installed network components appears for the following items:
  - Client for Microsoft networks
  - Xerox TCP/IP Port Monitor
3. If you are running CentreWare DP verify the following:
  - Novell Networks: You are required to load Novell IntraNetWare Client or Microsoft Client for IPX networks.
  - TCP/IP Networks: No additional software is required, but your printer must have a valid TCP/IP address assigned.
4. If any of the above protocols or services are not installed, install the necessary components and restart the system. When the system is restarted, return to this document.
5. Click **Start**, click **Settings**, then click **Printers**. The **Printers** window appears.
6. Right-click the printer icon, then click **Properties**.
7. Select the **Details** tab.
8. Verify the following:
  - a. The printer driver name in the **Print Using the Following Driver** list. If necessary, re-select or install a new printer driver.
  - b. The **Port** name in the **Print to the Following Port** list. If necessary, re-select the correct name.
9. Send a print job to the printer. If the printer does not print, access **PhaserSMART** Technical Support from the **Troubleshooting** tab of the Windows printer driver or go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

## infoSMART Knowledge Base Documents (English only)

For more information, go to [www.xerox.com/office/5500infoSMART](http://www.xerox.com/office/5500infoSMART) to view these documents.

Reference Name	Title
R100207118	Installing a Windows 98/Me printer driver

## Macintosh

This topic includes:

- "Requirements" on page 3-29
- "Quick CD-ROM Install Steps" on page 3-29
- "Enabling and Using EtherTalk for Mac OS 9.x" on page 3-29
- "Enabling and Using TCP/IP for Mac OS 9.x" on page 3-30
- "Enabling or Using TCP/IP or AppleTalk for Mac OS X, Version 10.1 and Higher" on page 3-32
- "Macintosh Troubleshooting (Mac OS 9.x, Mac OS X, Version 10.1 and Higher)" on page 3-33
- "infoSMART Knowledge Base Documents (English only)" on page 3-34

## Requirements

- A workstation with the appropriate printer driver installed.
- A working knowledge of the operating system (OS 9.x or higher) being used on the workstation.
- Proper cabling to connect the printer to the network.

## Quick CD-ROM Install Steps

1. Insert the *Printer Installer and Utilities CD-ROM* into the computer's CD-ROM drive.
2. Double-click the installer on the *Printer Installer and Utilities CD-ROM* to install the printer driver.

## Enabling and Using EtherTalk for Mac OS 9.x

If you use EtherTalk, Macintosh computers do not require IP addresses.

1. Open the **AppleTalk Control Panel**. Verify that the Ethernet port is the selected network port.
2. Open the **Chooser**, then click the **LaserWriter printer** driver.
3. Select the printer.
4. Click **Create** to create the desktop printer.

## Enabling and Using TCP/IP for Mac OS 9.x

This section provides installation and troubleshooting steps for Macintosh OS 9.x.

### Setting Up the Macintosh Ethernet Port for TCP/IP

Perform the following procedure to set up your Macintosh for TCP/IP:

1. Select **Network** from the System Preferences application, then select **TCP/IP**.
2. Select **Built-In Ethernet** from the **Active Ports** menu.
3. Specify how you will obtain the IP address from the **TCP/IP** tab:
  - **Manually**: Specify the IP address, **Subnet Mask**, **Router Address**, and **Name Server Address** in the dialog box.
  - **DHCP**: Automatically finds the IP address.
  - **AppleTalk**: Select the **AppleTalk** tab, then verify that the **Make AppleTalk Active** box is selected.
4. Close the dialog box.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

### Creating an LPR Printer with LaserWriter 8.5.1 or Higher

1. Open the **Desktop Printer Utility**. (This utility, or an alias to it, can be found in the PhaserTools folder.)
2. Click **Printer (LPR)** in **Create Desktop**, then click **OK**.
3. Click **Change** in the **PostScript Printer Description (PPD)** file.
4. Select the appropriate PPD from the list, then click **Select**. If your printer's PPD is not listed, install it from the *Printer Installer and Utilities CD-ROM*.
5. Click **Change** in **LPR Printer Selection**.
6. Enter information in the following fields:
  - **Printer Address**: Enter the printer's IP address or domain name.
  - **Queue**: Enter **PS** (use upper-case), then click **OK**.
7. Close the dialog box. When prompted, click **Save**.
8. Enter a name for the desktop printer in **Save Desktop Printer As** field, then click **Save**.
9. Two methods are available for printing through LPR:
  - Use the new Desktop Printer (LPR)
  - Use the LaserWriter 8.5.1 printer driver (any printer can be selected). Click **File**, then click **Print** to select the appropriate LPR printer in the **Printer** drop-down list.

## Creating an AppSocket Printer with LaserWriter 8.6

Xerox provides Macintosh AppSocket printing with PhaserPort for Mac OS on the printer's *Printer Installer and Utilities CD-ROM*. PhaserPort for Mac OS provides a bi-directional, high-speed communications channel using the new plug-in communication architecture of Apple LaserWriter version 8.6.

AppSocket provides feedback about print job status which is not available through LPR.

## PhaserPort for Mac OS System Requirements

### Note

PhaserPort is not supported under Mac OS X.

System requirements include:

- A Phaser printer installed on a TCP/IP network
- PowerPC-based Macintosh
- Apple's LaserWriter version 8.6 or later, with Desktop Printing enabled
- Open Transport version 1.1 or later networking. TCP/IP networking provided by MacTCP software is not supported. The Macintosh must be properly configured to communicate with the printer.

## Creating a Desktop Printer with PhaserPort for Mac OS

1. Launch the **PhaserPort Printer Tool**.
2. Enter the printer's IP address or DNS name in the **Printer Internet Address** field.
3. Enter a name for the desktop printer in the **Desktop Printer Name** field.
4. Click **Verify** to contact the printer over the TCP/IP network, then verify its network configuration.
5. Click **Create** to create the desktop printer.
6. Click **Quit** to exit the **PhaserPort Printer Tool**.
7. In the **Finder**, click the newly created desktop printer icon.
8. Click **Change Setup** in the **Finder's Printing** menu.
9. Select the **PostScript Printer Description** file and provide configuration information. You can also select the **Auto Setup** button, then Macintosh automatically attempts to determine the correct settings for the Phaser printer.

### Note

Certain utilities, such as Adobe Font Downloader, are not compatible with PhaserPort for Mac OS software because they attempt to directly communicate with the printer using the AppleTalk protocol. If you use Mac OS software, create an AppleTalk desktop printer, then delete this printer after running and exiting the non-compatible software.

## Enabling or Using TCP/IP or AppleTalk for Mac OS X, Version 10.1 and Higher

### Requirements

Verify that you are running Mac OS X, version 10.1. The previous versions of Mac OS X do not fully support PostScript printing and printer features.

### Setting Up the Macintosh Ethernet Port for TCP/IP or AppleTalk

Perform the following procedure to set up your Macintosh for TCP/IP:

1. Select **Network** from the System Preferences application, then select **TCP/IP**.
2. Select **Built-In Ethernet** from the **Active Ports** menu.
3. Specify how you will obtain the IP address from the **TCP/IP** tab:
  - **Manually**: Specify the IP address, **Subnet Mask**, **Router Address**, and **Name Server Address** in the dialog box.
  - **DHCP**: Automatically finds the IP address.
  - **AppleTalk**: Select the **AppleTalk** tab, then verify that the **Make AppleTalk Active** box is selected.
4. Close the dialog box.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

### Creating an LPR Printer with Mac OS X, Version 10.1 and Higher

1. Open the **Print Center** utility. In Mac OS X, version 10.3 or higher, the utility is called **Printer Setup**. The utility is located in a directory called **Utilities** in the **Applications** directory.
2. Select **Add Printer**, then select **LPR Printers Using IP** from the pull-down menu.
3. Enter the printer's IP address or host name in the **LPR Printer's Address** field.
4. Enter **PS** (use upper-case) in the **Queue** field, then click **OK**.
5. Select the appropriate **PPD** from the list in the **Printer Model** drop-down list. If your printer PPD is not listed, install it from the *Printer Installer and Utilities CD-ROM*.
6. Click **Add** to complete the configuration.

### Creating an AppleTalk Printer with Mac OS X, Version 10.1 and Higher

1. Verify that **AppleTalk** is enabled in **System Preferences**.
2. Open the **Print Center** utility. In Mac OS X, version 10.3 or higher, the utility is called **Printer Setup**. The utility is located in a directory called **Utilities** in the **Applications** directory.
3. Select **Add Printer**, then select **AppleTalk** from the pull-down list.
4. Select the appropriate zone.
5. Select your printer from the list provided.

6. Select the appropriate **PPD** from the list in the **Printer Model** drop-down list. If your printer PPD is not listed, install it from the *Printer Installer and Utilities CD-ROM*.
7. Click **Add** to complete the configuration.

For more information, go to the table of [infoSMART Knowledge Base documents](#) at the end of this section.

### Creating a Rendezvous Printer with Mac OS X, Version 10.2 and Higher

1. Open the **Print Center** utility. In Mac OS X, version 10.3 or higher, the utility is called **Printer Setup**. The utility is located in **Utilities** in the **Applications** directory.
2. Click **Add**.

A list appears displaying name of your printer, followed by a series of numbers. For example, *Your Printer's Name xx:xx:xx*. Each numbered segment represents the last section of your printer's hardware address. Your PPD is automatically selected.

3. Click **Add** to complete the installation.

## Macintosh Troubleshooting (Mac OS 9.x, Mac OS X, Version 10.1 and Higher)

The following procedure eliminates cabling, communication, and connection problems. Once you complete these steps, print a test page from your software application. If the job prints, no further system troubleshooting is necessary. If there are print quality problems, go to [Reference/Troubleshooting](#) on the *User Documentation CD-ROM*.

### Macintosh Troubleshooting Step-By-Step

#### Mac OS 9.x

Perform these steps *only* for Mac OS 9:

1. Open the **Chooser**, then click the **LaserWriter** driver.
2. Do one of the following:
  - If the printer's name appears, your device is communicating through the network. You do not need to perform any additional steps.
  - If the printer's name does not appear, proceed to Step 3.
3. Verify that the printer is plugged in, turned **On**, and connected to an active network.
4. Verify the cable connection from the network to the printer.
5. Follow these steps:
  - a. From the printer's front panel, verify that **EtherTalk** is enabled. If it is not, enable it in the front panel, then reset the printer.
  - b. Print the "Configuration Page" and verify that **EtherTalk** is enabled.
  - c. From the "Configuration Page", verify the **Zone**. If you have multiple zones on your network, verify that your printer appears in the desired zone.

6. If you are still unable to print, go to [www.xerox.com/office/support](http://www.xerox.com/office/support) or access **PhaserSMART** Technical Support through CentreWare IS:
  - a. Launch your web browser.
  - b. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
  - c. Select **Support**.
  - d. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART.

### Mac OS X, Versions 10.1 and Higher

Perform these steps *only* for Mac OS X, versions 10.1 and higher:

1. Open the **Network Utility**, then click the **Ping** tab.
2. Enter the printer's IP address.
3. Click **Ping**. If you do *not* get a response, confirm that your TCP/IP settings are correct for your printer and computer.
4. For **AppleTalk**, follow the steps below. For **TCP/IP** proceed to Step 5.
  - a. From the printer's front panel, verify that **EtherTalk** is enabled. If it is not, enable it in the front panel, then reset the printer.
  - b. Print the "Configuration Page" and verify that **EtherTalk** is enabled.
  - c. From the "Configuration Page", verify the **Zone**. If you have multiple zones on your network, verify that your printer appears in the desired zone.
5. If you are still unable to print, go to [www.xerox.com/office/support](http://www.xerox.com/office/support) or access **PhaserSMART** Technical Support through CentreWare IS:
  - a. Launch your web browser.
  - b. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
  - c. Select **Support**.
  - d. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART.

## infoSMART Knowledge Base Documents (English only)

For more information, go to [www.xerox.com/office/5500infoSMART](http://www.xerox.com/office/5500infoSMART) to view these documents.

Reference Name	Title
R1015020359	Installing the Printer for an Ethernet (TCP/IP) Connection in Mac OS X 10.2.x.
R1015020365	Installing the Printer for an Ethernet (TCP/IP) Connection in Mac OS X 10.3.1 (and later)
R1002050080	Setting up TCP/IP (DHCP) in Macintosh OS X
R1002049814	Setting up AppleTalk in Macintosh OS X
R1015020363	Installing the Printer for an AppleTalk Connection in Mac OS X 10.3.1 (and later)

## Novell NetWare

This topic includes:

- "Configuration Software for NetWare Networks" on page 3-35
- "Quick Setup" on page 3-35
- "Advanced Setup" on page 3-35
- "NetWare 4.x, NetWare 5.x, and NetWare 6.x Print Server Setup" on page 3-36
- "Novell NetWare Troubleshooting" on page 3-36

### Configuration Software for NetWare Networks

CentreWare DP configures the printer and the network when using NetWare 4.x, 5.x, and 6.x. CentreWare DP is a Novell Directory Service (NDS)/Bindery tool used only for Novell Distributed/Enterprise Print Services (NDPS).

### Quick Setup

1. Print the "Configuration Page" and keep it for reference. For information about printing a "Configuration Page", go to [Reference/Features/Front Panel](#) on the *User Documentation CD-ROM*.
2. View the "Configuration Page", then verify the following:
  - **Novell enable** is **On**
  - **Frame Type** is correctly set.
3. Install CentreWare DP on a Windows-based workstation.
4. Run the CentreWare DP application, then click **Setup Wizard** on the **Printer** menu.
5. Select **NDS Install**, then follow the **Setup Wizard** steps.
6. Install printer drivers from the *Printer Installer and Utilities CD-ROM*.
7. Send a print job to the printer.
8. Verify the print-quality of the document. If print-quality problems exist, or if your document did not print, go to [Reference/Troubleshooting](#) on the *User Documentation CD-ROM* for more information.

### Advanced Setup

The Advanced Setup option of CentreWare DP is a tool that allows you to control how your devices are configured in your Novell NetWare network environment. This tool is necessary for connecting your device to more than one file server or queue. For a connection to a single device and queue, use Setup Wizard.

## NetWare 4.x, NetWare 5.x, and NetWare 6.x Print Server Setup

The Phaser printer defaults enable connection to Novell NetWare without adjustment. Review the “Configuration Page” and verify the following settings:

- **NetWare** is enabled
- **Frame Type** matches the frame type of the desired file server
- **PDL** is set to your desired PDL (**PostScript** or **PCL**) or to **Auto**. You may wish to set PDL to the desired type if only one PDL is used
- **Desired Novell mode** is set to either **NDS/BEM**, **NDS**, or **BEM (Bindery Emulation Mode)**
- **Print Server Name**

### Setting Up NetWare with CentreWare DP

The CentreWare DP software provides the quickest and easiest method for installing a printer on a network. For more information go to [www.xerox.com/office/pmtools](http://www.xerox.com/office/pmtools), and select your printer model to access the *CentreWare DP User Guide* or see *CentreWare DP Online Help*.

### Advanced Setup in Bindery Mode for Novell Directory Services (NDS)

The Advanced Setup option of CentreWare DP provides an additional tool to control how your printers are configured on a Novell NetWare network environment. This tool is necessary for connecting a printer to more than one file server or queue.

### Novell Distributed/Enterprise Print Services (NDPS/NEPS)

To access Xerox printers in this environment, Xerox Gateway software must be installed on a system. The latest version of the Xerox Gateway Software is available on the Xerox web site at [www.xerox.com/office/pmtools](http://www.xerox.com/office/pmtools). Instructions are available on the web site for installing a printer using NDPS. The web site also contains the *Xerox NDPS User Guide*.

## Novell NetWare Troubleshooting

Troubleshooting for Windows-based computers includes both hardware and software solutions to eliminate cabling, communication, and connection problems associated with direct-connected ports. Complete one of the following procedures (based on the type of port being used), then print a test page from your software application. If the test page prints, no further system troubleshooting is necessary. For print-quality problems, go to [Reference/Troubleshooting](#) on the *User Documentation CD-ROM*.

## Requirements

Verify that you:

- Are operating a Windows-based system with CentreWare DP software installed and at least one printer driver installed
- Are a NetWare Network Administrator, an administrative person with ADMIN/SUPERVISOR, or ADMIN/SUPERVISOR EQUIVALENT within login rights to the NetWare Server(s) servicing the Phaser printer
- Have a basic knowledge of NetWare

## Novell NetWare Troubleshooting Quick Check

1. Verify that the printer is plugged in, turned **On**, and connected to an active network.
2. Verify that the printer is receiving network information by monitoring the LEDs on the back of the device. When the printer is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.
3. Verify that the client is logged into the network and printing to the correct print queue.
4. Verify that the user has access to the Phaser printer queue.
5. Verify that the Phaser printer NetWare print queue exists, is accepting jobs, and has a print server attached. If it does not, use the Setup Wizard in CentreWare DP to reconfigure the print queue.
6. Print the “Configuration Page”. Verify that **Printer Server** is enabled. Set the frame type to the frame type your NetWare server is using.

### Note

To determine your NetWare IPX frame type, type *config* at the Novell console screen. On networks using multiple IPX frame types, it is *critical* that the frame type be set correctly.

7. Go to [www.xerox.com/office/support](http://www.xerox.com/office/support) if the above steps fail to resolve the printing problem.

## Novell NetWare Troubleshooting Step-By-Step

These procedures eliminate cabling, communication, and connection problems associated with network connected printers. The steps are divided into two groups:

- Novell NetWare Hardware Step-by-Step
- Novell NetWare Software Step-by-Step

### Note

Novell NetWare Software Step-by-Step assumes that you are connected to a Novell NetWare network with a Windows OS installed on the client workstation. When both of these procedures are completed, print a test page from your software application. If the test page prints, no further system troubleshooting is necessary.

### Novell NetWare Hardware Step-By-Step

Note the LED activity on the printer. The green link LED is ON whenever it is connected to an active network. The amber traffic LED is flickering when data is being received.

1. Verify the following:
  - The cable connections: Use a new cable or connectors if possible
  - Which port your printer is attached to. Connect a functioning network device to your printer to test the port.
2. Print the “Configuration Page” from your printer. For information about printing Configuration pages, go to [Reference/Features/Front Panel](#).
3. Review the **Connectivity Settings** and verify these items:
  - **NetWare** is enabled
  - **Frame Type** matches the frame type of the desired file server

#### Note

To determine your NetWare IPX frame type, type *config* at the Novell console screen. On large networks, using multiple IPX frame types, it is *critical* that the frame type be set correctly.

- **PDL** is set to your desired PDL (**PostScript** or **PCL**) or to **Auto**
  - **NDS Tree** (for NetWare 4.x NDS and later) is set for the correct NDS tree name
  - **NDS Context** (for NetWare 4.x NDS and later) is set for the correct NDS Context
  - **Print Server** (PServer) Name is set for the name selected for the Phaser printer to act as a print server
  - **Novell Mode** is correctly set
4. If changes are made, reset the printer. Once the printer has been reset, allow approximately two minutes for the printer to go through a self test, then log onto the network server.
  5. Print out another copy of the “Configuration Page” to verify that the items you modified were set and kept.

### Novell NetWare Software Step-By-Step

1. Verify that CentreWare DP and a Phaser printer driver have been loaded on the workstation.
2. Click **Start**, click **Settings**, then click **Printers** to verify that the printer is installed.

#### Launching CentreWare DP

1. Click **Start**, click **Programs**, then click **CentreWare DP**.
2. Select the desired printer. If a communications error message appears, your printer is not able to communicate with your workstation. Verify the printer settings, then return to this document.
3. With the printer selected, click the **Printer** drop-down list, then select **Advanced Setup**.
4. Select one of the following connection methods:
  - **Novell Directory Services**
  - **Bindery**

5. Verify that the information displayed is also contained on the “Configuration Page”. Verify these items:
  - a. The queue name of the Phaser printer is set to **service**. If necessary, create a new queue to test the printer.
  - b. The **Primary Server** lists the server name on the “Configuration Page”.

#### **Printing a Document**

1. Click the **Tools** drop-down list.
2. Select the **Send File...** menu item, then select the appropriate directory and file for downloading. Verify that this is a valid file with no errors.
3. Click **OK**. The file is sent to the printer. If the document does not print, review the Novell Menu settings on the “Configuration Page”.

#### **Verifying the Network Settings**

1. At the CentreWare DP main screen, click the **Printer** drop-down list, click **Properties**, then click **Connections**.
2. Click the **Network Card** tab. A new dialog box displays information about frame type and connectors.
3. Verify that the printer is enabled and the connector and frame type are correct. If changes are made, reset the printer from the front panel.
4. Re-print a test page. If the test print does not print, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

## UNIX (Linux)

This topic includes:

- "Quick Install Steps" on page 3-40
- "Additional Resources" on page 3-41

Your printer supports connection to a variety of UNIX platforms through the parallel and network interface. The workstations currently supported by CentreWare for UNIX/Linux to a network-connected printer are:

- Sun Solaris
- IBM AIX
- Hewlett-Packard HP-UX
- DEC UNIX
- Linux (i386)
- Linux (PPC)
- SGI IRIX

The following procedures enable you to connect your printer using any of the supported versions of UNIX or Linux listed above.

## Quick Install Steps

### From the Printer

1. Verify that both TCP/IP protocol and the proper connector are enabled.
2. At the printer's front panel, select one of these IP address options:
  - Allow the printer to set up a DHCP address.
  - Enter the IP address manually.
3. Print the "Configuration Page" and keep it for reference. For information about printing Configuration pages, go to [Reference/Features/Front Panel](#) on the *User Documentation CD-ROM*.

## From Your Computer

1. Access [www.xerox.com/office/drivers](http://www.xerox.com/office/drivers).
2. Select your printer, the platform you are running (**UNIX**), and file type (**Drivers**).
3. Click **Go to Downloads**.
4. From the list of files provided, download the **PrinterPackageXPXX** and the file that matches your operating system.
5. Print a test page.
6. Verify the print quality of the printed page.

### Note

If print-quality problems exist, or if your job did not print, go to [Reference/Troubleshooting](#) on the *User Documentation CD-ROM*. You can also access PhaserSMART Technical Support through CentreWare IS.

Launch your web browser.

- a. Enter the printer's IP address in the browser's **Address** field (<http://xxx.xxx.xxx.xxx>).
- b. Select **Support**.
- c. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART.

