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Xerox® WorkCentre® 3335/3345 Multifunction Printer User Guide

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Safety

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Your printer and the recommended supplies have been designed and tested to meet strict safety requirements. Attention to the following information ensures the continued and safe operation of your Xerox printer.

Notices and Safety

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

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

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



Note: Unauthorized alterations, which can include the addition of new functions or the connection of external devices, can affect the product certification. For more information, contact your Xerox representative.

Electrical Safety

General Guidelines

**WARNING:**

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

**WARNING:** 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.
- The printer emits smoke, or the surface is unusually hot.
- The printer emits unusual noise or odors.
- The printer causes a circuit breaker, fuse, or other safety device to activate.

If any of these conditions occur, do the following:

1. Turn off the printer immediately.
2. Disconnect the power cord from the electrical outlet.
3. Call an authorized service representative.

Power Cord

- Use the power cord supplied with your printer.
- Do not use an extension cord or remove or modify the power cord plug.
- Plug the power cord directly into a properly grounded electrical outlet. Ensure that each end of the cord is connected securely. If you do not know if an outlet is grounded, ask an electrician to check the outlet.
- Do not use a ground adapter plug to connect the printer to an electrical outlet that does not have a ground connection terminal.



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

- Verify that the printer is plugged into an outlet that is providing the correct voltage and power. Review the electrical specification of the printer with an electrician if necessary.
- Do not place the printer in an area where people can step on the power cord.
- Do not place objects on the power cord.
- If the power cord becomes frayed or worn, replace it.

Safety

- Do not plug or unplug the power cord while the power switch is in the On position.
- To avoid electrical shock and damage to the cord, grasp the plug when unplugging the power cord.
- Ensure that the electrical outlet is near the printer and is easily accessible.

The power cord is attached to the printer as a plug-in device on 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.

Emergency Power Off

If any of the following conditions occur, power the printer off immediately. Disconnect the power cord from the electrical outlet. Contact an authorized Xerox service representative to correct the problem if any of the following occurs:

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

Laser Safety

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 enclosed completely during all modes of customer operation and maintenance.



Laser Warning: Use of controls, adjustments, or performance of procedures other than those specified in this manual can result in hazardous radiation exposure.

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.

Operational Guidelines

- Do not remove any paper trays while the printer is printing.
- Do not open the doors when the printer is printing.
- Do not move the printer when it is printing.
- Keep hands, hair, neckties, and so on, away from the exit and feed rollers.
- Covers, which require tools for removal, protect the hazard areas within the printer. Do not remove the protective covers.



Hot Warning: The metallic surfaces in the fuser area are hot. Always use caution when removing paper jams from this area and avoid touching any metallic surfaces.

Ozone Release

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

For more information in the United States and Canada, go to one of the following:

- WorkCentre® 3335: www.xerox.com/environment
- WorkCentre® 3345: www.xerox.com/environment

In other markets, contact your local Xerox representative or go to one of the following:

- WorkCentre® 3335: www.xerox.com/environment_europe
- WorkCentre® 3345: www.xerox.com/environment_europe

Printer Location

- Place the printer on a level, solid, non-vibrating surface with adequate strength to hold its weight. To find the weight for your printer configuration, refer to [Physical Specifications](#).
- Do not block or cover the slots or openings on the printer. These openings are provided for ventilation and to prevent overheating of the printer.
- Place the printer in an area where there is adequate space for operation and servicing.
- Place the printer in a dust-free area.
- Do not store or operate the printer in an extremely hot, cold, or humid environment.
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposure to light-sensitive components.
- Do not place the printer where it is exposed directly to the cold air flow from an air conditioning system.
- Do not place the printer in locations that are susceptible to vibrations.
- For optimum performance, use the printer at the elevations specified in [Elevation](#).