## Additional Resources

- Information about creating a generic print queue in a specific workstation environment can be found in the Xerox infoSMART Knowledge Base at [www.xerox.com/office/infoSMART](http://www.xerox.com/office/infoSMART).
- Access the Xerox web site for the latest CentreWare for UNIX drivers at [www.xerox.com/office/drivers](http://www.xerox.com/office/drivers).
  - a. Select your printer, the platform you are running (**UNIX**), and the files you would like (**Drivers**).
  - b. Click **Go to Downloads**.
  - c. Select the appropriate CentreWare printer driver for your platform.
  - d. Also download the **PrinterPackage XPXX**. It provides the printer-specific features of CentreWare for UNIX driver.

# 4 Troubleshooting

This section includes:

- "Automatic Diagnostic Tools" on page 4-2
- "Paper Jams" on page 4-3
- "Print-Quality Problems" on page 4-53
- "Maintenance" on page 4-58
- "Front Panel Messages" on page 4-59
- "Moving and Repacking the Printer" on page 4-71
- "Additional Resources" on page 4-73

**Note**

For network troubleshooting, go to [Reference/Connections & Networks](#) on the *User Documentation CD-ROM*.

## Automatic Diagnostic Tools

This topic includes:

- "PhaserSMART Technical Support" on page 4-2
- "Front Panel i Button" on page 4-2
- "PrintingScout" on page 4-2

Xerox provides several automatic diagnostic tools to help you produce and maintain print quality.

### PhaserSMART Technical Support

PhaserSMART Technical Support is an automated, Internet-based support system. Use your default web browser to send diagnostic information from your printer to our web site for analysis. PhaserSMART Technical Support examines the information, diagnoses the problem, and proposes a solution. If the problem is not resolved with the solution, PhaserSMART Technical Support assists you in opening a Service Request with Xerox Customer Support.

To access PhaserSMART Technical Support:

1. Go to [www.phaserSMART.com](http://www.phaserSMART.com).
2. Enter your printer's IP address in the browser address window.

If you have other questions or problems, click the appropriate PhaserSMART Technical Support topic to continue.

### Front Panel i Button

Your printer's front panel provides you with information and troubleshooting help. When an error or warning condition occurs, the front panel displays a message informing you of the problem. In many cases, the front panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam.

To view information about how to fix the problem, press the front panel's **information** button, which is labeled with an "i". You can press the **i** button at any time to get additional information about the message or menu displayed on the front panel.

### PrintingScout

PrintingScout is a tool that is installed with your Windows printer driver. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, PrintingScout automatically displays a message on your computer screen to let you know that the printer needs attention. The message also explains how to fix the problem.

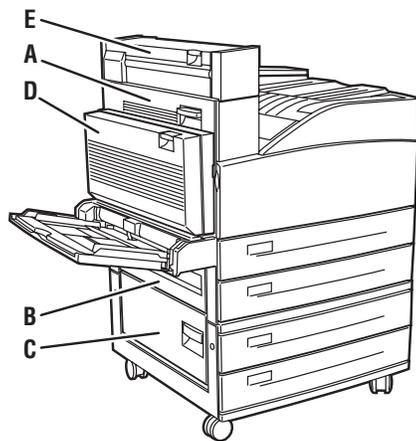
#### Note

PrintingScout is available from the Windows printer driver for printer connected to the network via TCP/IP.

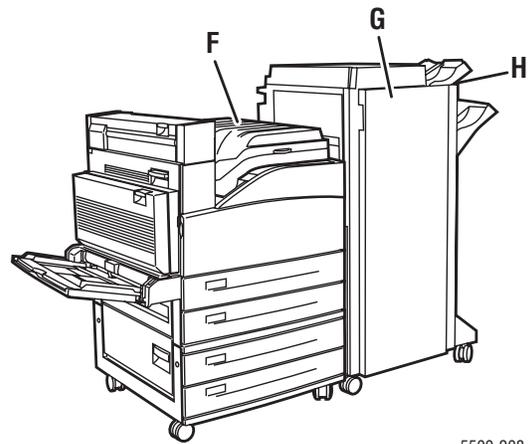
## Paper Jams

This topic includes:

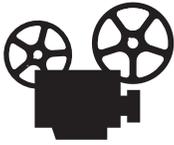
- "Jam at A" on page 4-4
- "Jam at B" on page 4-5
- "Jam at B and C" on page 4-8
- "Jam at C" on page 4-12
- "Jam at D" on page 4-14
- "Jam at D and A" on page 4-15
- "Jam at E" on page 4-18
- "Jam at F" on page 4-21
- "Jam at G" on page 4-22
- "Jam at H" on page 4-24
- "Jam at the Stacker Upper Tray" on page 4-25
- "Paper Size Jam in Tray 1 (MPT)" on page 4-26
- "Paper Size Jam in Trays 2-5" on page 4-28
- "Paper Size Jam in Tray 6" on page 4-30
- "Jam at Tray 2, 3, 4, or 5" on page 4-33
- "Jam at Tray 1 (MPT)" on page 4-35
- "Jam at Tray 2 and Door A" on page 4-37
- "Jam at Tray 3 and Door B" on page 4-41
- "Jam at Tray 4 or 5 and Door C" on page 4-46
- "Jam at Tray 6" on page 4-50



5500-070



5500-208



Videos are available with instructions for clearing paper jams. Videos are located on the *User Documentation CD-ROM* and at [www.xerox.com/office/5500support](http://www.xerox.com/office/5500support).

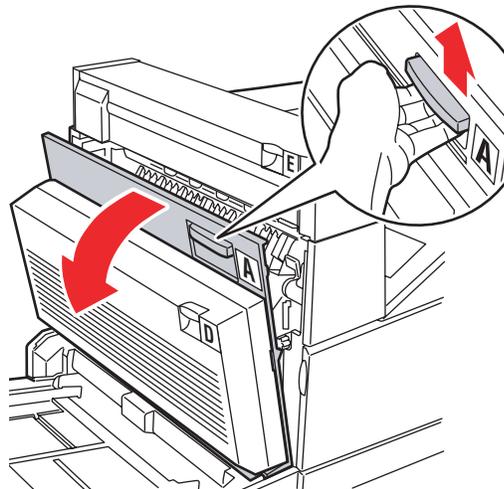
## Jam at A

Follow these steps to clear the jam.

### Warning

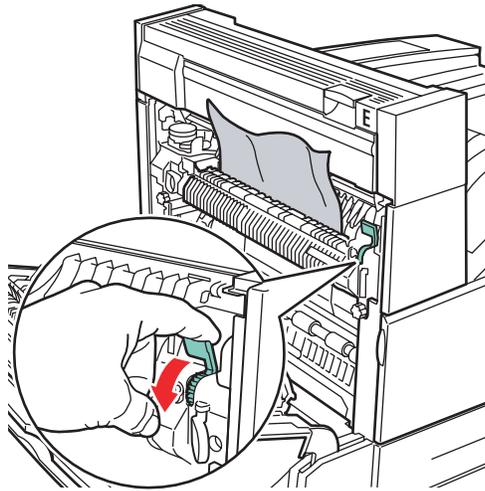
Use caution; some components inside Door A may be hot.

1. Open Door A.



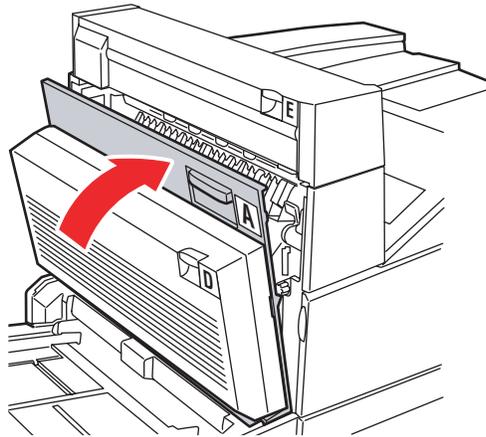
5500-001

2. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



5500-002

3. Close Door A.

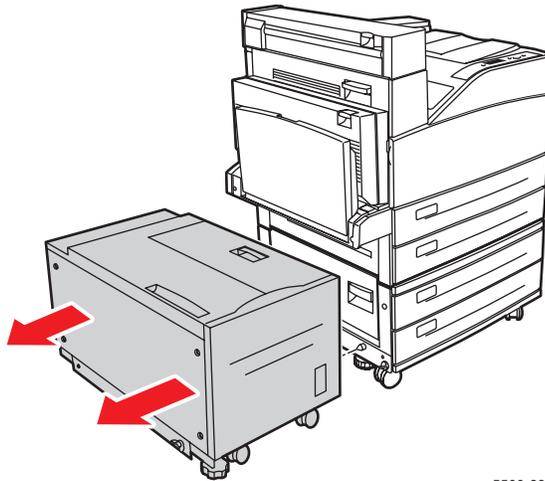


5500-003

## Jam at B

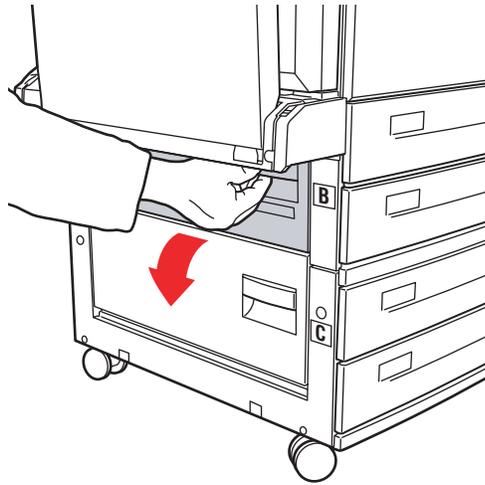
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



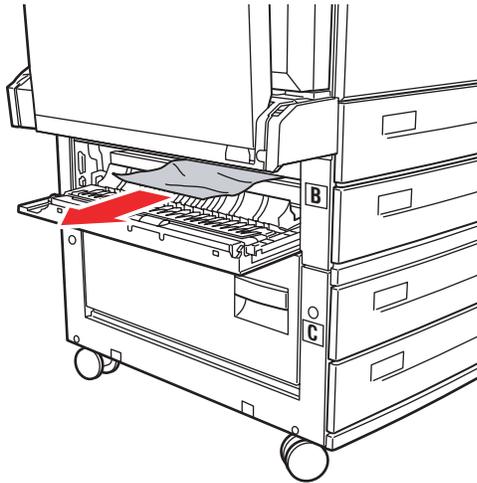
5500-230

2. Open Door B.



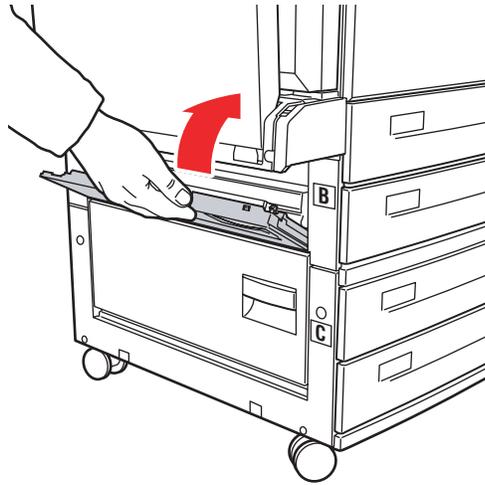
5500-004

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



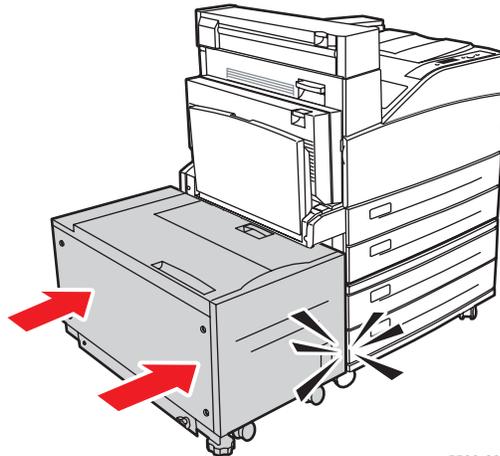
5500-005

4. Close Door B.



5500-006

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.

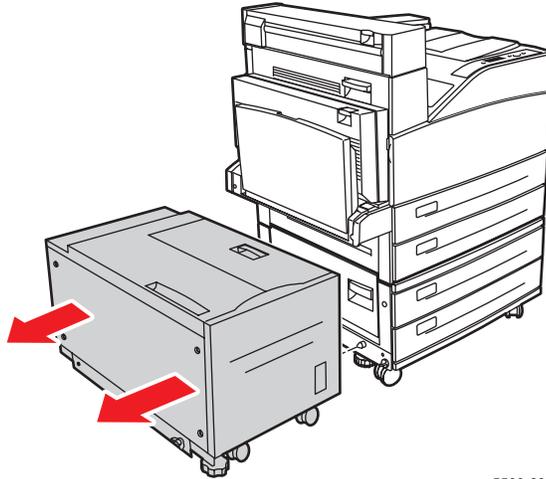


5500-231

## Jam at B and C

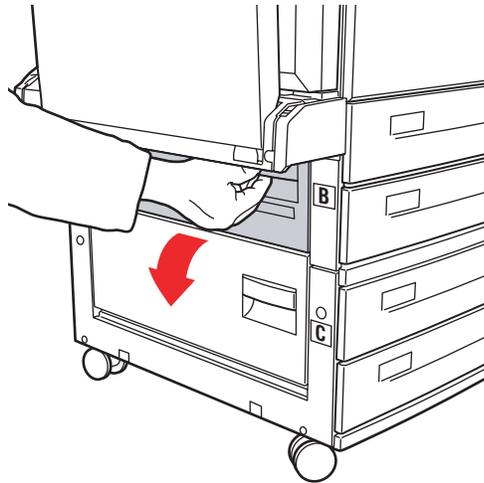
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



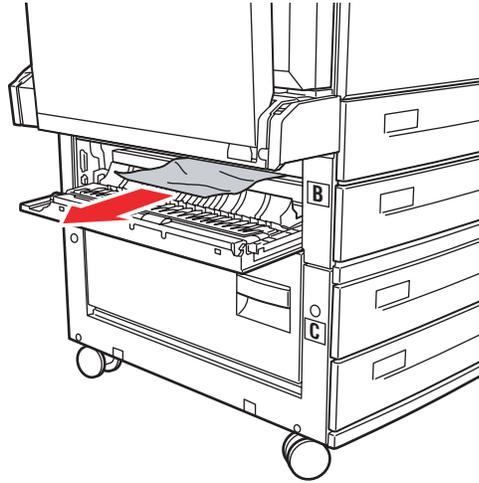
5500-230

2. Open Door B.



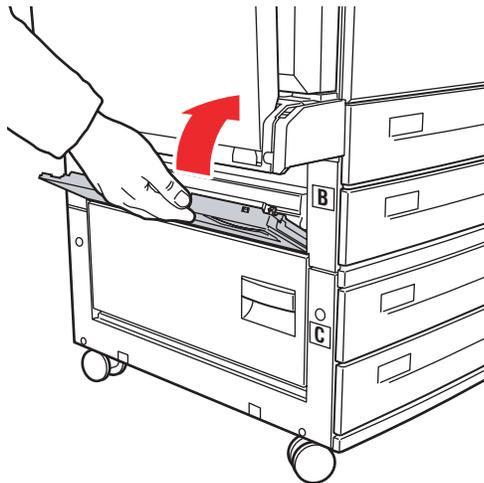
5500-004

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



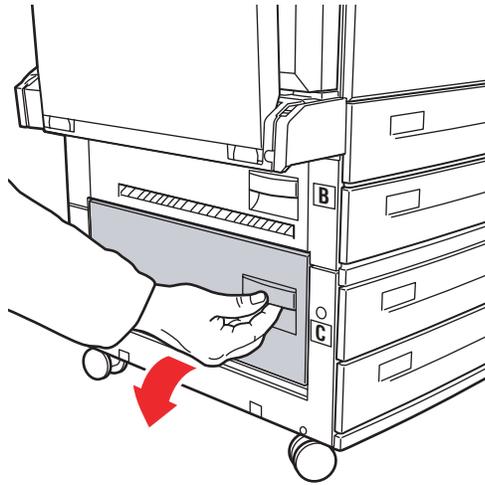
5500-005

4. Close Door B.



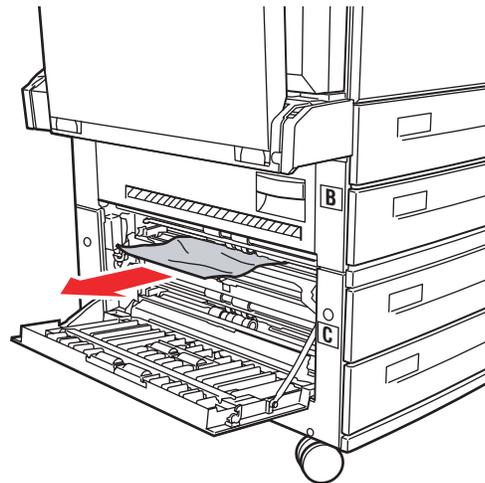
5500-006

5. Open Door C.



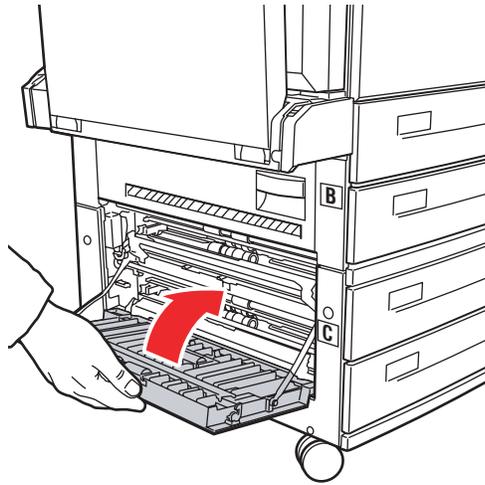
5500-007

6. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



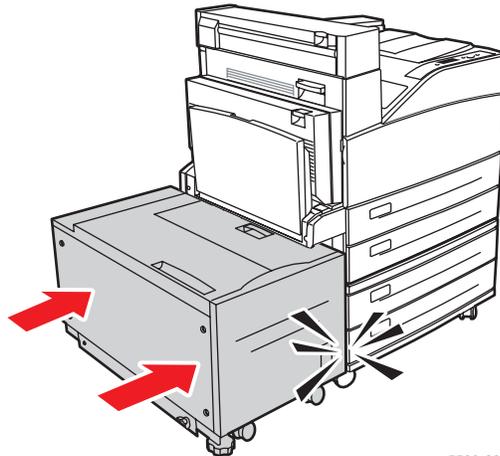
5500-008

7. Close Door C.



5500-009

8. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.

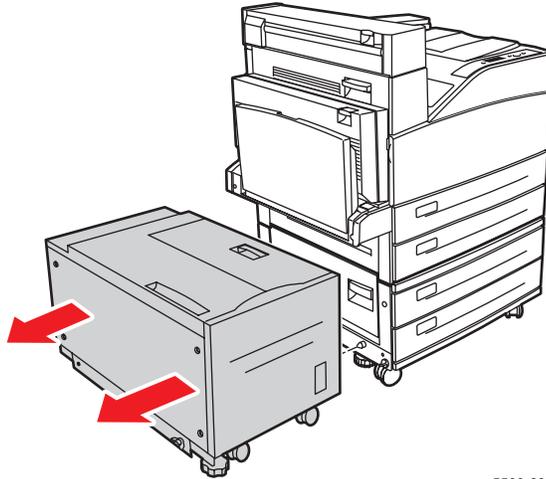


5500-231

## Jam at C

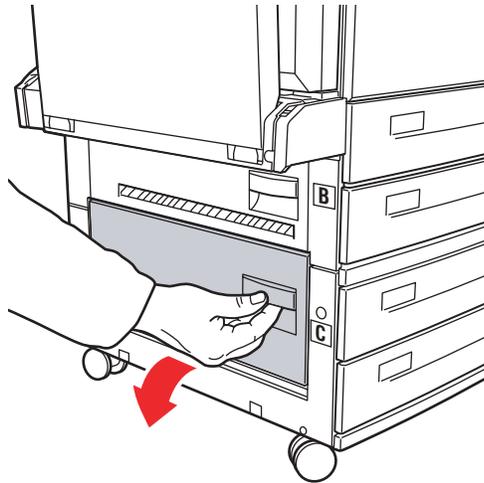
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



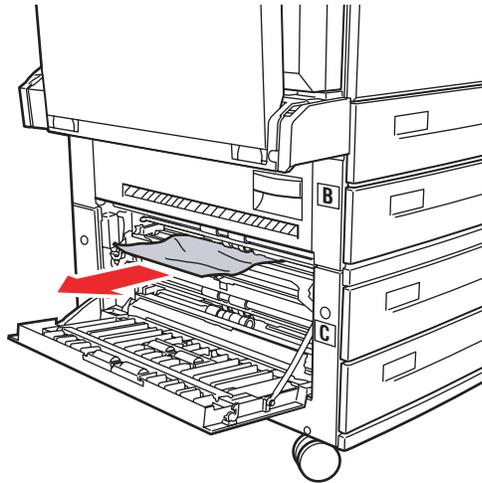
5500-230

2. Open Door C.



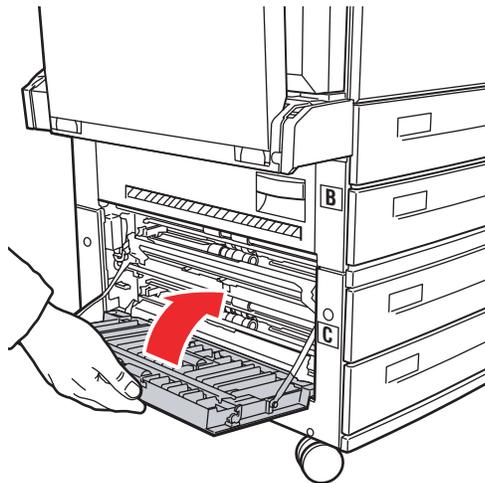
5500-007

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



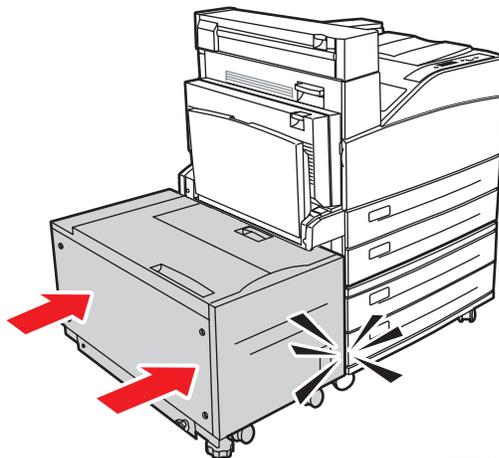
5500-008

4. Close Door C.



5500-009

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.

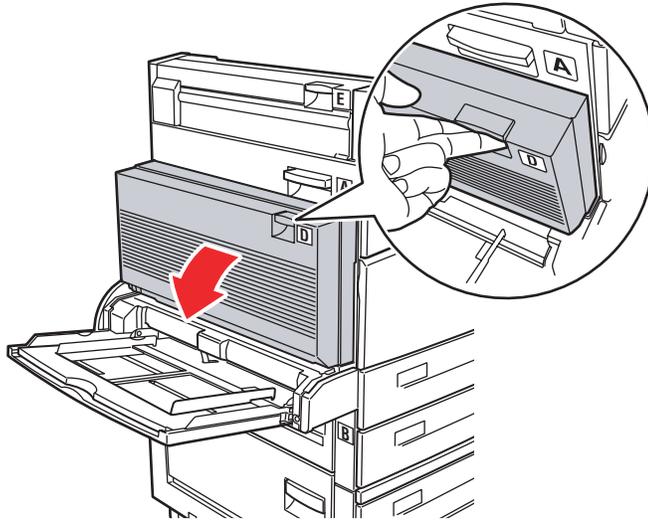


5500-231

## Jam at D

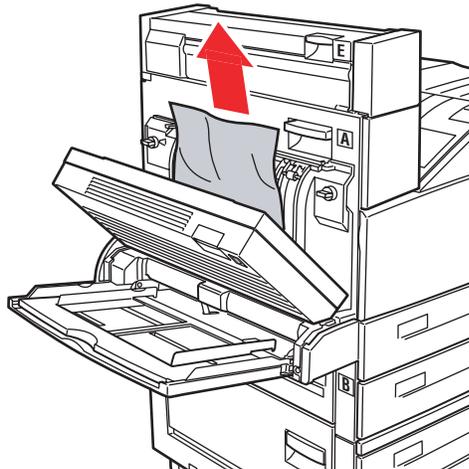
Follow these steps to clear the jam.

1. Open Door D.



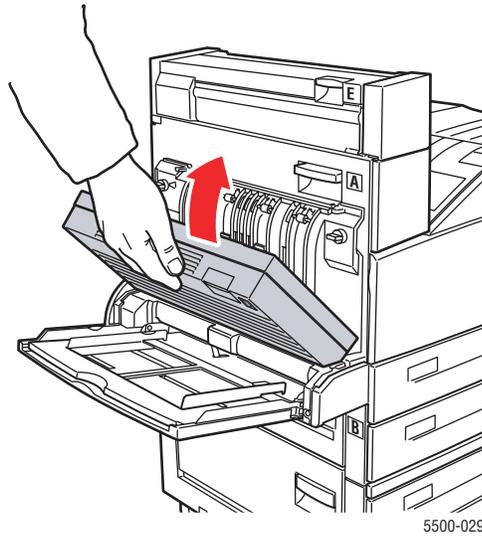
5500-027

2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



5500-028

3. Close Door D.

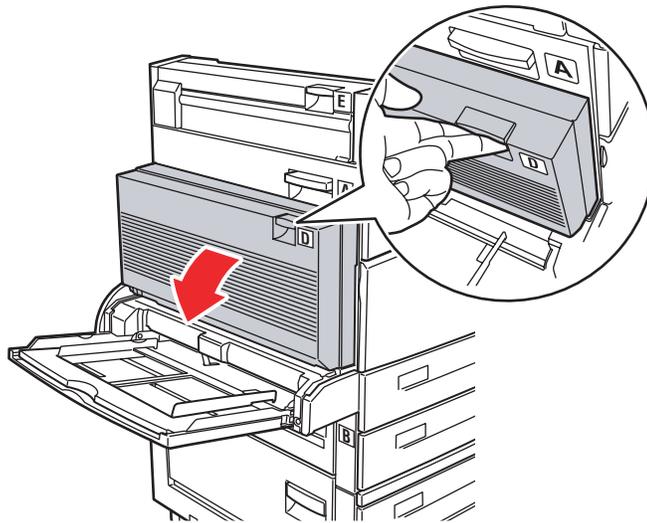


5500-029

## Jam at D and A

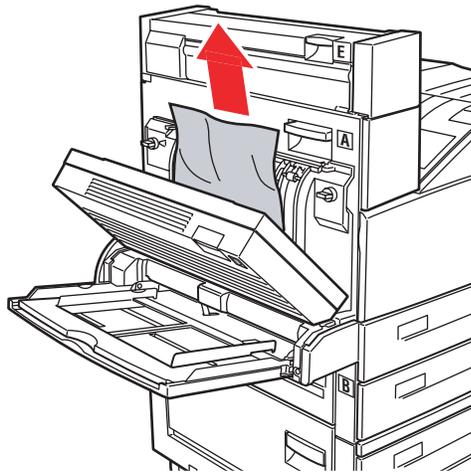
Follow these steps to clear the jam.

1. Open Door D.

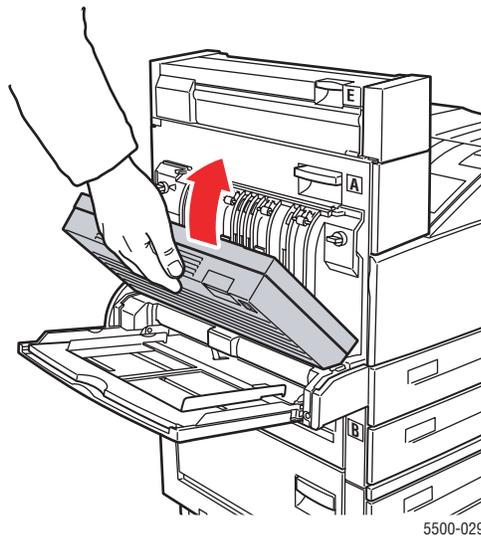


5500-027

2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



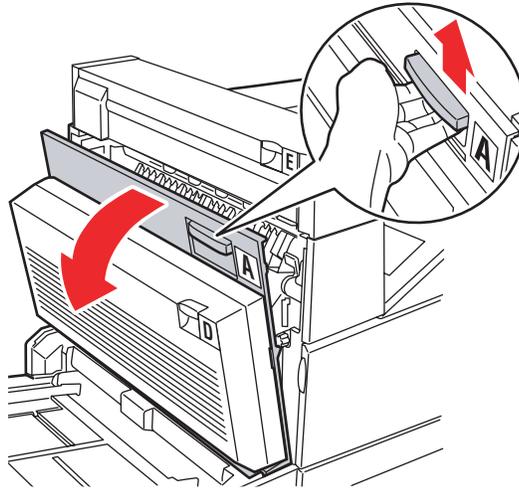
3. Close Door D.



4. Open Door A.

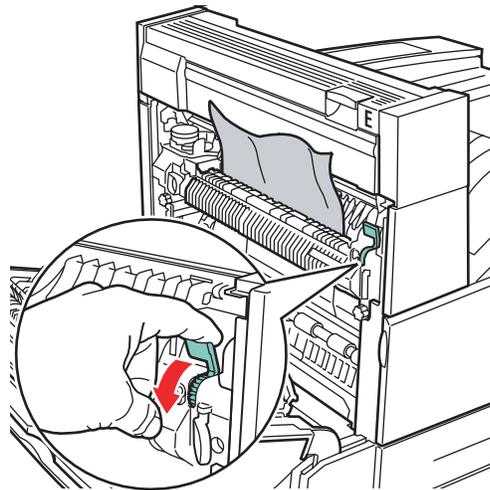
**Warning**

Use caution; some components inside Door A may be hot.



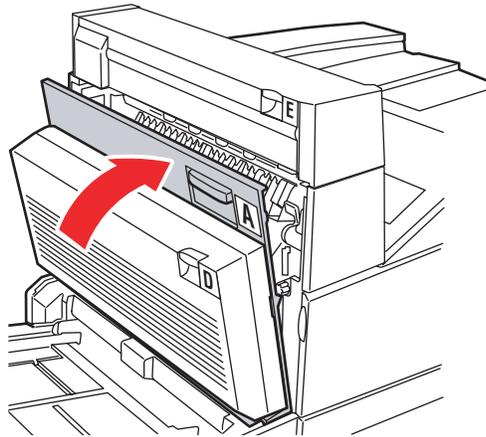
5500-001

5. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



5500-002

6. Close Door A.



5500-003

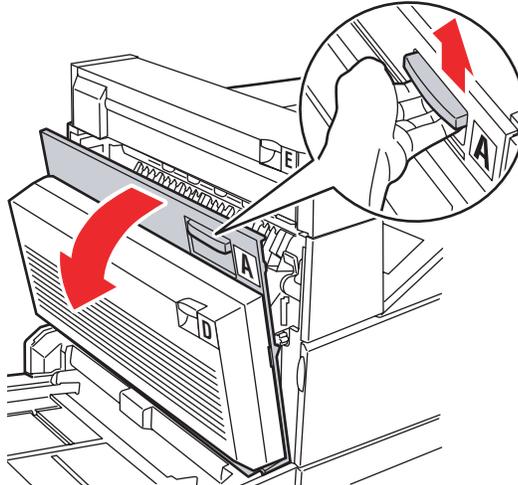
## Jam at E

Follow these steps to clear the jam.

### Warning

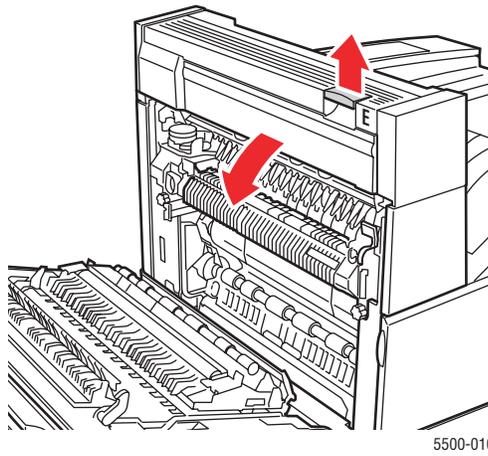
Use caution; some components inside Door A may be hot.

1. Open Door A.

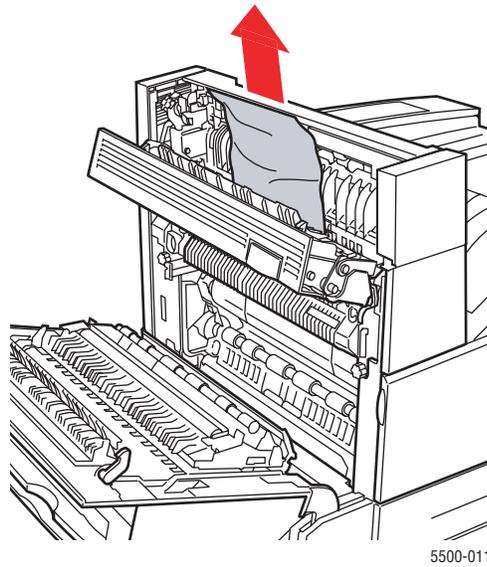


5500-001

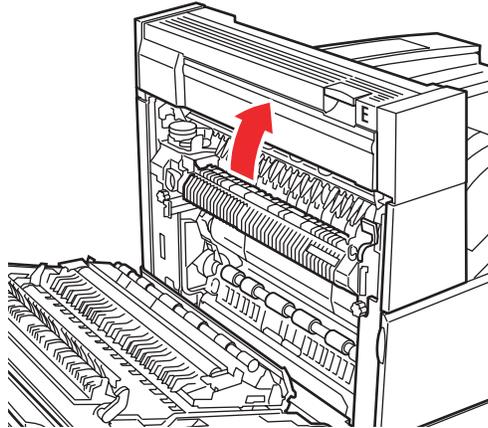
2. Open Door E.



3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

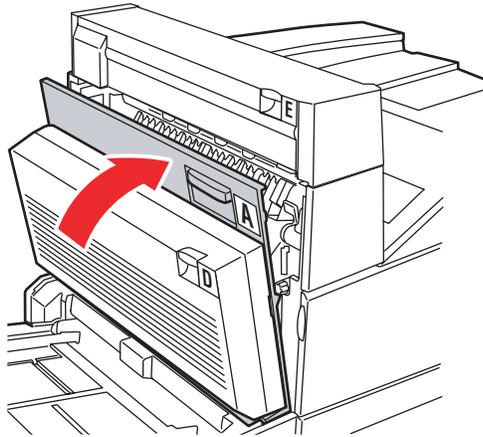


4. Close Door E.



5500-012

5. Close Door A.

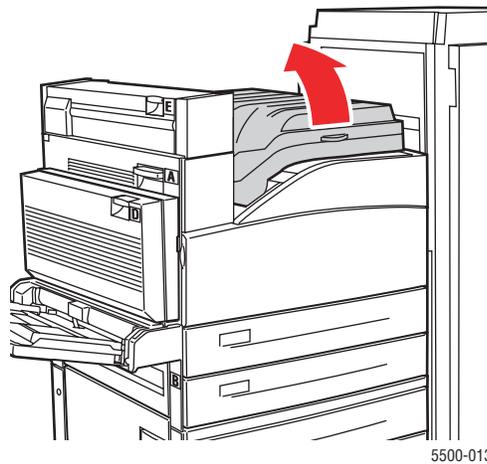


5500-003

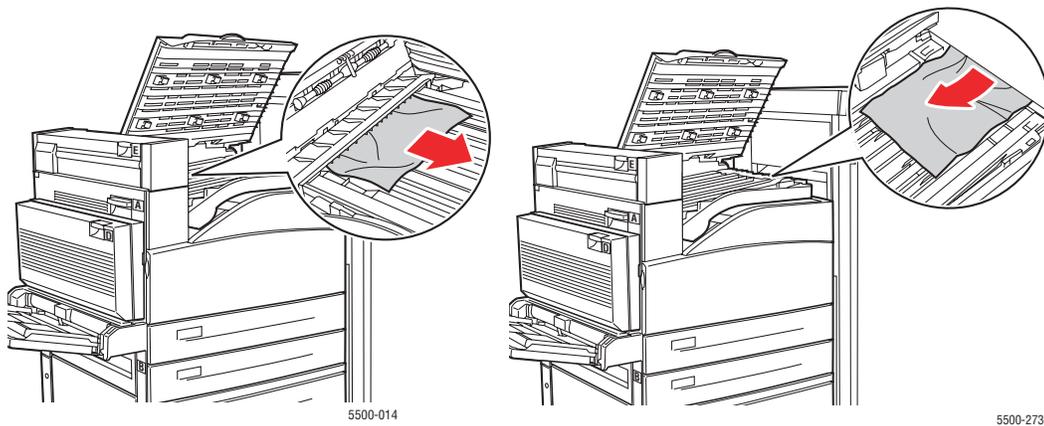
## Jam at F

Follow these steps to clear the jam.

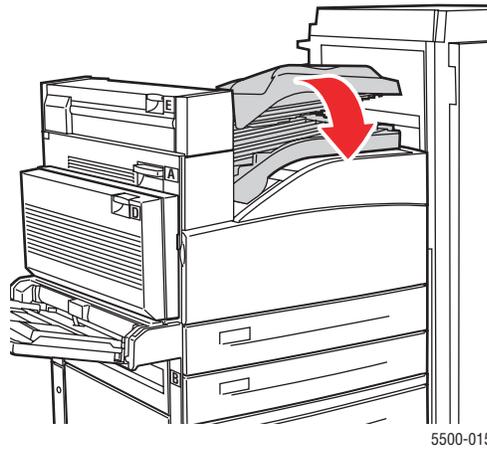
1. Open Door F.



2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



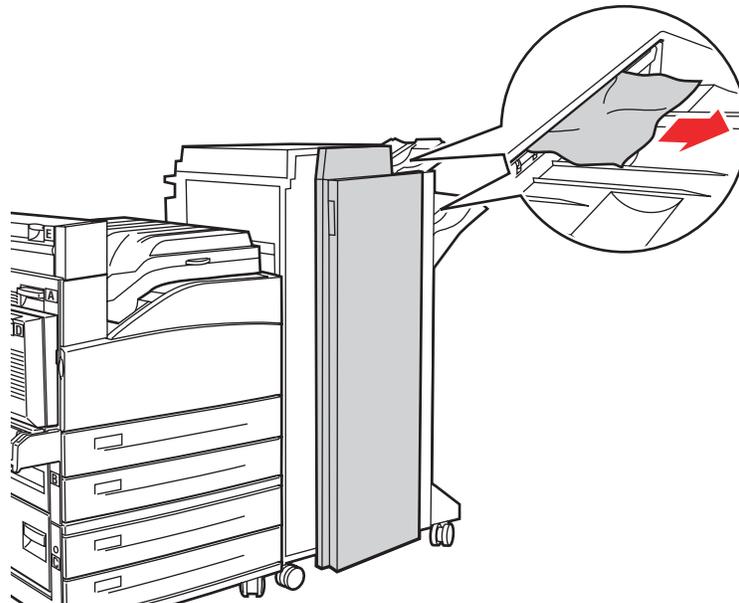
3. Close Door F.



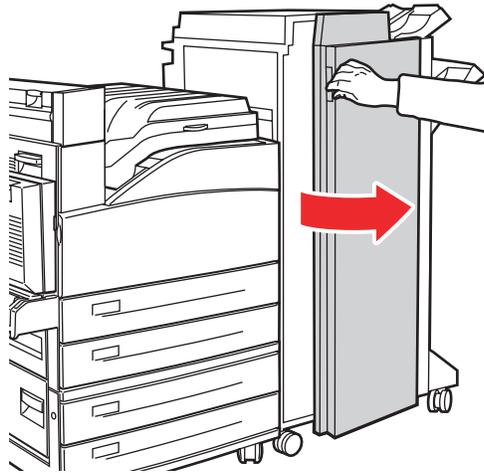
## Jam at G

Follow these steps to clear the jam. On the front panel of the printer, press the **i** button to view information about the front panel message.

1. If visible, pull the jammed paper out of the stacker upper tray.



2. Open Door G.



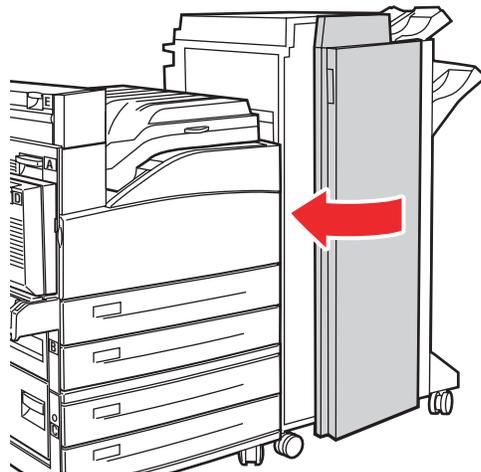
5500-186

3. Depending on the instructions shown on the front panel, open handle 2a, handle 2b, or handle 3 as shown on the instruction labels.

**Note**

If the stapler is in the way, slide the stapler toward you then to the right.

4. If you opened handle 2a or handle 2b, rotate knob 2c counterclockwise as needed.
5. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.
6. Close the handles opened in Step 3.
7. Close Door G.

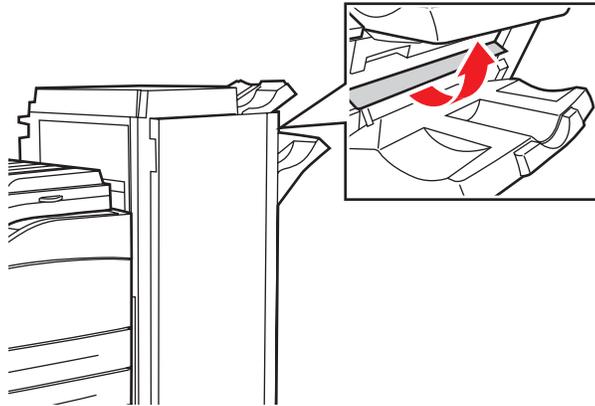


5500-018

## Jam at H

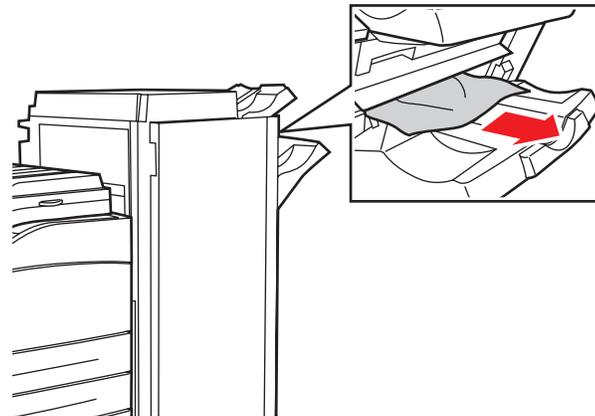
Follow these steps to clear the jam.

1. Lift Door H.



5500-270

2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



5500-202

3. Close Door H.

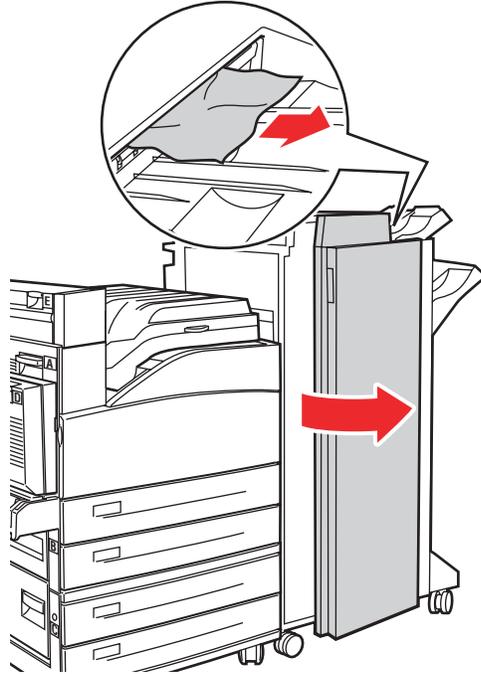


5500-271

## Jam at the Stacker Upper Tray

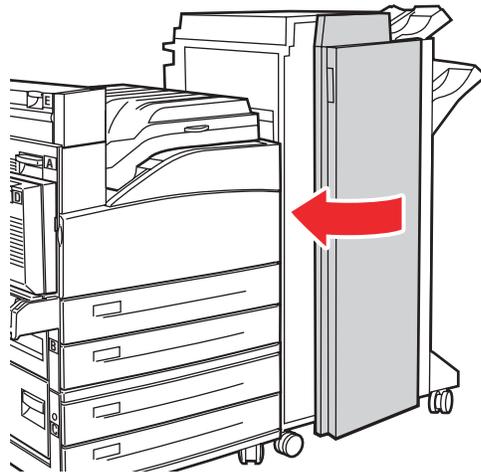
Follow these steps to clear the jam.