Printer Supplies

- Use supplies that are designed for your printer. The use of unsuitable materials can cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with the product, options, and supplies.
- Store all consumables in accordance with the instructions provided on the package or container.
- Keep all consumables away from the reach of children.
- Never throw toner, print cartridges, drum cartridges, or toner containers into an open flame.
- When handling cartridges, such as toner cartridges, avoid skin or eye contact with toner. Eye contact can cause irritation and inflammation. Do not attempt to disassemble the cartridge, which can increase the risk of skin or eye contact.



Caution: Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreement, 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 could vary outside these areas. For details, contact your Xerox representative.









Maintenance Safety










- Do not attempt to perform any maintenance procedure that is not described specifically in the documentation supplied with your printer.
- Do not use aerosol cleaners. Clean with a dry lint-free cloth only.
- Do not burn any consumables or routine maintenance items.
- For information on Xerox supplies recycling programs, go to one of the following:
 - WorkCentre® 3335: www.xerox.com/gwa
 - WorkCentre® 3345: www.xerox.com/gwa





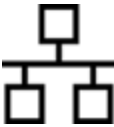

















WARNING: Do not use aerosol cleaners. Aerosol cleaners can cause explosions or fires when used on electromechanical equipment.









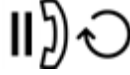

Printer Symbols

Symbol	Description
	Warning: Indicates a hazard that can cause serious injury or death if not avoided.
	Hot Warning: Hot surface on or in the printer. Use caution to avoid personal injury.
	Caution: Indicates a mandatory action to take to avoid damage to the property.
	Do not touch the part or area of the printer.
	Do not expose the drum cartridges to direct sunlight.
	Do not burn the toner cartridges.
	Do not burn the drum cartridges.
	Do not touch the part or area of the printer.

Symbol	Description
	Do not use paper attached with staples or any other form of binding clip.
	Do not use folded, creased, curled, or wrinkled paper.
	Do not load or use inkjet paper.
	Do not use transparencies or overhead projector sheets.
	Do not reload paper previously printed on or used.
	Do not copy money, revenue stamps, or postage stamps.
	Add paper or media.
	Paper jam
	Lock

Symbol	Description
	Unlock
	Document
	Paper
	WLAN Wireless Local Area Network
	LAN Local Area Network
	USB Universal Serial Bus
	Telephone Line
	Modem Line
	Postcard
	Load envelopes in the tray with the flaps closed and facing up.

Symbol	Description
	Load envelopes in the tray with the flaps open and facing up.
	NFC Near Field Communication
	Weight
	Data Transmission
	Paper Feeding Direction Indicator
Symbol	Description
	Start Button
	Stop Button
	Pause Printing Button
	Login In/Out Button
	Help Button

Symbol	Description
	Services Home Button
	Services Button
	Job Status Button
	Printer Status Button
	Language Button
	Power/Wake Button
	Clear All Button
	Clear Button
	Dial Pause/Redial Button
	This item can be recycled. For details, refer to Recycling and Disposal .

Environmental, Health, and Safety Contact Information

For more information on Environment, Health, and Safety in relation to this Xerox product and supplies, contact the following customer help lines:

- United States and Canada: 1-800-ASK-XEROX (1-800-275-9376)
- Europe: +44 1707 353 434

For product safety information in the United States, go to one of the following:

- WorkCentre® 3335: www.xerox.com/environment
- WorkCentre® 3345: www.xerox.com/environment

For product safety information in Europe, go to one of the following:

- WorkCentre® 3335: www.xerox.com/environment_europe
- WorkCentre® 3345: www.xerox.com/environment_europe