1. Pull the jammed paper out of the stacker upper tray.
2. Open Door G.



5500-025

3. Close Door G.

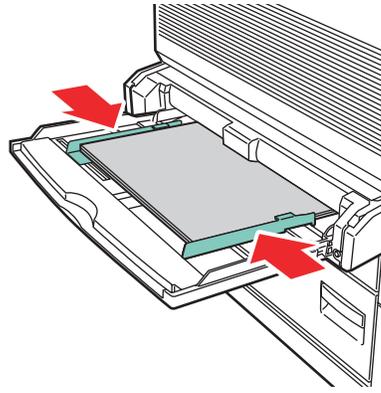


5500-018

## Paper Size Jam in Tray 1 (MPT)

Follow these steps to clear the paper size jam in Tray 1.

1. Verify that the width guides are pressed against the paper.

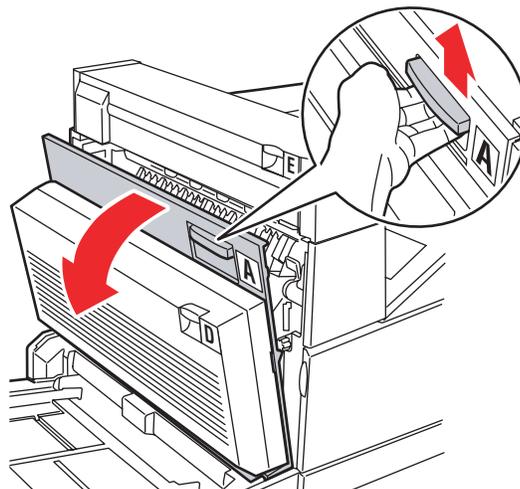


5500-220

2. If the paper size and type shown on the front panel match the size and type of the paper in the tray, press the **OK** button.
3. If the paper size shown on the front panel does not match the size of the paper in the tray, do the following:
  - a. Select **Change Paper Size**, then press the **OK** button.
  - b. Select **Auto Sensed, Custom**, or a listed paper size, then press the **OK** button.
  - c. If you selected **Custom**, specify the width and height of the paper. Select **Custom Width**, press the **OK** button, scroll to the width of the paper, then press the **OK** button. Select **Custom Height**, press the **OK** button, scroll to the height of the paper, then press the **OK** button.
4. Open Door A.

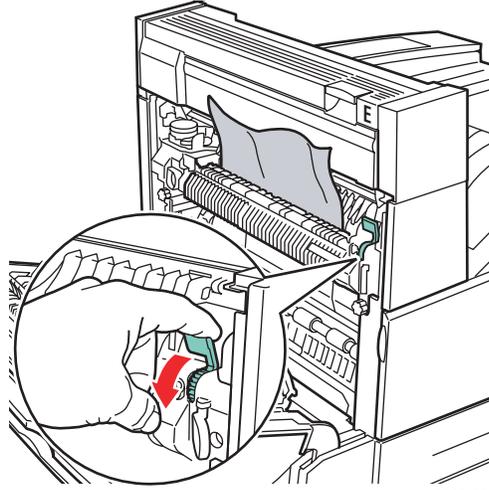
### Warning

Use caution; some components inside Door A may be hot.



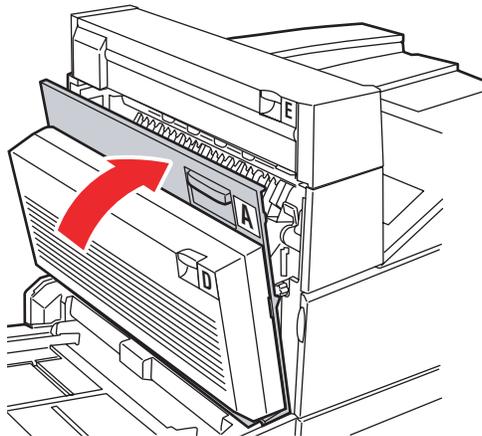
5500-001

5. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



5500-002

6. Close Door A.

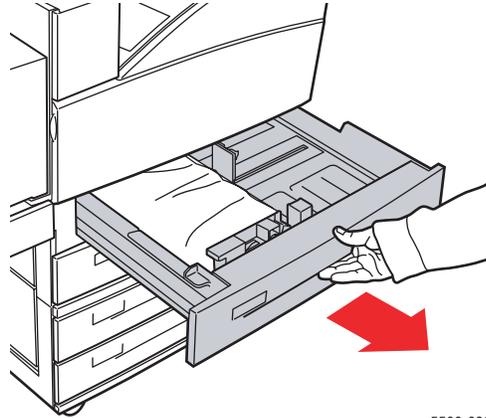


5500-003

## Paper Size Jam in Trays 2-5

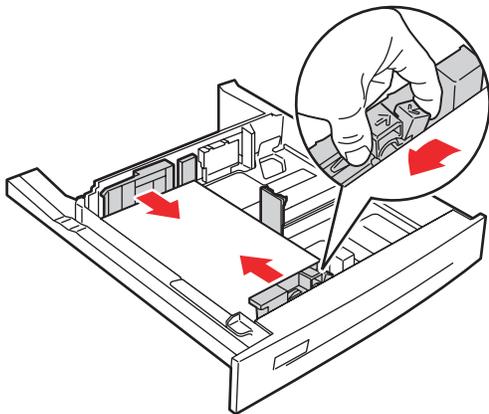
Follow these steps to clear the paper size jam in Trays 2-5.

1. Pull out the tray specified on the front panel.

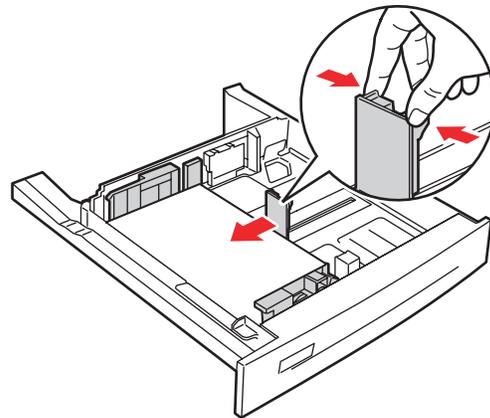


5500-030

2. Verify that the length and width guides are pressed against the paper.

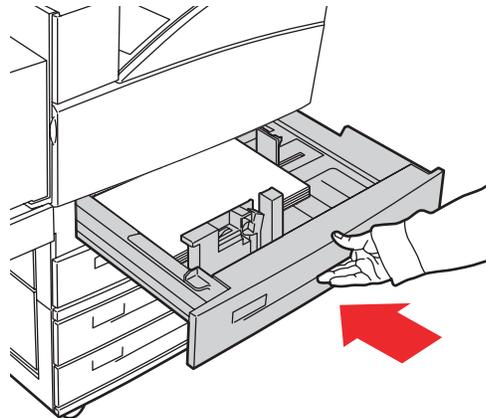


5500-064



5500-063

3. Push the tray completely into the printer.

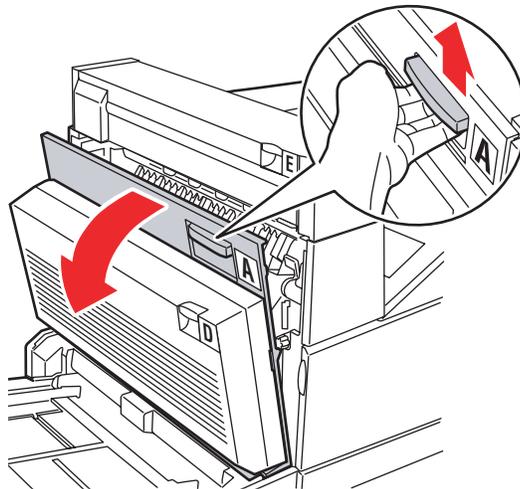


5500-032

4. Specify the size of the paper by doing the following:
  - a. In the front panel menus, select **Printer Setup**, then press the **OK** button.
  - b. Select **Paper Handling Setup**, then press the **OK** button.
  - c. Select **Tray [2 - 5] Setup**, then press the **OK** button.
  - d. Select **Auto Sensed, Custom**, or a listed paper size, then press the **OK** button.
  - e. If you selected **Custom**, specify the width and height of the paper. Select **Custom Width**, press the **OK** button, scroll to the width of the paper, then press the **OK** button. Select **Custom Height**, press the **OK** button, scroll to the height of the paper, then press the **OK** button.
5. Open Door A.

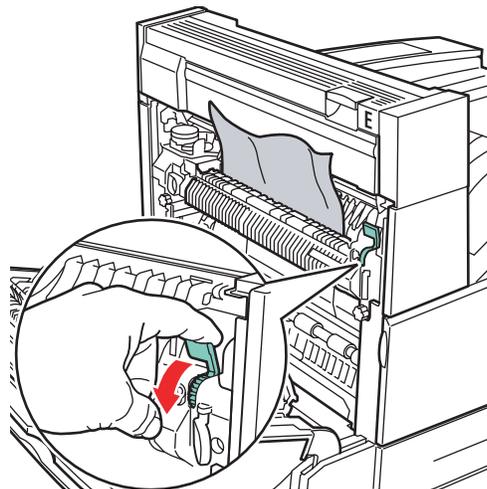
**Warning**

Use caution; some components inside Door A may be hot.



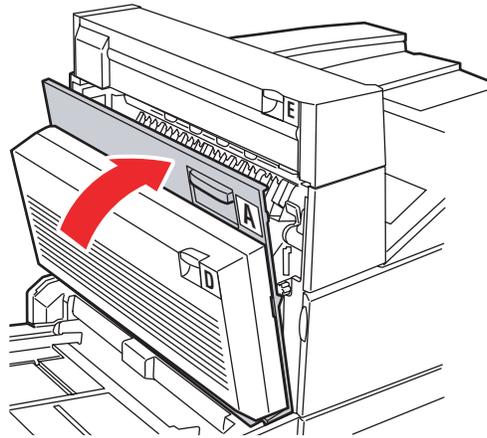
5500-001

6. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



5500-002

7. Close Door A.

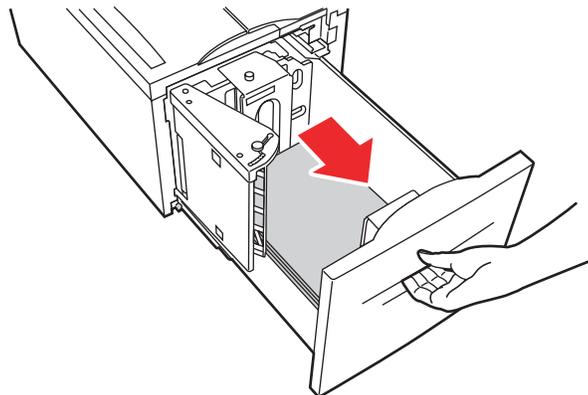


5500-003

## Paper Size Jam in Tray 6

Follow these steps to clear the paper size jam in Tray 6.

1. Pull out Tray 6.

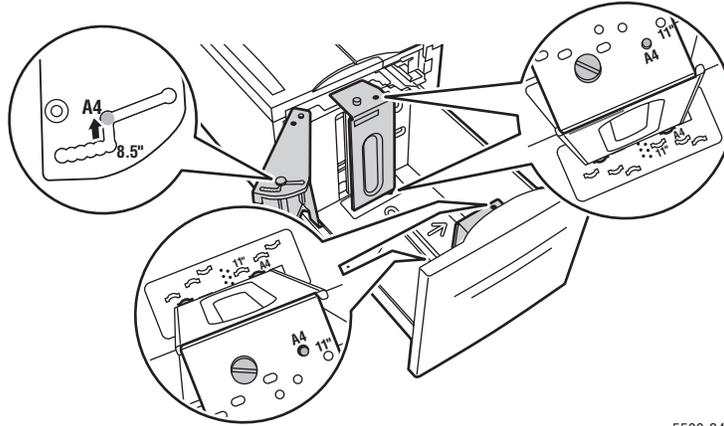


5500-239

2. Verify that the length and width guides are set correctly

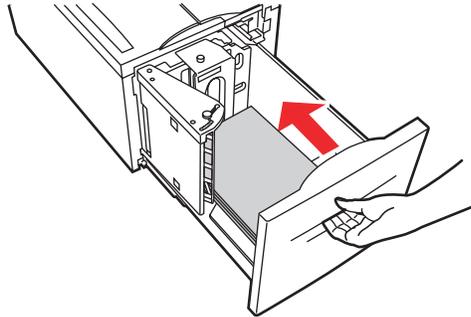
**Note**

The default setting is for 8.5 x 11 in. paper. You must change the guides for A4 paper.



5500-240

3. Push the tray completely into the printer.



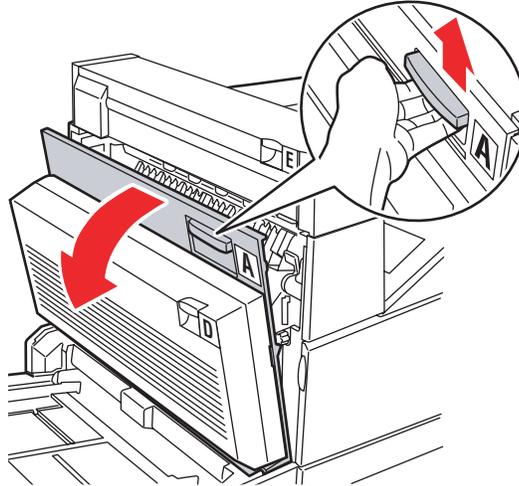
5500-115

4. Specify the size of the paper by doing the following:
  - a. In the front panel menus, select **Printer Setup**, then press the **OK** button.
  - b. Select **Paper Handling Setup**, then press the **OK** button.
  - c. Select **Tray 6 Setup**, then press the **OK** button.
  - d. Select **Auto Sensed** or a listed paper size, then press the **OK** button.

5. Open Door A.

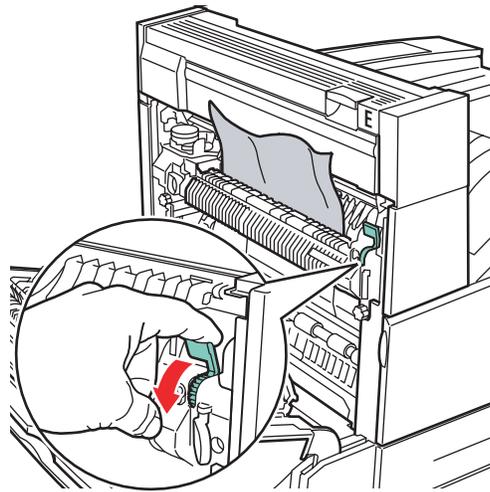
**Warning**

Use caution; some components inside Door A may be hot.



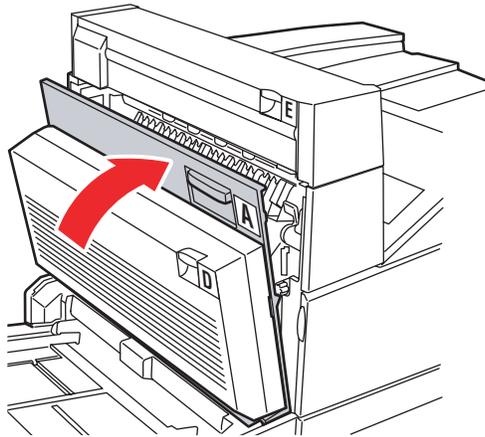
5500-001

6. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



5500-002

7. Close Door A.

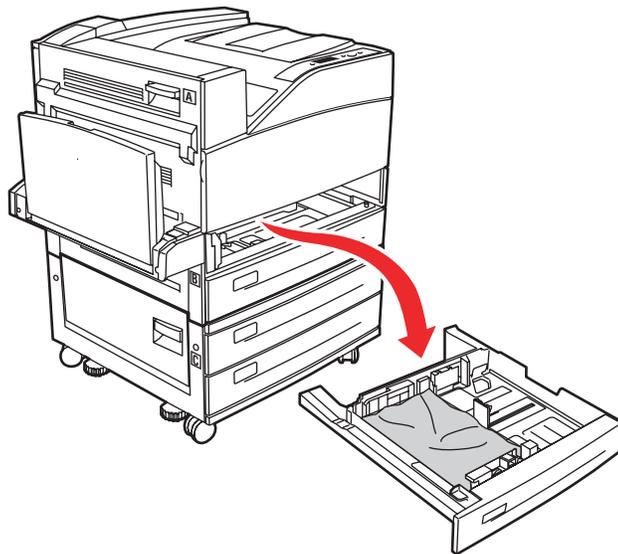


5500-003

## Jam at Tray 2, 3, 4, or 5

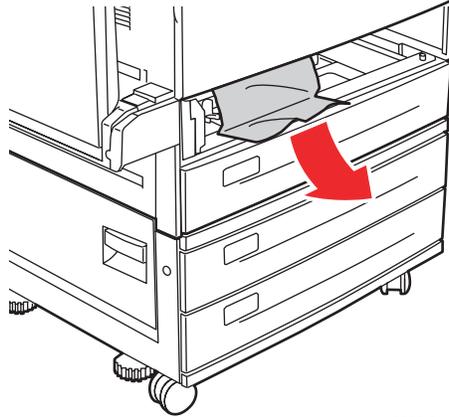
Follow these steps to clear the jam.

1. Pull the tray specified on the front panel completely out of the printer.



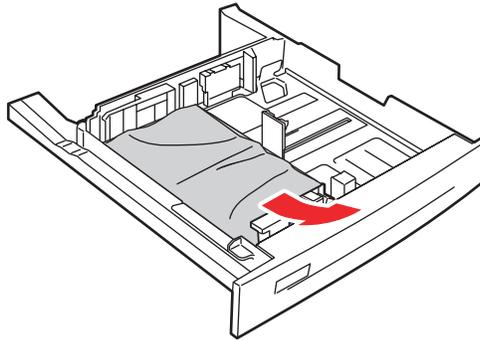
5500-210

2. Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.



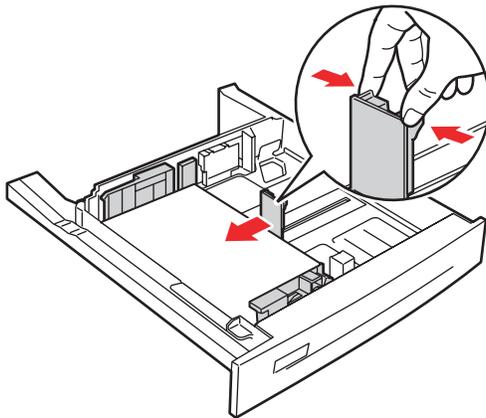
5500-214

3. Remove crumpled paper from the tray.

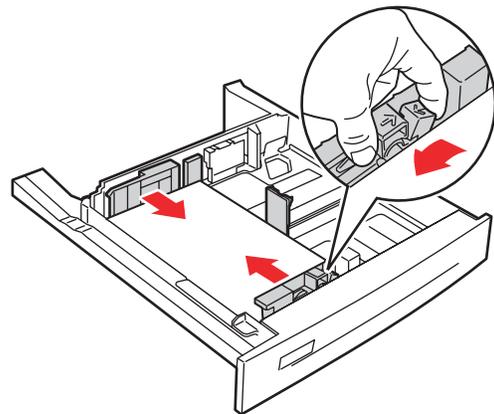


5500-031

4. Verify that the paper is loaded correctly in the tray and that the guides are pressed against the paper.

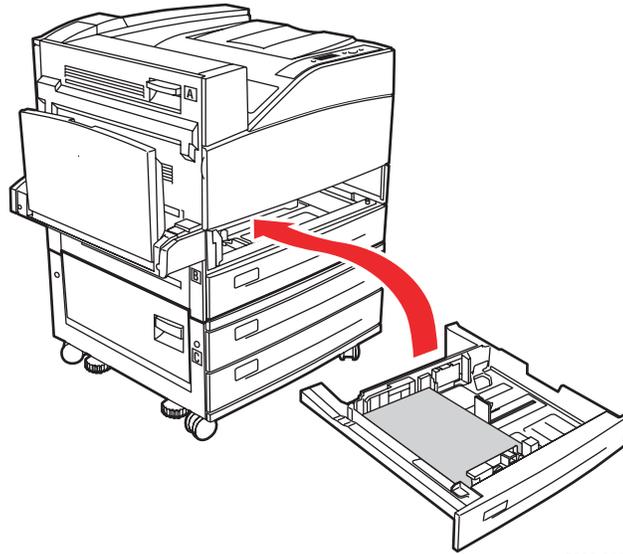


5500-063



5500-064

5. Insert the tray and push it completely into the printer.

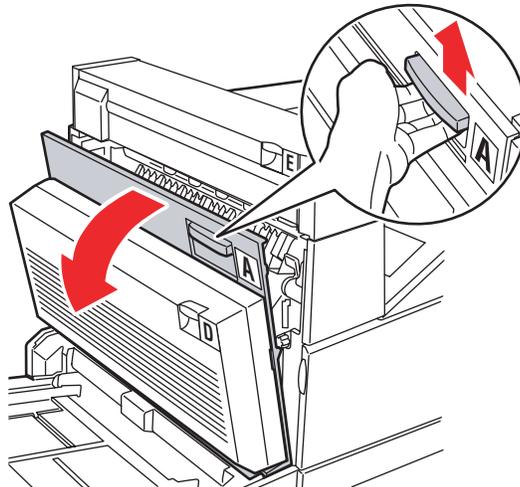


5500-216

## Jam at Tray 1 (MPT)

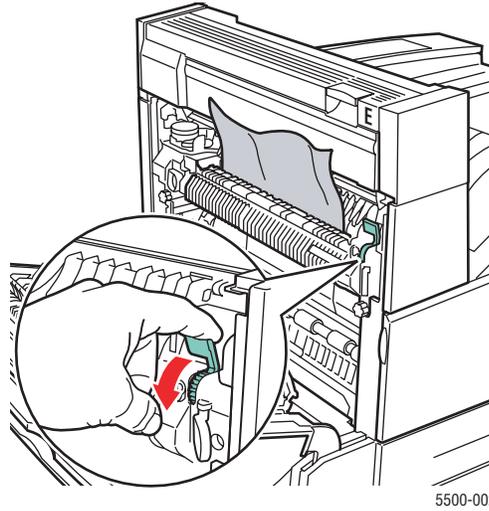
Follow these steps to clear the jam.

1. Open Door A.

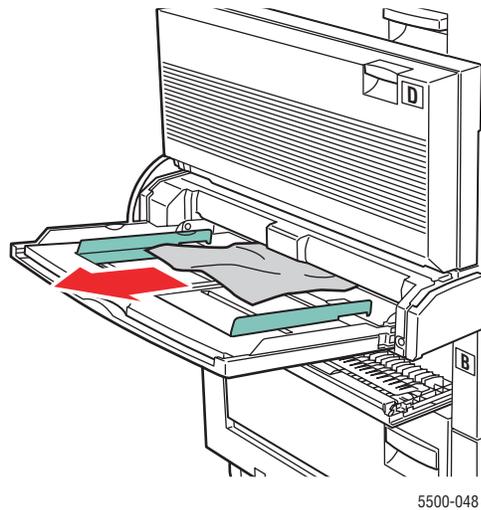


5500-001

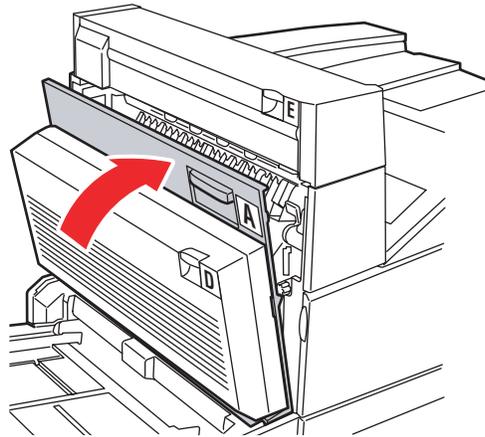
2. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



3. Remove jammed or crumpled paper from Tray 1 (MPT), then close the tray.

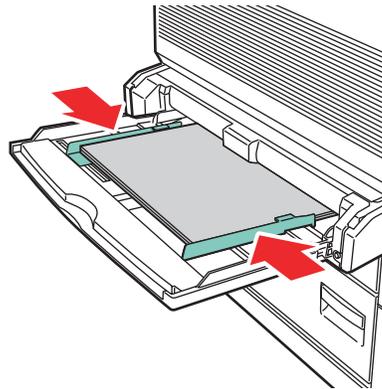


4. Close Door A.



5500-003

5. Verify that the paper is loaded correctly in the tray and that the guides are pressed against the paper.



5500-220

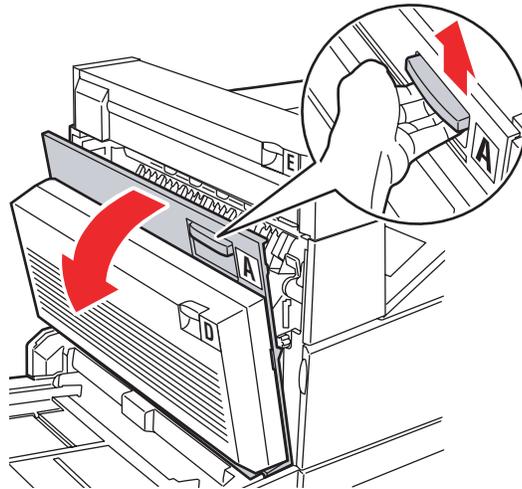
## Jam at Tray 2 and Door A

Follow these steps to clear the jam.

### Warning

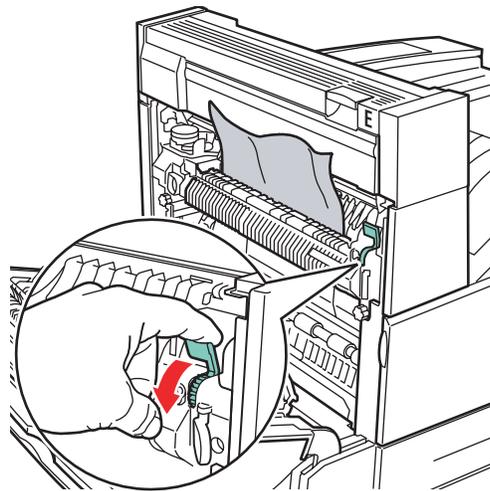
Use caution; some components inside Door A may be hot.

1. Open Door A.



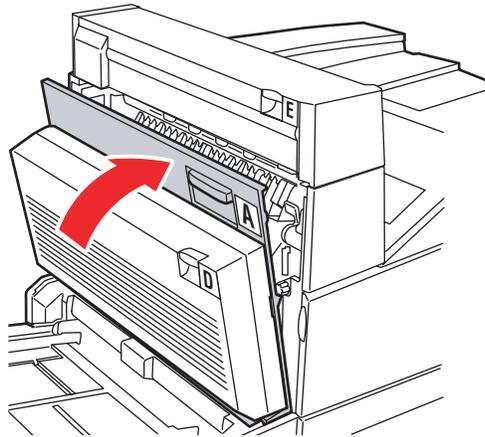
5500-001

2. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



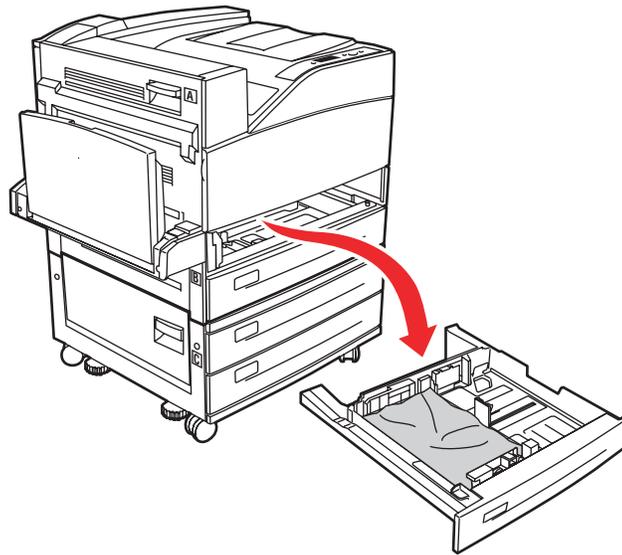
5500-002

3. Close Door A.



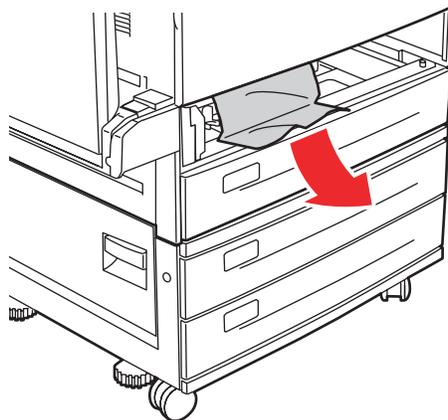
5500-003

4. Pull Tray 2 completely out of the printer.



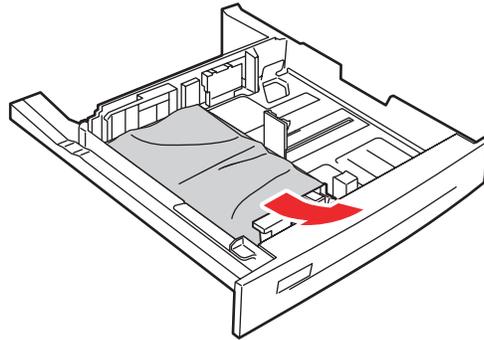
5500-210

5. Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.



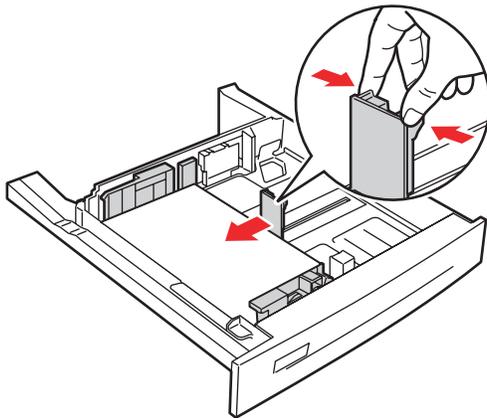
5500-214

6. Remove crumpled paper from the tray.

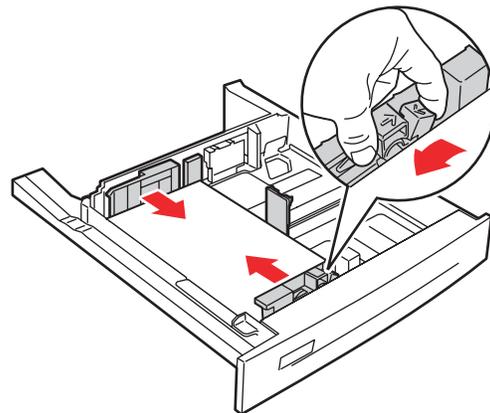


5500-031

7. Verify that the paper is loaded correctly in the tray and that the length and width guides are pressed against the paper.

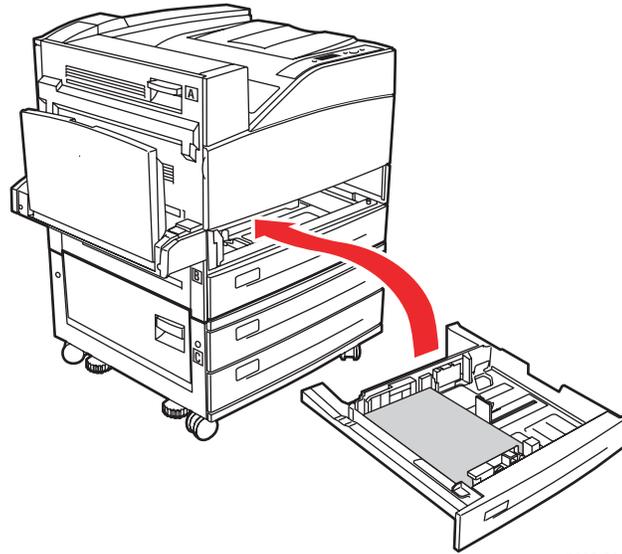


5500-063



5500-064

8. Insert the tray and push it completely into the printer.

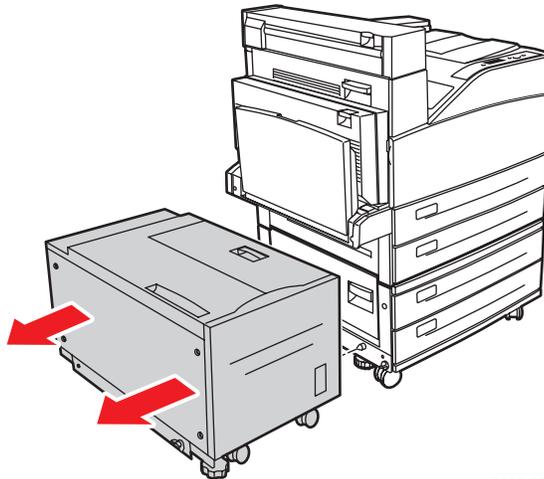


5500-216

## Jam at Tray 3 and Door B

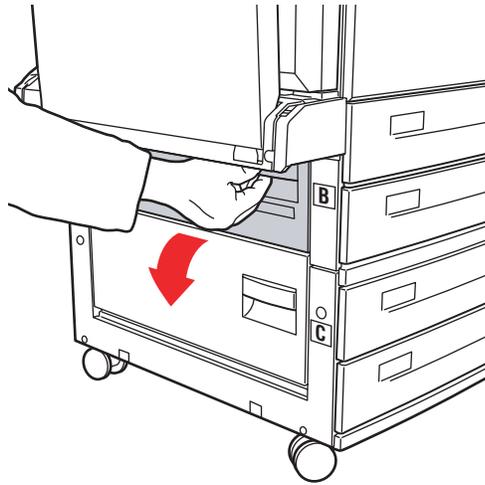
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



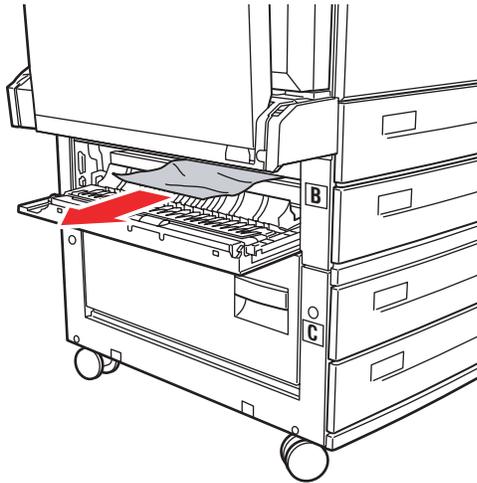
5500-230

2. Open Door B.



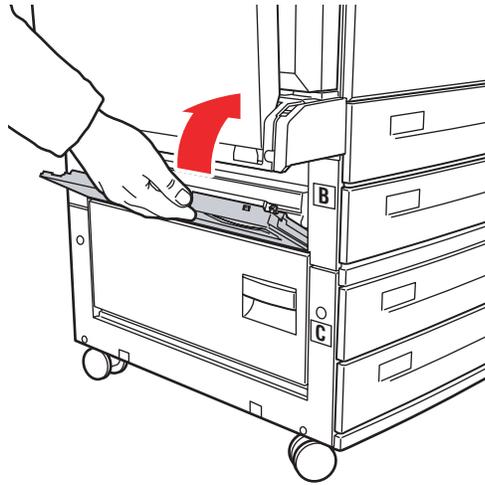
5500-004

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



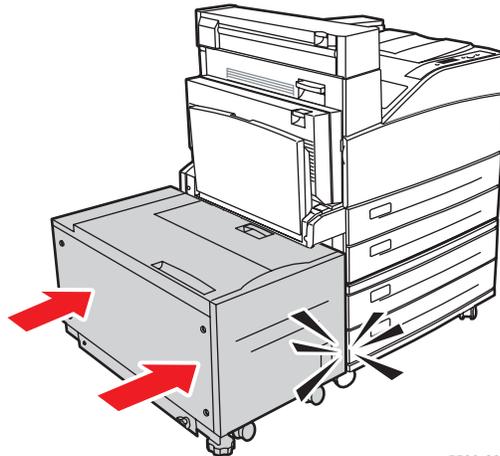
5500-005

4. Close Door B.



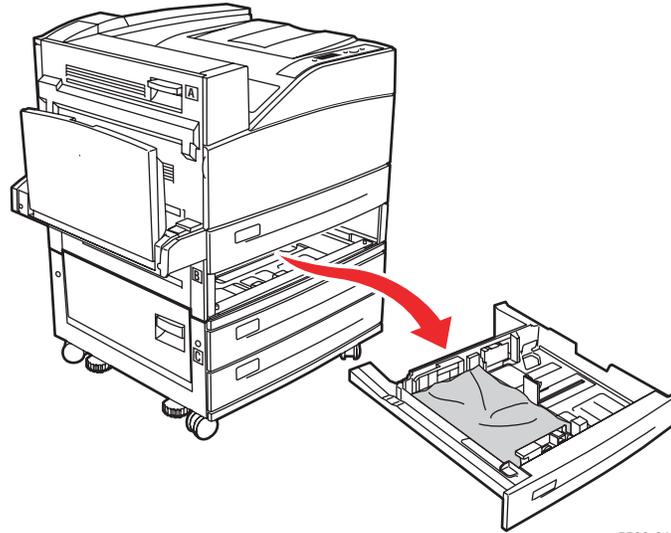
5500-006

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.



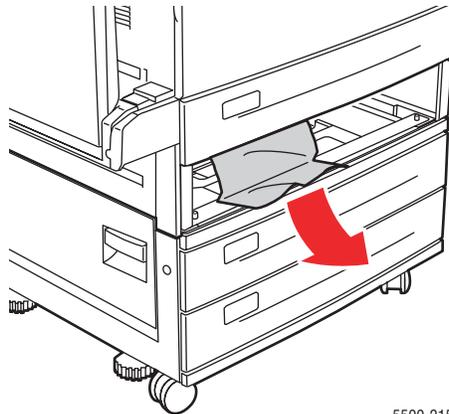
5500-231

6. Pull Tray 3 completely out of the printer.



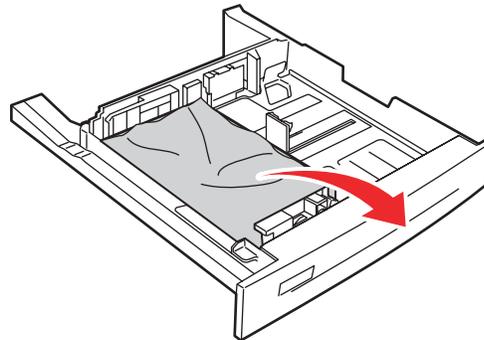
5500-211

7. Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.



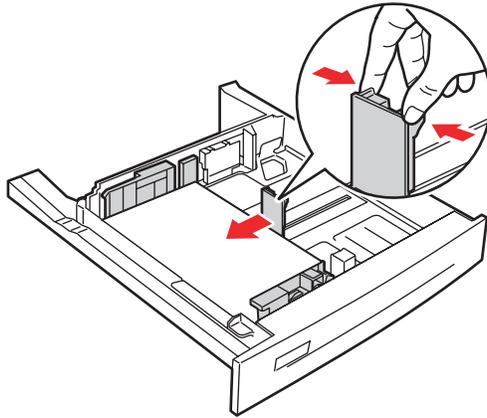
5500-215

8. Remove crumpled paper from the tray.

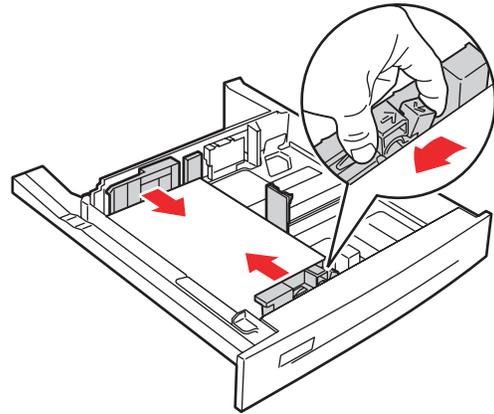


5500-250

9. Verify that the paper is loaded correctly in the tray and that the length and width guides are pressed against the paper.

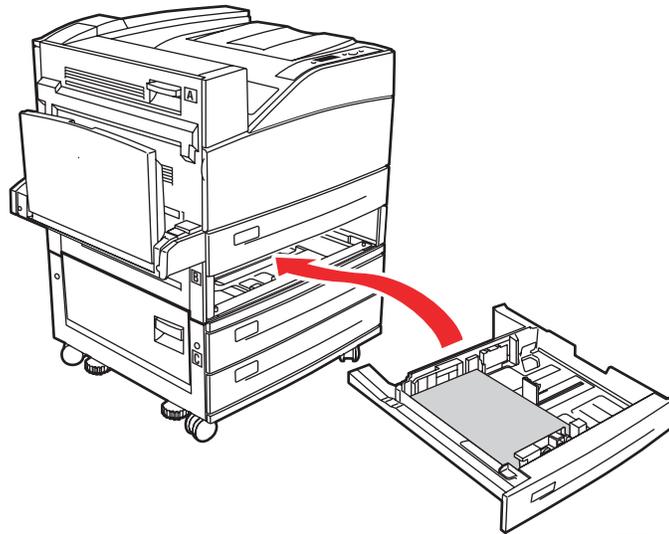


5500-063



5500-064

10. Insert the tray and push it completely into the printer.

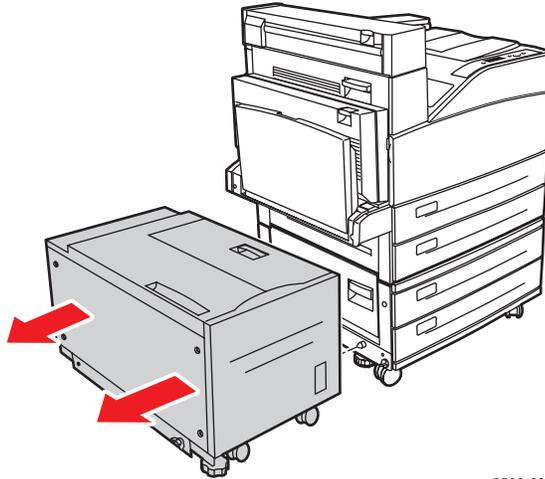


5500-217

## Jam at Tray 4 or 5 and Door C

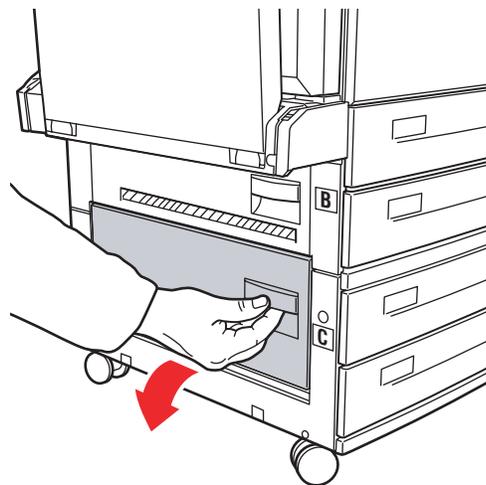
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



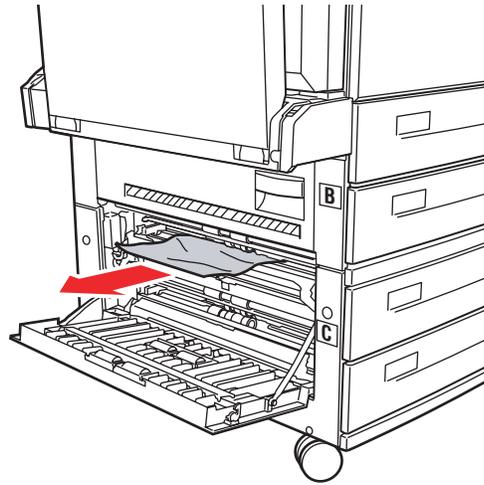
5500-230

2. Open Door C.



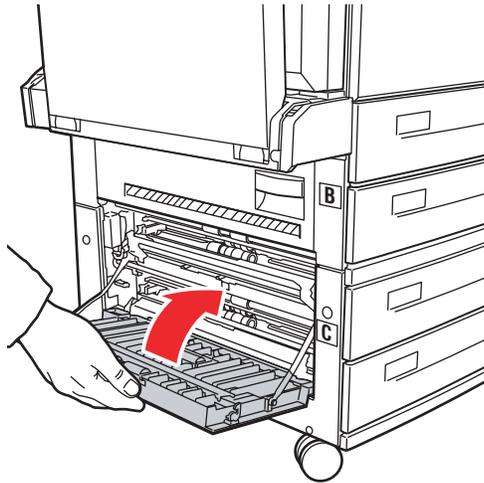
5500-007

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



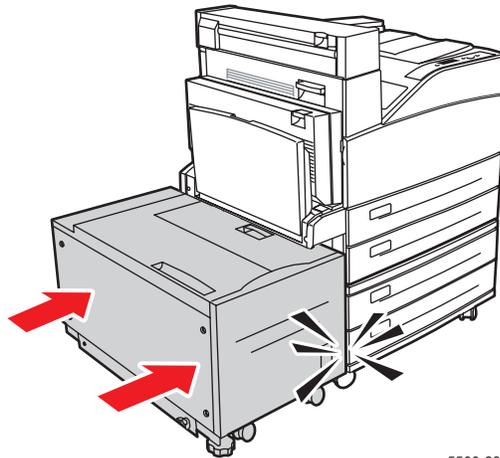
5500-008

4. Close Door C.



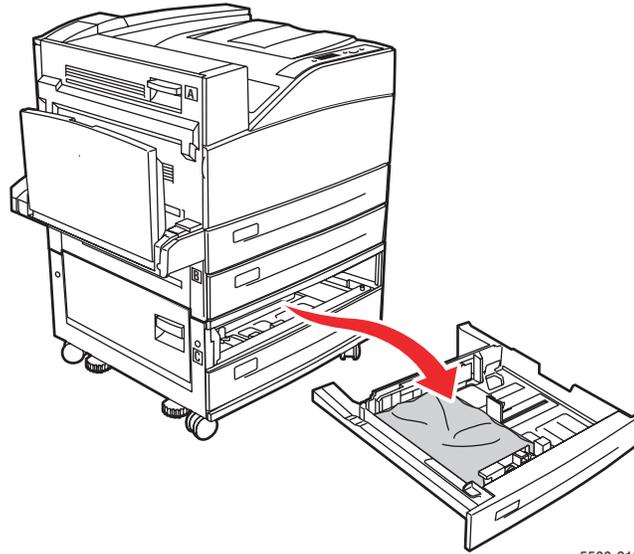
5500-009

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.