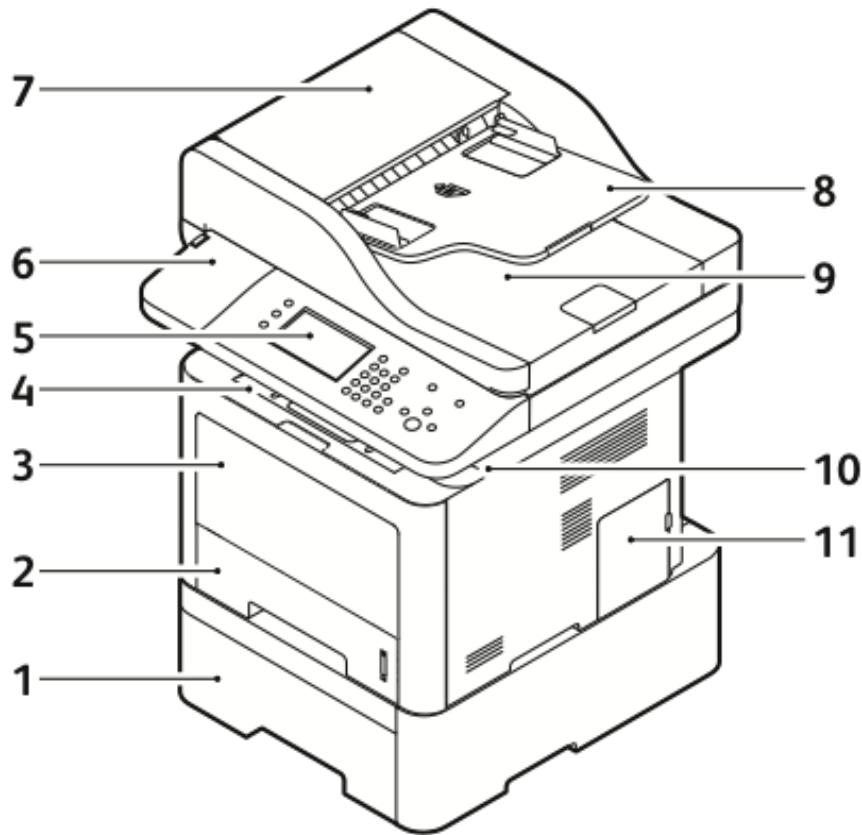
Features

This chapter contains:

- [Parts of the Printer](#) 24
- [Information Pages](#) 29
- [Administration Features](#) 30
- [More Information](#) 33