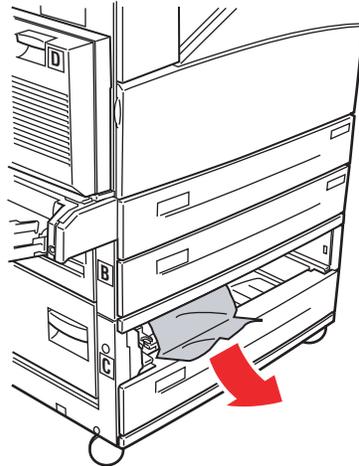
5500-231

6. Pull the tray specified on the front panel completely out of the printer.



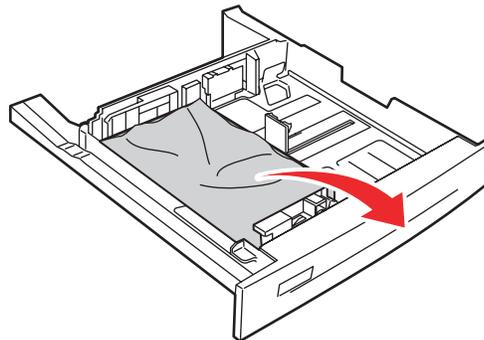
5500-212

7. Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.



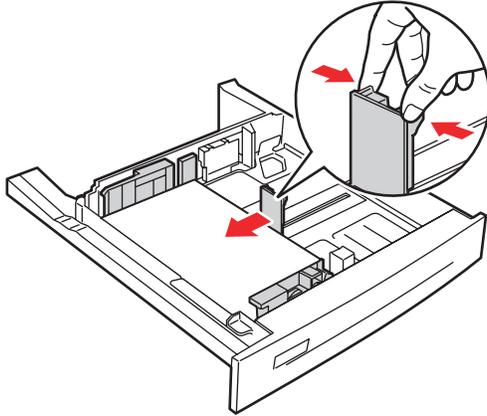
5500-051

8. Remove crumpled paper from the tray.

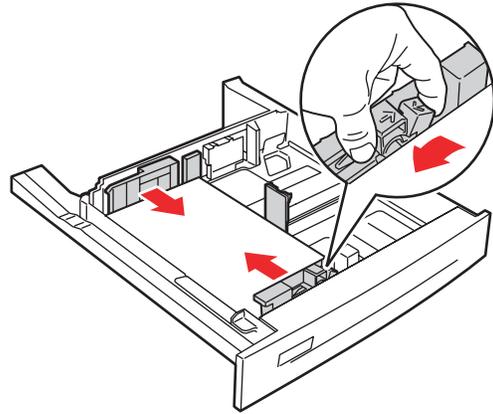


5500-250

9. Verify that the paper is loaded correctly in the tray and that the length and width guides are pressed against the paper.

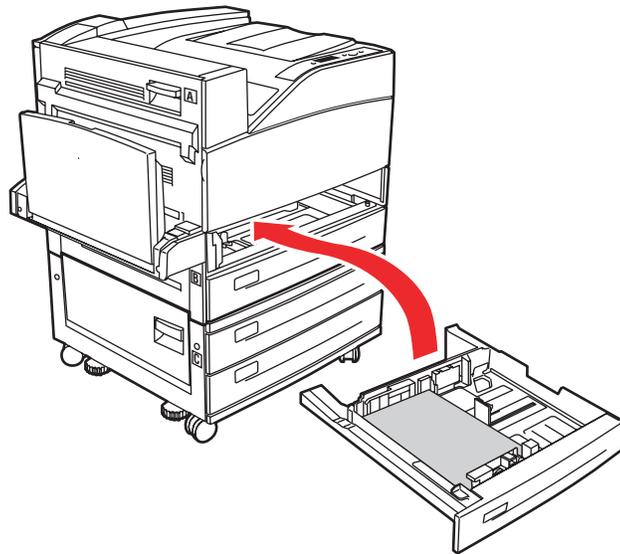


5500-063



5500-064

10. Insert the tray and push it completely into the printer.

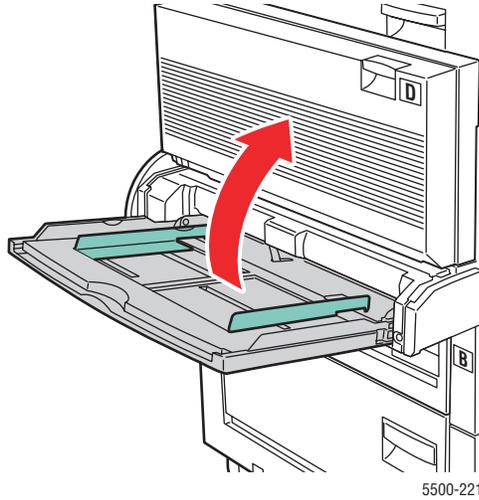


5500-216

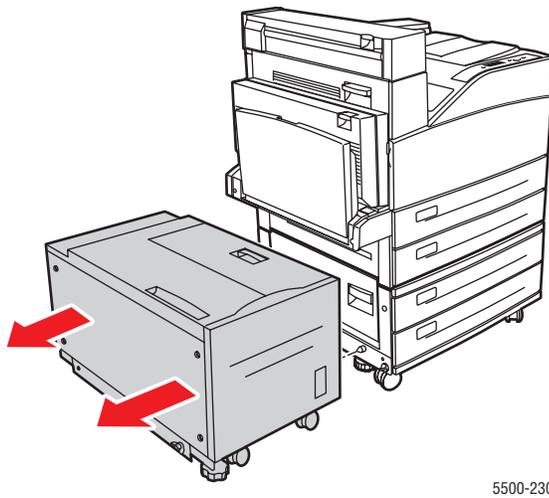
## Jam at Tray 6

Follow these steps to clear the jam.

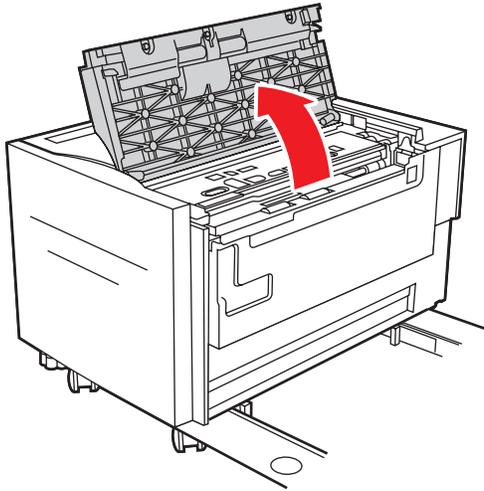
1. If Tray 1 is open, remove the paper from the tray and close it.



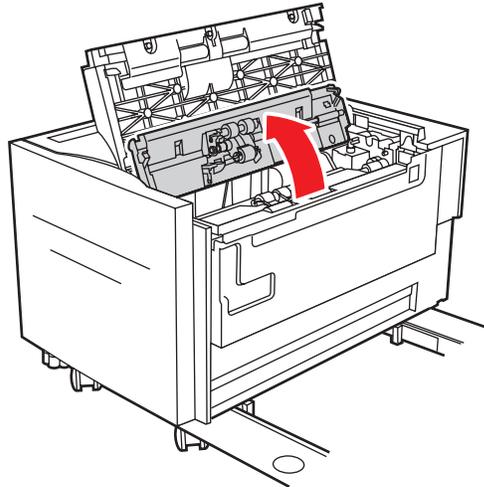
2. Slide the Tray 6 Feeder away from the printer.



3. Open Door J and lift the access handle.

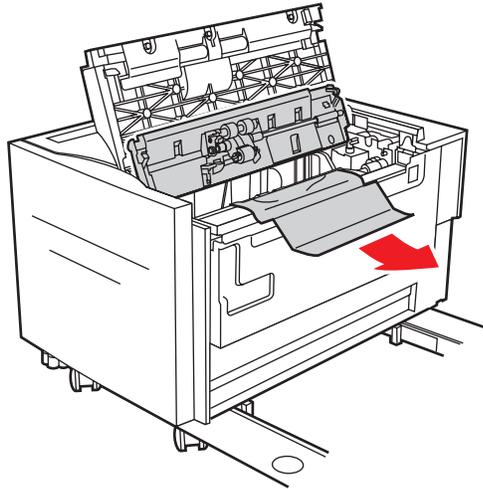


5500-232



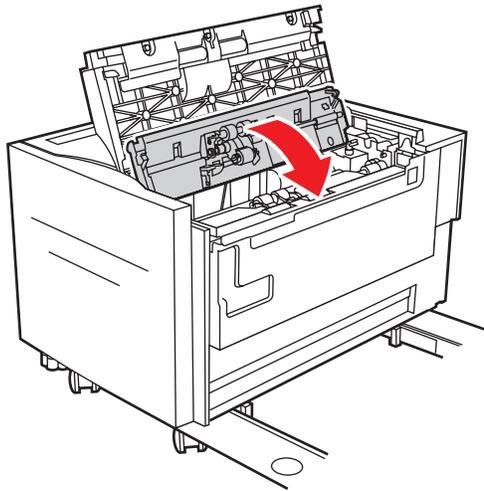
5500-234

4. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

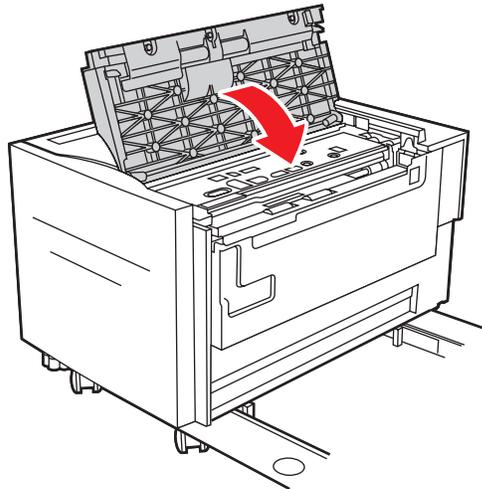


5500-235

5. Close the jam access handle and close Door J.

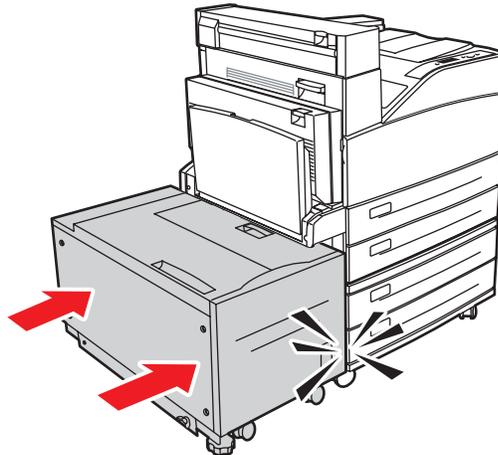


5500-236



5500-237

6. Slide the Tray 6 Feeder firmly against the printer.



5500-231

## Print-Quality Problems

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this topic to diagnose the problem. For detailed, online support information, go to [www.xerox.com/office/5500infoSMART](http://www.xerox.com/office/5500infoSMART).

For best results, **use only Xerox Printing Media**. For information on supported paper types and weights, see [Reference/Printing/Supported Papers](#) on the *User Documentation CD-ROM*.

### Caution

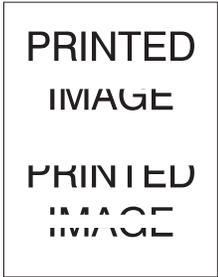
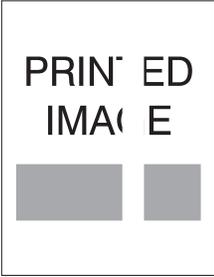
Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

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

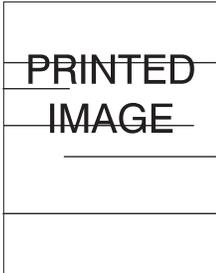
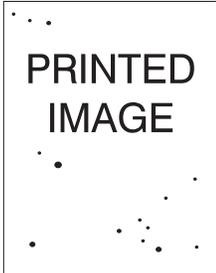
### Diagnosing Print-Quality Problems

Problem	Causes	Solutions
<p><b>Light Prints</b> The overall image is lighter than normal.</p> 	<ol style="list-style-type: none"> <li>1. The paper may be damp.</li> <li>2. You may be using Draft mode.</li> <li>3. The toner level may be low.</li> <li>4. Drum cartridge near end of life.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the paper.</li> <li>2. Turn off Draft mode.</li> <li>3. If the toner cartridge is low on toner, replace it.</li> <li>4. Replace drum cartridge.</li> </ol>
<p><b>Blank Prints</b> The entire printed page is blank with no visible print.</p> 	<ol style="list-style-type: none"> <li>1. If you just installed a new drum cartridge, the yellow sealing tape may still be in place.</li> <li>2. Multiple sheets may have been fed from the paper tray at the same time.</li> <li>3. Printable data may not have been received from the computer.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove the tape.</li> <li>2. Remove the paper from the paper tray and fan it. Also, ensure that the paper is correctly loaded in the tray.</li> <li>3. Print a Configuration Page. <ul style="list-style-type: none"> <li>■ If the Configuration Page prints correctly, check the interface cable between the computer and printer, the printer setup, and application software.</li> <li>■ If the Configuration Page is blank, replace the drum cartridge then reprint the Configuration Page. If the Configuration Page still is blank, contact your Customer Support Center.</li> </ul> </li> </ol>

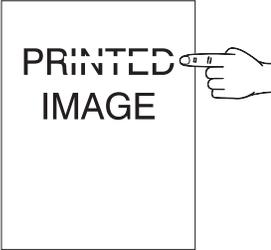
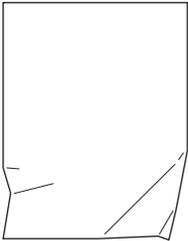
**Diagnosing Print-Quality Problems (Continued)**

Problem	Causes	Solutions
<p><b>Black Prints</b> The entire printed page is black.</p> 	<ol style="list-style-type: none"> <li>1. The drum cartridge may be defective.</li> <li>2. Printable data from the computer may be corrupted.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the drum cartridge.</li> <li>2. Print a Configuration Page. <ul style="list-style-type: none"> <li>■ If the Configuration Page prints correctly, check the interface cable between the computer and the printer, and the application software.</li> <li>■ If the connections appear normal, contact your Customer Support Center.</li> </ul> </li> </ol>
<p><b>Horizontal Line Deletions</b> There are areas of print deletions that appear across the paper.</p> 	<ol style="list-style-type: none"> <li>1. The drum cartridge may not be installed correctly.</li> <li>2. The drum cartridge may be defective or at the end of its life.</li> <li>3. The transfer roller may be defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove and re-install the drum cartridge.</li> <li>2. Replace the drum cartridge.</li> <li>3. Replace the transfer roller (in the maintenance kit).</li> </ol>
<p><b>Vertical Line Deletions</b> There are areas of print deletions that form narrow lines.</p> 	<ol style="list-style-type: none"> <li>1. The paper may be defective with creases, folds, etc.</li> <li>2. The drum cartridge may be defective or at the end of its life.</li> <li>3. The transfer roller may be defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the paper.</li> <li>2. Replace the drum cartridge.</li> <li>3. Replace the transfer roller (in the maintenance kit).</li> </ol>

Diagnosing Print-Quality Problems (Continued)

Problem	Causes	Solutions
<p><b>Horizontal Dark Streaks</b></p> <p>There are black lines that appear horizontally on the page.</p> 	<ol style="list-style-type: none"> <li>1. The drum cartridge may be defective or at the end of its life.</li> <li>2. The paper path may be contaminated with toner.</li> <li>3. The fuser may be defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the drum cartridge.</li> <li>2. Print several blank sheets of paper to remove the toner accumulations.</li> <li>3. Replace the fuser (in the maintenance kit).</li> </ol>
<p><b>Repetitive Vertical Dark Streaks</b></p> <p>There are black lines that appear vertically on the page. For more information, see "Repeating Defects" on page 4-57.</p> 	<ol style="list-style-type: none"> <li>1. The paper path may be contaminated with toner.</li> <li>2. The drum cartridge may be defective or at the end of its life.</li> <li>3. The fuser may be defective.</li> <li>4. The transfer roller may be defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Print several blank sheets of paper to remove the toner accumulations.</li> <li>2. Replace the drum cartridge.</li> <li>3. Replace the fuser (in the maintenance kit).</li> <li>4. Replace the transfer roller (in the maintenance kit).</li> </ol>
<p><b>Dark Spots or Marks</b></p> <p>There are dark spots or marks that appear in a random pattern on the page.</p> 	<ol style="list-style-type: none"> <li>1. The paper path may be contaminated with toner.</li> <li>2. The drum cartridge may be defective.</li> <li>3. The fuser may be defective.</li> <li>4. The transfer roller may be defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Print several blank sheets of paper to remove the toner accumulations.</li> <li>2. Replace the drum cartridge.</li> <li>3. Replace the fuser (in the maintenance kit).</li> <li>4. Replace the transfer roller (in the maintenance kit).</li> </ol>

Diagnosing Print-Quality Problems (Continued)

Problem	Causes	Solutions
<p><b>Unfused or Partially Fused Image</b></p> <p>The printed image is not fully fused to the paper and easily rubs off.</p> 	<ol style="list-style-type: none"> <li>1. The paper may be damp.</li> <li>2. Heavy or unusual paper may be in the tray.</li> <li>3. The printer may be located in an environment with extreme temperature or humidity.</li> <li>4. The fuser may be defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the paper.</li> <li>2. Replace the paper with an approved paper type then do the following: <ul style="list-style-type: none"> <li>■ At the printer's front panel, select <b>Paper Handling Setup</b>, then select <b>Fuser Configuration</b>.</li> <li>■ Adjust the fuser setting for the paper type selected.</li> </ul> </li> <li>3. Verify that the printer is located in an environment with the temperature between 5° and 32° C (41° and 89° F) and the relative humidity between 15% and 85%. Move the printer to a suitable area, away from air conditioning vents, open loading docks, etc.</li> <li>4. Replace the fuser (in the maintenance kit).</li> </ol>
<p><b>Wrinkled Prints</b></p> <p>The pages are wrinkled, creased, or torn.</p> 	<ol style="list-style-type: none"> <li>1. The paper is not loaded correctly in the appropriate tray.</li> <li>2. The paper may be in poor condition.</li> <li>3. The paper may be damp.</li> <li>4. The fuser may be at the end of its life.</li> </ol>	<ol style="list-style-type: none"> <li>1. Verify that the paper is correctly loaded in the appropriate tray.</li> <li>2. Replace the paper.</li> <li>3. Replace the paper.</li> <li>4. Replace the fuser (contained in the maintenance kit).</li> </ol>
<p><b>Blurred Prints</b></p> <p>The image is blurred at the edges.</p> 	<ol style="list-style-type: none"> <li>1. The paper may be in poor condition.</li> <li>2. The paper may be damp.</li> <li>3. The drum cartridge may be defective.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the paper.</li> <li>2. Replace the paper.</li> <li>3. Replace the drum cartridge.</li> </ol>

**Diagnosing Print-Quality Problems (Continued)**

Problem	Causes	Solutions
<p><b>Random or Spot Deletions</b> Areas of the print are extremely light or missing.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> <p style="text-align: center; font-size: 24px; margin: 0;">PRINTED IMAGE</p> </div>	<ol style="list-style-type: none"> <li>1. The paper may be in poor condition.</li> <li>2. The paper may be damp.</li> <li>3. The drum cartridge may be defective or at the end of its life.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the paper.</li> <li>2. Replace the paper.</li> <li>3. Replace the drum cartridge.</li> </ol>

<p><b>Repeating Defects</b> Marks or voids are regularly repeated on the page.</p>	Use the following table to determine the supply that needs replacing.	
	<b>Defect Spacing</b>	<b>Supply to Replace</b>
	44 mm (1.73 in.)	drum cartridge
	56.5 mm (2.22 in.)	drum cartridge
	58.7 mm (2.31 in.)	transfer roller
	94.2 mm (3.72 in.)	drum cartridge
	94.2 mm (3.72 in.)	fuser
<p>Different supplies may create print defects with similar measurements. To identify the faulty supply:</p> <ol style="list-style-type: none"> <li>1. Replace the drum cartridge (do not discard the packaging).</li> <li>2. If the problem continues:                             <ol style="list-style-type: none"> <li>a. Remove and repackage the new drum cartridge.</li> <li>b. Reinstall the original drum cartridge.</li> <li>c. Replace the maintenance kit (fuser and transfer roller).</li> </ol> </li> <li>3. If the problem continues, contact your Customer Support Center.</li> </ol>		

To order Xerox supplies, contact your local reseller or go to [www.xerox.com/office/5500supplies](http://www.xerox.com/office/5500supplies).

## Maintenance

For safety information, go to [Reference/Troubleshooting/User Safety](#) on the *User Documentation CD-ROM*.

Your printer needs little maintenance to keep it producing quality prints. Certain routine maintenance items need to be ordered occasionally:

- Maintenance Kit
- Drum Cartridge

Access the “Supplies Usage Page” from the printer’s front panel, from CentreWare IS, or print the “Usage Profile” at the printer’s front panel.

Order extra printer supplies when the printer’s front panel displays a warning that the supply is low or near the end of life. You must replace the supply when the front panel displays an error message that the supply is empty or at the end of its life.

For information about supplies, go to [www.xerox.com/office/5500supplies](http://www.xerox.com/office/5500supplies). Each supply includes installation instructions with the packaging.

### Caution

Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreements, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies, or the use of Xerox supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

## Cleaning the Outside of the Printer

You can clean the outside of the printer with a soft, damp, cloth. You can 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 from the electrical outlet before cleaning the printer.

Do not use a vacuum cleaner to clean the printer. Do not lubricate the printer with oil.

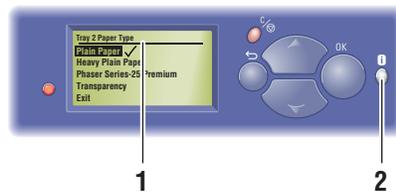
## Front Panel Messages

This topic includes:

- "Status Messages" on page 4-59
- "Errors and Warnings" on page 4-60

Your printer's front panel provides you with information and troubleshooting help. When an error or warning condition occurs, the front panel displays a message informing you of the problem. In many cases, the front panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam.

To view information about how to fix the problem, press the front panel's **information** button, which is labeled with an "i". You can press the **i** button at any time to get additional information about the message or menu displayed on the front panel.



1. Front panel display
2. Information button

Some of the status messages that appear in the front panel are listed below:

## Status Messages

Status Message	Description
<b>Ready to Print</b>	The printer is ready to receive print jobs.
<b>Processing data - Please wait</b>	The printer is processing data; wait until <b>Ready to Print</b> or <b>Printing</b> is displayed.
<b>Receiving data - Please wait</b>	The printer is receiving data; wait until <b>Ready to Print</b> or <b>Printing</b> is displayed.
<b>Printing page x of y</b>	A print job is printing; wait until <b>Ready to Print</b> is displayed.
<b>Warming up - Please wait</b>	The printer is warming up. Print jobs can be processed but not printed.

## Errors and Warnings

The printer displays error or warning messages in the front panel display.

When an error occurs, PrintingScout displays an instant notification on your computer screen that the printer needs attention.

The front panel **i** button also provides valuable information about errors and warnings.

Hardware or software failures that may require service support are presented as fatal errors. When the printer's front panel displays a fatal error message, the LED blinks red. A fatal error message replaces the status lines.

For more information on jams, see [Reference/Troubleshooting/Paper Jams](#) on the *User Documentation CD-ROM*.

### Error or Warning Messages

Message	Description
<a href="#">Close Door [A  B  C  D  E  F  G  H  J]</a>	Close the specified door to continue printing.
<a href="#">Close Printer Front Door</a>	Close the Printer Front Door to continue printing.
<a href="#">Configuration Card Missing</a>	Without a properly functioning Configuration Card, the printer will perform as a base model (non-networking) printer. <ol style="list-style-type: none"> <li>1. Turn off power.</li> <li>2. Open interface cover.</li> <li>3. Insert Configuration Card, ensuring proper orientation.</li> <li>4. Close interface cover.</li> <li>5. Turn on power.</li> </ol>
<a href="#">Drum Cartridge Failure (J7-1)</a>	The Drum Cartridge has failed and it must be replaced. Warning - Use caution, some components inside Door A may be hot. <ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Open the Printer Front Door.</li> <li>3. Lift the Drum Cartridge latch and remove the cartridge.</li> <li>4. Replace with P/N 113R00670.</li> <li>5. Close Door A.</li> <li>6. Close the Printer Front Door.</li> </ol>
<a href="#">Drum Cartridge Failure (J4-1)</a>	The Drum Cartridge has failed and it must be reseated. Warning - Use caution, some components inside Door A may be hot. <ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Open the Printer Front Door.</li> <li>3. Lift the Drum Cartridge latch and remove the cartridge.</li> <li>4. Reinsert the Drum Cartridge.</li> <li>5. Close Door A.</li> <li>6. Close the Printer Front Door.</li> <li>7. If error continues, replace Drum Cartridge with P/N 113R00670.</li> </ol>

## Error or Warning Messages (Continued)

Message	Description
<b>Drum Cartridge Is Near End Of Life</b>	The Drum Cartridge is near the end of its life. Order replacement P/N 113R00670.
<b>Duplex Unit Failure</b>	An error was detected in the Duplex Unit. Printing continues single-sided. <ol style="list-style-type: none"> <li>1. Turn power off.</li> <li>2. Verify Duplex wire harness is properly connected by unplugging and reconnecting.</li> <li>3. Turn power on.</li> <li>4. If error continues, call Service</li> </ol>
<b>Duplicate IP address detected</b>	Another device on the network is using the IP address assigned to this printer. Change the IP address of the printer or the other device.
<b>Exit Unit Failure</b>	An error was detected in the Exit Unit. Printing continues single-sided. <ol style="list-style-type: none"> <li>1. Turn power off.</li> <li>2. Remove and reinstall the Exit Unit.</li> <li>3. Turn power on.</li> <li>4. If error continues, call Service.</li> </ol>
<b>Finisher Failure</b>	An error was detected in the Finisher. <ol style="list-style-type: none"> <li>1. Turn power off. Printing continues using the Standard Output Tray.</li> <li>2. Verify Finisher wire harnesses are properly connected by unplugging and reconnecting.</li> <li>3. Turn power on.</li> <li>4. If error continues, call Service.</li> </ol>
<b>Finisher Logic Board Failure</b>	An error was detected from the Finisher Logic Board NVRAM memory. Printing continues using the Standard Output Tray. <ol style="list-style-type: none"> <li>1. Turn power off, then on.</li> <li>2. If error continues, call Service.</li> </ol>
<b>Humidity Sensor Failure</b>	An error was detected in the humidity sensor. Print quality may be degraded. <ol style="list-style-type: none"> <li>1. Turn power off, then on.</li> <li>2. If error continues, call Service.</li> </ol>
<b>Insert Tray [2   3   4   5   6]</b>	Reinsert the indicated tray to continue printing.

## Error or Warning Messages (Continued)

Message	Description
<b>Install Or Reseat Drum Cartridge</b>	<p>The Drum Cartridge is missing or misinstalled.</p> <p>Warning - Use caution, some components inside Door A may be hot.</p> <ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Open the Printer Front Door.</li> <li>3. If the Drum Cartridge is present, reseal it. If not, install P/N 113R00670.</li> <li>4. Close Door A.</li> <li>5. Close the Printer Front Door.</li> </ol>
<b>Install Or Reseat Toner Cartridge Or Cartridge Failure</b>	<p>The Toner Cartridge is missing, misinstalled or failed.</p> <ol style="list-style-type: none"> <li>1. Open the Printer Front Door.</li> <li>2. If the Toner Cartridge is present, reseal it. If not, install P/N 113R00668.</li> <li>3. Close the Printer Front Door.</li> <li>4. If error continues, install a new Toner Cartridge.</li> </ol>
<b>Invalid Configuration Card</b>	<p>Without a properly functioning Configuration Card, the printer will perform as a base model (non-networking) printer.</p> <ol style="list-style-type: none"> <li>1. Turn off power.</li> <li>2. Open interface cover.</li> <li>3. Replace Configuration Card, ensuring proper orientation.</li> <li>4. Close interface cover.</li> <li>5. Turn on power.</li> </ol>
<b>Jam At A; Open Door A To Clear (Jam E1-2, E1-6, E3-1, E3-2, E3-6, E4-1, E4-3, E4-5, F4-12, F4-16, F4-22)</b>	<p>Warning - Use caution, some components inside Door A may be hot.</p> <ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Remove the jammed paper. Press the green handle if necessary.</li> <li>3. Close Door A.</li> </ol>
<b>Jam At B And C; Open Doors B And C To Clear (Jam C3-2, C4-2)</b>	<ol style="list-style-type: none"> <li>1. Open Door B.</li> <li>2. Remove the jammed paper.</li> <li>3. Close Door B.</li> <li>4. Open Door C.</li> <li>5. Remove the jammed paper.</li> <li>6. Close Door C.</li> </ol>
<b>Jam At B; Open Door B To Clear (Jam C3-3, C4-3, C5-3, C8-2)</b>	<ol style="list-style-type: none"> <li>1. Open Door B.</li> <li>2. Remove the jammed paper.</li> <li>3. Close Door B.</li> </ol>
<b>Jam At C; Open Door C To Clear (Jam C8-3, C8-4)</b>	<ol style="list-style-type: none"> <li>1. Open Door C.</li> <li>2. Remove the jammed paper.</li> <li>3. Close Door C.</li> </ol>

## Error or Warning Messages (Continued)

Message	Description
<b>Jam At D And A; Open Doors D and A To Clear (Jam C6-1, C6-2)</b>	Warning - Use caution, some components inside Door A may be hot. <ol style="list-style-type: none"> <li>1. Open Door D.</li> <li>2. Remove the jammed paper.</li> <li>3. Close Door D.</li> <li>4. Open Door A.</li> <li>5. Remove the jammed paper. Press the green handle if necessary.</li> <li>6. Close Door A.</li> </ol>
<b>Jam At D; Open Door D To Clear (Jam C8-6)</b>	<ol style="list-style-type: none"> <li>1. Open Door D.</li> <li>2. Remove the jammed paper.</li> <li>3. Close Door D.</li> </ol>
<b>Jam At E; Open Door A Then E To Clear (Jam E4-6, E8-2)</b>	Warning - Use caution, some components inside Door A may be hot. <ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Open Door E.</li> <li>3. Remove the jammed paper.</li> <li>4. Close Door E</li> <li>5. Close Door A.</li> </ol>
<b>Jam At F; Open Door F To Clear (Jam F4-17, F4-23, F4-26, F4-32, F4-36, F4-51, F4-52, F4-71, F4-72, F4-76, F4-82, F4-83, F4-86)</b>	<ol style="list-style-type: none"> <li>1. Open Door F.</li> <li>2. Pull the jammed paper out to the right.</li> <li>3. Close Door F.</li> </ol>
<b>Jam At G; Open Door G To Clear (Jam F4-42, F4-43, F4-47, F4-48, F4-54, F4-74, F4-78, F4-85, F4-88)</b>	<ol style="list-style-type: none"> <li>1. Open Door G. Follow the instructions inside the door.</li> <li>2. Open handle 2a, 2b, or 3.</li> <li>3. Remove the jammed paper.</li> <li>4. Close handle 2a, 2b, or 3.</li> <li>5. Close Door G.</li> </ol>
<b>Jam At G; Open Door G To Clear (Jam F4-46, F4-53, F4-73, F4-77, F4-84, F4-87)</b>	<ol style="list-style-type: none"> <li>1. Open Door G. Follow the instructions inside the door.</li> <li>2. Open handle 2a or 2b.</li> <li>3. Turn knob 2c to the left.</li> <li>4. Remove the jammed paper.</li> <li>5. Close handle 2a or 2b.</li> <li>6. Close Door G.</li> </ol>
<b>Jam At H; Lift Door H To Clear (Jam F4-55, F4-56, F4-61, F4-66)</b>	<ol style="list-style-type: none"> <li>1. Lift Door H.</li> <li>2. Remove the jammed paper.</li> <li>3. Close Door H.</li> </ol>
<b>Jam At Stacker Upper Tray; Open Door G To Clear (Jam F4-75)</b>	<ol style="list-style-type: none"> <li>1. Remove the jammed paper from the Stacker Upper Tray.</li> <li>2. Open Door G.</li> <li>3. Close Door G.</li> </ol>

## Error or Warning Messages (Continued)

Message	Description
<b>Jam At Tray 1 (MPT); Open Door A To Clear (Jam C9-3)</b>	<ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Remove the jammed paper from Door A and Tray 1 (MPT).</li> <li>3. Close Door A.</li> </ol>
<b>Jam At Tray 2; Open Door A And Remove Tray To Clear (Jam C1-3)</b>	<p>Warning - Use caution, some components inside Door A may be hot.</p> <ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Remove the jammed paper. Press the green handle if necessary.</li> <li>3. Close Door A.</li> <li>4. Remove Tray 2.</li> <li>5. Remove the jammed paper.</li> <li>6. Reinsert Tray 2.</li> </ol>
<b>Jam At Tray 2; Remove Tray To Clear (Jam C1-2)</b>	<ol style="list-style-type: none"> <li>1. Remove Tray 2.</li> <li>2. Remove the jammed paper.</li> <li>3. Reinsert Tray 2.</li> </ol>
<b>Jam At Tray 3; Open Door B And Remove Tray To Clear (Jam C2-2)</b>	<ol style="list-style-type: none"> <li>1. Open Door B.</li> <li>2. Remove the jammed paper.</li> <li>3. Close Door B.</li> <li>4. Remove Tray 3.</li> <li>5. Remove the jammed paper.</li> <li>6. Reinsert Tray 3.</li> </ol>
<b>Jam At Tray 3; Remove Tray To Clear (Jam C2-1, C2-3)</b>	<ol style="list-style-type: none"> <li>1. Remove Tray 3.</li> <li>2. Remove the jammed paper.</li> <li>3. Reinsert Tray 3.</li> </ol>
<b>Jam At Tray 4; Open Door C And Remove Tray To Clear (Jam C3-1)</b>	<ol style="list-style-type: none"> <li>1. Open Door C.</li> <li>2. Remove the jammed paper.</li> <li>3. Close Door C.</li> <li>4. Remove Tray 4.</li> <li>5. Remove the jammed paper.</li> <li>6. Reinsert Tray 4.</li> </ol>
<b>Jam At Tray 4; Remove Tray To Clear (Jam C3-0)</b>	<ol style="list-style-type: none"> <li>1. Remove Tray 4.</li> <li>2. Remove the jammed paper.</li> <li>3. Reinsert Tray 4.</li> </ol>
<b>Jam At Tray 5; Open Door C And Remove Tray To Clear (Jam C4-0, C4-1)</b>	<ol style="list-style-type: none"> <li>1. Open Door C.</li> <li>2. Remove the jammed paper.</li> <li>3. Close Door C.</li> <li>4. Remove Tray 5.</li> <li>5. Remove the jammed paper.</li> <li>6. Reinsert Tray 5.</li> </ol>

## Error or Warning Messages (Continued)

Message	Description
<b>Jam At Tray 5; Remove Tray To Clear (Jam C4-4)</b>	<ol style="list-style-type: none"> <li>1. Remove Tray 5.</li> <li>2. Remove the jammed paper.</li> <li>3. Reinsert Tray 5.</li> </ol>
<b>Jam At Tray 6; Slide Out Tray 6 Feeder And Open Door J To Clear (Jam C5-1, C5-2, C8-5)</b>	<ol style="list-style-type: none"> <li>1. Lift Tray 1 (MPT).</li> <li>2. Slide the Tray 6 feeder away from the printer.</li> <li>3. Open Door J and lift the handle inside.</li> <li>4. Remove the jammed paper.</li> <li>5. Close the access handle and Door J.</li> <li>6. Slide in Tray 6 feeder.</li> <li>7. Lower Tray 1 (MPT).</li> </ol>
<b>Maintenance Kit Is Near End Of Life</b>	<p>The Maintenance Kit (Fuser, Transfer Roller, and feed rollers) is near the end of its life.</p> <p>Warning - when the Fuser is replaced, use caution, some components inside Door A may be hot.</p> <p>Order replacement P/N 115R00033 if the printer is powered by 110V or P/N 115R00034 if powered by 220V.</p>
<b>Manual Feed [size*] [type*]</b>	<p>The print job has requested manual feeding.</p> <ol style="list-style-type: none"> <li>1. Remove all paper from Tray 1 (MPT).</li> <li>2. Load paper of the indicated size and type into Tray 1 (MPT).</li> </ol>
<b>No Paper in Tray [2   3   4   5   6].</b>	Load paper in the indicated tray.
<b>Non-Xerox Drum Cartridge</b>	<p>The Drum Cartridge is not a genuine Xerox product. Any damage caused by non- Xerox consumables will not be covered under the printer warranty. Status reporting is reduced. Only Standard Print Quality is supported.</p> <p>Warning - Use caution, some components inside Door A may be hot.</p> <ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Open the Printer Front Door.</li> <li>3. Lift the Drum Cartridge latch and remove the cartridge.</li> <li>4. Replace with P/N 113R00670.</li> <li>5. Close Door A.</li> <li>6. Close the Printer Front Door.</li> </ol>
<b>Non-Xerox Toner Cartridge</b>	<p>The Toner Cartridge is not a genuine Xerox product. Any damage caused by non- Xerox consumables will not be covered under the printer warranty.</p> <p>Status reporting is reduced. Only Standard Print Quality is supported.</p> <ol style="list-style-type: none"> <li>1. Open the Printer Front Door.</li> <li>2. Pull out the Toner Cartridge.</li> <li>3. Replace with P/N 113R00668.</li> <li>4. Close the Printer Front Door.</li> </ol>

## Error or Warning Messages (Continued)

Message	Description
<b>Out Of Paper</b> <b>Load Tray [1 (MPT)   2   3   4   5   6]</b> <b>with [size*] [type*]</b>	Load the indicated paper size and type into the indicated tray.
<b>Paper Not Available</b> <b>Load Tray [1 (MPT)   2   3   4   5   6]</b> <b>with [size*] [type*]</b>	Replace the paper in the indicated tray with paper of the indicated size and type; or select Print with Available Paper to use a paper size and type currently in the printer.
<b>Paper Size Jam</b> <b>Tray [1 (MPT)   2   3   4   5   6]</b> <b>Check Paper Tray Guides And Open</b> <b>Door A to Clear Jam</b>	<p>Warning - Use caution, some components inside Door A may be hot.</p> <ol style="list-style-type: none"> <li>1. Confirm that the paper guides in the specified tray are pressed against the paper.</li> <li>2. Open Door A.</li> <li>3. Remove the jammed paper.</li> <li>4. Close Door A.</li> </ol>
<b>Paper Size Jam</b> <b>Tray [1 (MPT)   2   3   4   5   6]</b> <b>Check Size And Open Door A To</b> <b>Clear</b>	<p>Warning - Use caution, some components inside Door A may be hot.</p> <ol style="list-style-type: none"> <li>1. Confirm that the paper guides in the specified tray are pressed against the paper.</li> <li>2. Select Printer Setup, Paper Handling Setup, Tray(n) Setup.</li> <li>3. Confirm that the paper size selected in the menu matches the paper size loaded in the tray.</li> <li>4. Open Door A.</li> <li>5. Remove the jammed paper.</li> <li>6. Close Door A.</li> </ol>
<b>Punch Failure</b>	<p>An error was detected in the Punch. Printing continues without punching</p> <ol style="list-style-type: none"> <li>1. Turn power off.</li> <li>2. Verify Finisher wire harnesses are properly connected by unplugging and reconnecting.</li> <li>3. Turn power on</li> <li>4. If error continues, call Service.</li> </ol>
<b>Punch Waste Box is Full, Unload It</b>	<p>Remove the contents from the punch waste box to continue printing punched jobs. Printing continues without punching.</p> <ol style="list-style-type: none"> <li>1. Open Door G.</li> <li>2. Pull out the punch waste box R4 and discard its contents.</li> <li>3. Reinsert the punch waste box.</li> <li>4. Close Door G.</li> </ol>
<b>Punch Waste Box is Missing</b>	<p>Reinsert the punch waste box to continue printing punched jobs. Printing continues without punching.</p> <ol style="list-style-type: none"> <li>1. Open Door G.</li> <li>2. Reinsert the punch waste box R4.</li> <li>3. Close Door G.</li> </ol>

## Error or Warning Messages (Continued)

Message	Description
<b>Replace Drum Cartridge</b>	<p>The Drum Cartridge is not a genuine Xerox product.</p> <p>Warning - Use caution, some components inside Door A may be hot.</p> <ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Open the Printer Front Door.</li> <li>3. Lift the Drum Cartridge latch and remove the cartridge.</li> <li>4. Replace with P/N 113R00670.</li> <li>5. Close Door A.</li> <li>6. Close the Printer Front Door.</li> </ol>
<b>Replace Incorrect Drum Cartridge</b>	<p>The Drum Cartridge is incorrect for this printer and must be replaced.</p> <p>Warning - Use caution, some components inside Door A may be hot.</p> <ol style="list-style-type: none"> <li>1. Open Door A.</li> <li>2. Open the Printer Front Door.</li> <li>3. Lift the Drum Cartridge latch and remove the cartridge.</li> <li>4. Replace with P/N 113R00670.</li> <li>5. Close Door A.</li> <li>6. Close the Printer Front Door.</li> </ol>
<b>Replace Incorrect Toner Cartridge</b>	<p>The Toner Cartridge is incorrect for this printer and must be replaced.</p> <ol style="list-style-type: none"> <li>1. Open the Printer Front Door.</li> <li>2. Pull out the Toner Cartridge.</li> <li>3. Replace with P/N 113R00668.</li> <li>4. Close the Printer Front Door.</li> </ol>
<b>Replace Maintenance Kit</b>	<p>The Maintenance Kit (Fuser, Transfer Roller, and feed rollers) is at the end of its life.</p> <p>Warning - when the Fuser is replaced, use caution, some components inside Door A may be hot.</p> <p>Order replacement P/N 115R00033 if the printer is powered by 110V or P/N 115R00034 if powered by 220V.</p>
<b>Replace Toner Cartridge</b>	<p>The Toner Cartridge is not a genuine Xerox product.</p> <ol style="list-style-type: none"> <li>1. Open the Printer Front Door.</li> <li>2. Pull out the Toner Cartridge.</li> <li>3. Replace with P/N 113R00668.</li> <li>4. Close the Printer Front Door.</li> </ol>
<b>Slide in Tray 6 Feeder</b>	Slide the Tray 6 Feeder into the printer to continue printing.