Parts of the Printer

Front View



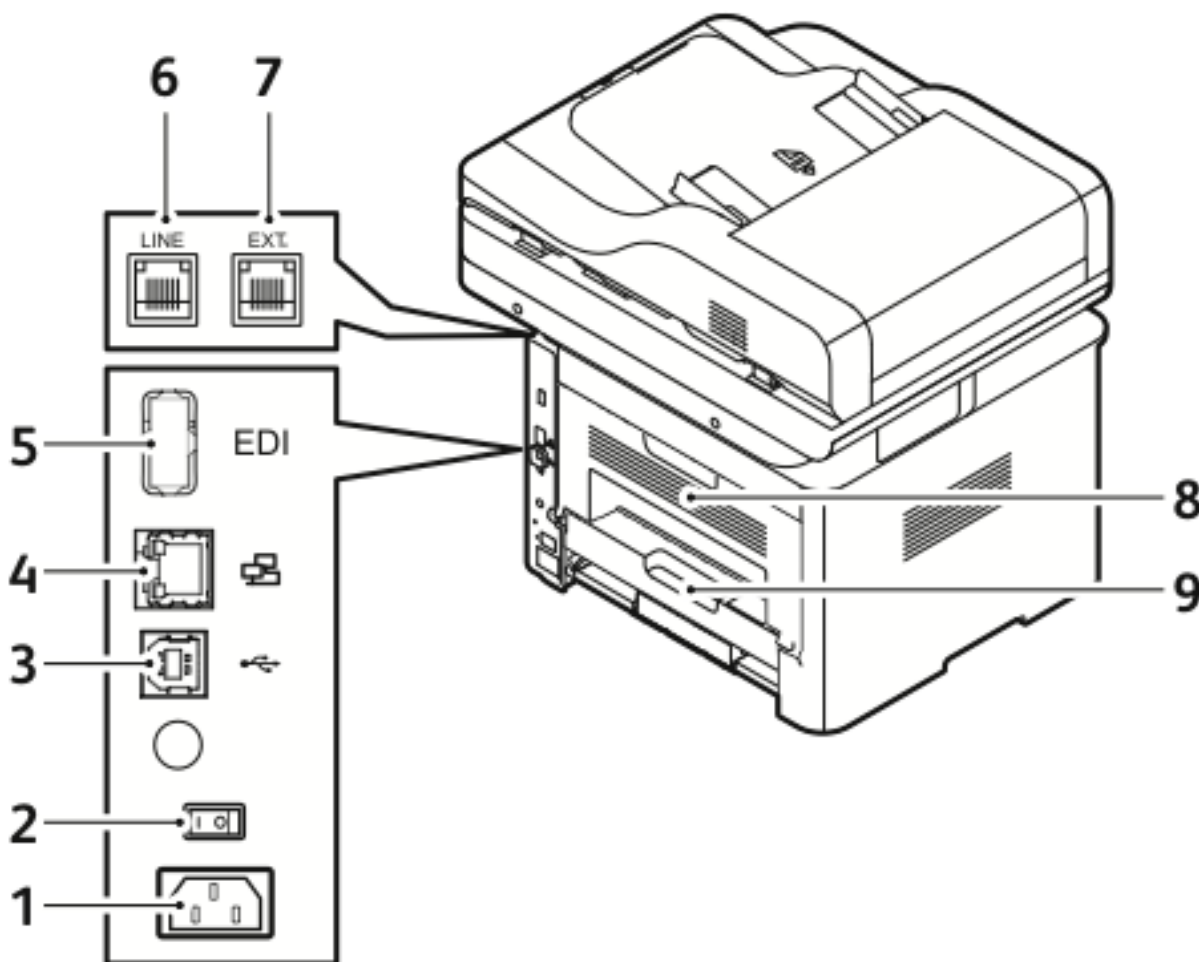
- | | |
|--|--------------------------------|
| 1. Optional Feeder Tray 2 with 550-Sheet Capacity | 7. Document Feeder Top Cover |
| 2. Tray 1 with 250-Sheet Capacity | 8. Document Feeder Input Tray |
| 3. Bypass Tray | 9. Document Feeder Output Tray |
| 4. Output Tray | 10. USB Port |
| 5. Control Panel | 11. Control Board Cover |
| 6. Card Reader Bay for optional NFC Enablement Kit | |

Document Feeder

The WorkCentre 3335® uses an Automatic Document Feeder (ADF).

The WorkCentre 3345® uses a Reversing Automatic Document Feeder (RADF).