## Error or Warning Messages (Continued)

Message	Description
<b>Stacker Lower Tray Failure</b>	<p>An error was detected in the Stacker Lower Tray. Printing continues using the Standard Output Tray.</p> <ol style="list-style-type: none"> <li>1. Turn power off.</li> <li>2. Verify Finisher wire harnesses are properly connected by unplugging and reconnecting.</li> <li>3. Turn power on.</li> <li>4. If error continues, call Service.</li> </ol> <p>or</p> <ol style="list-style-type: none"> <li>1. Remove the paper from the Stacker Lower Tray.</li> <li>2. If error continues, turn power off.</li> <li>3. Verify Finisher wire harnesses are properly connected by unplugging and reconnecting.</li> <li>4. Turn power on.</li> <li>5. If error continues, call Service.</li> </ol>
<b>Stacker Upper Tray Is Full, Unload Paper</b>	Remove the paper from the indicated output tray.
<b>Standard Output Tray Is Full, Unload Paper</b>	Remove the paper from the indicated output tray.
<b>Staple Cartridge Is Low Or Missing</b>	<p>Install a Staple Cartridge.</p> <ol style="list-style-type: none"> <li>1. Open Door G.</li> <li>2. Insert Staple Cartridge P/N 008R12941 above R1 area.</li> <li>3. Close Door G.</li> </ol>
<b>Stapler Failure</b>	<p>An error was detected in the Stapler. Printing continues without stapling.</p> <ol style="list-style-type: none"> <li>1. Turn power off.</li> <li>2. Verify Finisher wire harnesses are properly connected by unplugging and reconnecting.</li> <li>3. Turn power on.</li> <li>4. If error continues, call Service.</li> </ol>
<b>Stapler Failure</b>	<p>An error was detected in the Stapler. Printing continues without stapling.</p> <ol style="list-style-type: none"> <li>1. Lift Door H and remove the paper.</li> <li>2. Close Door H.</li> <li>3. Open and close Door G.</li> <li>4. If error continues, turn power off.</li> <li>5. Verify Finisher wire harnesses are properly connected by unplugging and reconnecting.</li> <li>6. Turn power on.</li> <li>7. If error continues, call Service.</li> </ol>

## Error or Warning Messages (Continued)

Message	Description
<b>Stapler Is Empty.</b>	<p>Replace the Staple Cartridge. Printing continues without stapling.</p> <ol style="list-style-type: none"> <li>1. Open Door G.</li> <li>2. Replace Staple Cartridge P/N 008R12941 above R1 area.</li> <li>3. Close Door G.</li> </ol>
<b>Temperature Sensor Failure</b>	<p>An error was detected in the temperature sensor. Print quality may be degraded.</p> <ol style="list-style-type: none"> <li>1. Turn power off, then on.</li> <li>2. If error continues, call Service.</li> </ol>
<b>Toner Cartridge Failure</b>	<p>The Toner Cartridge has failed and it must be replaced.</p> <ol style="list-style-type: none"> <li>1. Open the Printer Front Door.</li> <li>2. Pull out the Toner Cartridge.</li> <li>3. Replace with P/N 113R00668.</li> <li>4. Close the Printer Front Door.</li> </ol>
<b>Toner Is Low</b>	<p>The Toner Cartridge is almost empty. Order replacement P/N 113R00668.</p>
<b>Tray [2   3   4   5   6] Failure</b>	<p>Open And Close Tray [2   3   4   5   6]. An error was detected in Tray [2   3   4   5   6]. Printing continues using other input trays.</p> <ol style="list-style-type: none"> <li>1. Open and close Tray [2   3   4   5   6].</li> <li>2. If error continues, call Service.</li> </ol>
<b>Tray [2   3   4   5   6] is missing</b>	<p>Reinstall the indicated tray.</p>
<b>Tray [2   3   4   5   6] Paper Is Low.</b>	<p>The indicated tray is nearly empty. Reload the same size and type of paper soon.</p>
<b>Tray [2   3   4   5] Failure</b>	<p>Open And Close Tray [2   3   4   5]. An error was detected in Tray [2   3   4   5]. Printing continues using other input trays.</p> <ol style="list-style-type: none"> <li>1. Open and close Tray [2   3   4   5].</li> <li>2. If error continues, call Service.</li> </ol>
<b>Tray [2   3   4   5] Paper Guide Does Not Match Size Menu</b>	<ol style="list-style-type: none"> <li>1. Check that the tray's paper guides are against the paper stack.</li> <li>2. Set the tray's Change Paper Size menu to the size of paper in this tray.</li> </ol>
<b>Tray 1 (MPT) Paper Guide Does Not Match Size Menu</b>	<ol style="list-style-type: none"> <li>1. Check that the Tray 1 (MPT) paper guides are against the paper stack.</li> <li>2. Set the tray's Change Paper Size menu to the size of paper in this tray.</li> </ol>

## Error or Warning Messages (Continued)

Message	Description
<b>Tray 4-5 Logic Board Failure</b>	An error was detected from the Tray 4-5 Unit Logic Board NVRAM memory. Printing continues using other input trays. <ol style="list-style-type: none"> <li>1. Turn power off, then on.</li> <li>2. If error continues, call Service.</li> </ol>
<b>Tray 4-5 Logic Board Failure</b>	An error was detected in the Tray 4-5 Logic Board communication. Printing continues using other input trays. <ol style="list-style-type: none"> <li>1. Turn power off.</li> <li>2. Verify Tray 4-5 wire harness is properly connected by unplugging and reconnecting.</li> <li>3. Turn power on.</li> <li>4. If error continues, call Service.</li> </ol>
<b>Tray 6 Logic Board Failure</b>	An error was detected in the Tray 6 Logic Board communication. Printing continues using other input trays. <ol style="list-style-type: none"> <li>1. Turn power off.</li> <li>2. Verify Tray 6 wire harness is properly connected by unplugging and reconnecting.</li> <li>3. Turn power on.</li> <li>4. If error continues, call Service.</li> </ol>
<b>Tray 6 Logic Board Failure</b>	An error was detected from the Tray 6 Logic Board NVRAM memory. <ol style="list-style-type: none"> <li>1. Turn power off, then on.</li> <li>2. If error continues, call Service.</li> </ol>
<b>Wrong Paper Size</b> Load Tray [1 (MPT)   2   3   4   5   6] with [size*] [type*]	Replace the paper in the indicated tray with paper of the indicated size and type.
<b>Wrong Paper Type</b> Load Tray [1 (MPT)   2   3   4   5   6] with [size*] [type*]	Replace the paper in the indicated tray with paper of the indicated size and type.

## Moving and Repacking the Printer

This topic includes:

- "Precautions for Moving the Printer" on page 4-71
- "Moving the Printer Within the Office" on page 4-72
- "Preparing the Printer for Shipment" on page 4-72

For safety information, go to [Reference/Troubleshooting/User Safety](#) on the *User Documentation CD-ROM*.

## Precautions for Moving the Printer

### Warning

Follow these guidelines to avoid injuring yourself or damaging the printer.

- Always use two people to lift the printer.
- Always turn off the printer using the power switch and unplug all cables and cords.
- Always lift the printer from the designated lift points.
- Do not place any food or liquids on the printer.
- Failure to repackage the printer properly for shipment can result in damage to the printer not covered by the warranty, service agreement, or Total Satisfaction Guarantee.
- Damage to the printer caused by improper moving is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee.



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### Note

The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

## **Moving the Printer Within the Office**

The printer can be safely moved from one location within an office to another as long as it travels in an upright position, gently over smooth surfaces. Any jarring movement, such as pushing the printer over a raised door threshold or across a parking lot, can damage the printer.

## **Preparing the Printer for Shipment**

Repack the printer using the original packing material and boxes or a Xerox repackaging kit. Additional instructions for repacking the printer are provided in the repackaging kit. If you do not have all the original packaging, or are unable to repackage the printer, contact your local Xerox service representative.

### **Caution**

Failure to repackage the printer properly for shipment can result in damage to the printer. Damage to the printer caused by improper moving is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

## Additional Resources

This topic includes:

- "Support" on page 4-73
- "infoSMART" on page 4-73
- "Web Links" on page 4-73

## Support

There is additional technical support available. You can access infoSMART Knowledge Base, PhaserSMART Technical Support, Technical Support via email, driver downloads, and much more.

A set of Xerox links is installed in your web browser's Favorites folder when you install the printer drivers on your computer. The Troubleshooting tab in your Windows printer driver also includes useful links.

## infoSMART

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

## Web Links

Xerox provides many resources to help you learn more about your Phaser 5500 Laser Printer. Use these web sites to obtain information about your printer:

Resource	Link
To access PhaserSMART Technical Support, which automatically diagnoses problems on your networked printer and proposes solutions:	<a href="http://www.phasersmart.com">www.phasersmart.com</a>
To access the infoSMART Knowledge Base (which is used by Xerox Customer Support staff) to find solutions for issues such as error codes, print quality, paper jams, software installation, networking, and more:	<a href="http://www.xerox.com/office/5500infoSMART">www.xerox.com/office/5500infoSMART</a>
To view technical support information for your printer (including access to PhaserSMART Technical Support, Technical Support via email, driver downloads, documentation, videos, tutorials, and much more):	<a href="http://www.xerox.com/office/5500support">www.xerox.com/office/5500support</a>
To link to a resource for tools and information such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs:	<a href="http://www.colorconnection.xerox.com">www.colorconnection.xerox.com</a>
To order supplies for your printer:	<a href="http://www.xerox.com/office/5500supplies">www.xerox.com/office/5500supplies</a>

<b>Resource</b>	<b>Link</b>
To find your local sales and support center:	<a href="http://www.xerox.com/office/contacts">www.xerox.com/office/contacts</a>
To register your printer:	<a href="http://www.xerox.com/office/register">www.xerox.com/office/register</a>
To view the warranty:	<a href="http://www.xerox.com/office/5500warranty">www.xerox.com/office/5500warranty</a>
To view information about recycling supplies:	<a href="http://www.xerox.com/gwa">www.xerox.com/gwa</a>

# A User Safety

Your printer and the recommended supplies have been designed and tested to meet strict safety requirements. Attention to the following information will ensure the continued safe operation of your printer.

## Electrical Safety

- Use the power cord supplied with your printer.
- Plug the power cord directly into a properly grounded electrical outlet. 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 printer to an electrical outlet that does not have a ground connection terminal.
- Do not use an extension cord or power strip.

## Warning

Avoid the potential of electrical shock by ensuring that the printer is properly grounded. Electrical products may be hazardous if misused.

- Do not place the printer in an area where people might step on the power cord.
- Do not place objects on the power cord.
- Do not block the ventilation openings. These openings are provided to prevent overheating of the printer.
- Do not drop paper clips or staples into the printer.

## Warning

Do not push objects into slots or openings on the printer. Making contact with a voltage point or shorting out a part could result in fire or electrical shock.

If you notice unusual noises or odors:

1. Turn off the printer immediately
2. Disconnect the power cord from the electrical outlet
3. Call an authorized service representative to correct the problem.

The power cord is attached to the printer as a plug-in device at the back of the printer. If it is necessary to disconnect all electrical power from the printer, disconnect the power cord from the electrical outlet.

### **Warning**

Do not remove the covers or guards that are fastened with screws unless you are installing optional equipment and are specifically instructed to do so. Power should be OFF when performing these installations. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

### **Note**

Leave the printer on for optimum performance; it does not pose a safety hazard.

The following are hazards to your safety:

- The power cord is damaged or frayed.
- Liquid is spilled into the printer.
- The printer is exposed to water.

If any of these conditions occur:

1. Turn off the printer immediately.
2. Disconnect the power cord from the electrical outlet.
3. Call an authorized service representative.

### **Laser Safety**

With specific regard to lasers, this printer complies with laser product performance standards set by governmental, national, and international agencies and is certified as a Class 1 Laser Product. The printer does not emit hazardous light because the beam is totally enclosed during all modes of customer operation and maintenance.

## Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your printer.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance and could create a hazardous condition.
- Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to [www.xerox.com/gwa](http://www.xerox.com/gwa).

## Operational Safety

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

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

### Printer Location

Place the printer in a dust-free area within a temperature range of 41° F to 90° F (5° C to 32° C) and a relative humidity range of 15 percent to 85 percent.

### Printer Clearance

Place the printer in an area where there is adequate space for ventilation, operation, and servicing. The recommended minimal spacing is:

#### Overhead Clearance:

- 30 cm (12 in.) above the printer without the finisher/stacker
- 47 cm (18.5 in.) above the printer with the finisher/stacker

#### Total Height Requirements:

- Printer: 74 cm (29 in.)
- Add 29 cm (11.5 in.) for the 1000-sheet feeder

#### Other Clearances:

- 20 cm (8 in.) behind the printer
- 46 cm (18 in.) in front of the printer
- 50 cm (20 in.) on the left side of the printer
- 65 cm (26 in.) on the left side of the printer with 2000-sheet feeder
- 20 cm (8 in.) on the right side of the printer
- 99 cm (39 in.) on the right side of the printer with the finisher/stacker

### Operational Guidelines

- Do not block or cover the slots and openings on the printer. The printer may overheat without adequate ventilation.
- For optimum performance, use the printer at elevations below 3,000 m (11,480 ft.).
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight.
- Do not place the printer in line with the cold air flow from an air conditioning system.
- Place the printer on a level, solid non-vibrating surface with adequate strength for the weight of the printer. It should be within 2° of horizontal with all four feet in solid contact with the surface. The base printer weight without any packaging materials is approximately 41 kg (90 lbs.).

### Printer Supplies

- Use the supplies specifically designed for your printer. The use of unsuitable materials may cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the printer, options and supplies.

### Moving the Printer

- Always use two people to lift the printer.



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- Always turn off the printer using the power switch and unplug all cables and cords.
- Always lift the printer from the designated lift points.
- Do not place any food or liquids on the printer.
- Failure to repackage the printer properly for shipment can result in damage to the printer not covered by the warranty, service agreement, or Total Satisfaction Guarantee.
- Damage to the printer caused by improper moving is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee.

### Note

The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

## Printing Safety Guidelines

- Wait 10 to 15 seconds between turning the printer off and on.
- Keep hands, hair, neckties, etc. away from the exit and feed rollers.
- Do not remove the paper source tray that you selected in either the printer driver or front panel.
- Do not open the doors.
- Do not move the printer.

## Warning

Avoid touching areas inside the printer that are labeled with a warning symbol. These areas may be very hot and can cause personal injury.

## Symbols Marked on Product

	Use caution (or draws attention to a particular component). See the manual(s) for information.
	Avoid pinching fingers in the printer. Use caution to avoid personal injury.
	Hot surface on or in the printer. Use caution to avoid personal injury.
	Do not expose the imaging unit to light for more than 15 minutes.
	Do not touch.

# **B** Warranty

For warranty information regarding your Xerox printer, go to [www.xerox.com/office/5500warranty](http://www.xerox.com/office/5500warranty).

# C Printer Specifications

## Physical Specifications

### Printer

- Width: 640 mm (25.2 in.)
- Depth: 525 mm (20.7)
- Height: 498 mm (19.6 in.)
- Weight: 41 kg (90 lbs.)

### Optional Duplex Unit

- Width: 64 mm (2.52 in.)
- Depth: 458 mm (18 in.)
- Height: 211 mm (8.3 in.)
- Weight: 1.8 kg (4 lbs.)

### Optional 1000-Sheet Feeder

- Width: 540 mm (21.3 in.)
- Depth: 520 mm (20.5 in.)
- Height: 280 mm (11 in.)
- Weight: 23 kg (50.7 lbs.)

### Optional 2000-Sheet Feeder

- Width: 385.5 mm (15.2 in.)
- Depth: 600 mm (23.6 in.)
- Height: 363 mm (14.3 in.)
- Weight: 28 kg (62 lbs.)

### Optional 3500-Sheet Finisher

- Width: 740 mm (29 in.)
- Depth: 650 mm (25.6 in.)
- Height: 1050 mm (41.3 in.)
- Weight: 49 kg (108 lbs.)

## Environmental Specifications

### Temperature

- Storage: 5–32 degrees C / 41–90 degrees F
- Operating: 5–32 degrees C / 41–90 degrees F

### Relative Humidity

- Storage: 15%–85%
- Operating: 15%–85%

## Electrical Specifications

Available in five (5) configurations: Phaser 5500B, 5500N, 5500DN, 5500DT, 5500DX

- 110–127 VAC, 50/60 Hz
- 220–240 VAC, 50/60 Hz

## Performance Specifications

### Resolution

- 600 x 600 dpi
- True 1200 x 1200 dpi

### Print Speed

- Up to 50 pages per minute (ppm)

## Controller Specifications

- 500 MHz processor

### Memory

- 128 MB PC133 DRAM standard on Phaser 5500B, 5500N, 5500DN, and 5500DT configurations
- 256 MB PC133 DRAM standard on Phaser 5500DX configuration
- Upgradable to a maximum of 512 MB

### Page Description Languages (PDL)

- PCL
- Adobe PostScript 3

### Fonts

- PostScript
- PCL

## Interfaces

- IEEE 1284 parallel
- Ethernet 10BaseT and 100BaseTx (only for N, DN, DT, and DX configurations)
- USB

# D Regulatory Information

The equipment described in this manual generates and uses radio frequency energy. If it is not installed properly in strict accordance with Xerox' instructions, it may cause interference with radio and television reception or may not function properly due to interference from another device. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiver (device being interfered with).
- Increase the separation between the printer and the receiver.
- Connect the printer into an outlet on a circuit different from that which the receiver is connected.
- Route the interface cables on the printer away from the receiver
- Consult the dealer, Xerox service, or an experienced radio/television technician for help.

Changes or modifications not expressly approved by Xerox can affect the emission and immunity compliance and could void the user's authority to operate this product. To ensure compliance, use shielded interface cables. A shielded parallel cable can be purchased directly from Xerox at [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

Xerox has tested this product to internationally accepted electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this product in a normal office environment. This product is also suitable for use in a residential environment based on the levels tested.

In the United States this product complies with the requirements of an unintentional radiator in 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.

## United States

In the United States this product complies with the requirements of an unintentional radiator in 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.

## Canada

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications, ICES-003.

Le présent appareil numérique n'émet pas de bruits radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada, NMB-003.

## European Union

Xerox Corporation declares, under our sole responsibility, that the printer to which this declaration relates is in conformity with the following standards and other normative documents:

Following the provisions of the Low Voltage Directive 73/23/EEC and its amendments:

EN 60950 (IEC 60950)	"Safety of Information Technology Equipment including Electrical Business Equipment"
----------------------	--

Following the provisions of the Electromagnetic Compatibility Directive 89/336/EEC and its amendments:

EN 55022:1998 (CISPR 22)	"Limits and Methods of measurement of radio interference characteristics of Information Technology Equipment." Class B.
EN 61000-3-2:1995 +A1:1998+A2:1998 (IEC61000-3-2)	"Part 3: Limits - Section 2: Limits for harmonic current emissions (equipment input current less than or equal to 16A per phase)."
EN 61000-3-3:1995 (IEC61000-3-3)	"Part 3: Limits - Section 3: Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current less than or equal to 16A."
EN 55024:1998 (CISPR 24)	"Information technology equipment - Immunity characteristics - Limits and methods of measurement. "

<b>CISPR 24 Immunity Phenomena</b>	<b>Basic Standard</b>	<b>Test Specification</b>
Electrostatic Discharge	IEC 61000-4-2:1995	6 kV Contact, 10 kV Air
Radio-Frequency Electromagnetic Field (radiated)	IEC 61000-4-3:1995	80-1000 MHz, 3 V/m, 80% AM @ 1 KHz
Fast Burst Transients	IEC 61000-4-4:1995	5/50 Tr/Th ns, 5 kHz Rep. Freq 0.5 kV Signal Lines 1 kV AC Mains
Line Surge	IEC 61000-4-5:1995	Combination wave 2.0 kV Common mode 2.0 kV Differential mode
Radio-Frequency Electromagnetic Field (Conducted)	IEC 61000-4-6:1996	0.15 - 80 MHz, 3 V, 80% AM @ 1 kHz

<b>CISPR 24 Immunity Phenomena</b>	<b>Basic Standard</b>	<b>Test Specification</b>
Line voltage dips	IEC 61000-4-11:1994	>95% dip for ½ cycle @ 50 Hz 30% dip for 25 cycles @ 50 Hz
Line voltage drop-out	IEC 61000-4-11:1994	>95% dropout for 250 cycles @ 50 Hz

This product, if used properly in accordance with the user's instructions, is neither dangerous for the consumer nor for the environment.

A signed copy of the Declaration of Conformity for this product can be obtained from Xerox.

# **E** Material Safety Data Sheet

For Material Safety Data Sheet information regarding your Phaser 5500 Laser Printer, go to [www.xerox.com/office/msds](http://www.xerox.com/office/msds). For the Customer Support Center phone numbers, see the information booklet entitled *Total Satisfaction Services* that came with your printer.

# F Product Recycling and Disposal

Xerox operates a worldwide equipment takeback and reuse/recycle program. Contact your Xerox sales representative (1-800-ASK-XEROX) to determine whether this Xerox product is part of the program. For more information about Xerox environmental programs, visit [www.xerox.com/environment.html](http://www.xerox.com/environment.html).

If your product is not part of the Xerox program and you are managing its disposal, please note that the product may contain lead and other materials whose disposal may be regulated due to environmental considerations. For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance at [www.eiae.org](http://www.eiae.org).

# G Original SSLeay License

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