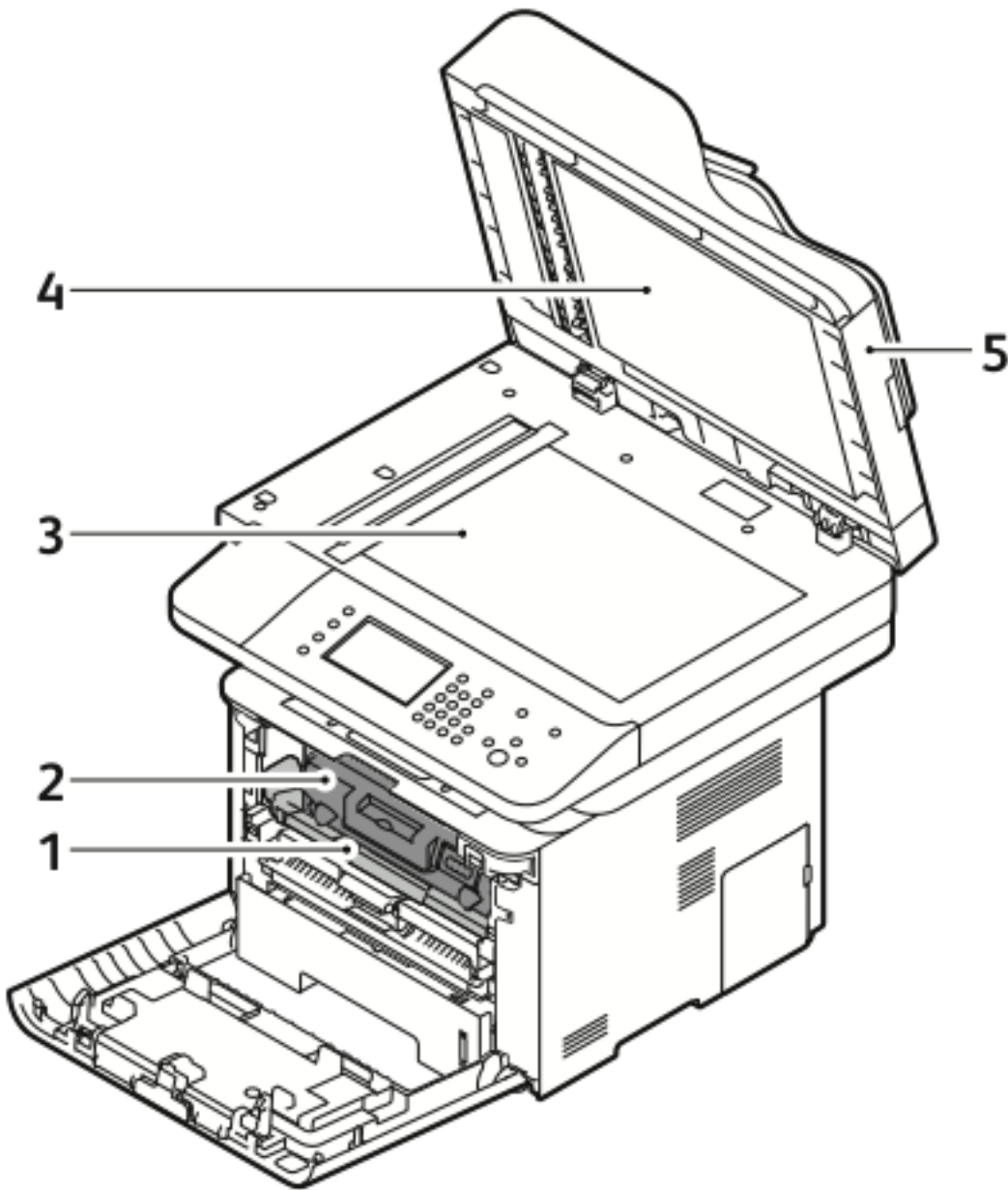
Rear View



1. Power Receptacle
2. Power Switch
3. USB Port for Service only
4. Network Port
5. USB Port

6. Telephone Line Socket
7. Extension Telephone Socket
8. Rear Door
9. Duplex Unit

Internal Components

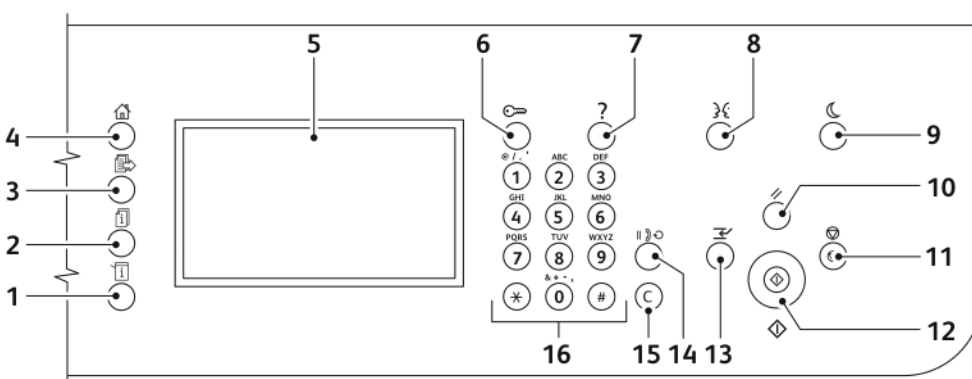


- | | |
|--------------------|-------------------------|
| 1. Drum Cartridge | 4. Document Glass Cover |
| 2. Toner Cartridge | 5. Document Feeder |
| 3. Document Glass | |

Control Panel

The control panel consists of a touch screen and buttons that you press to control the functions available on the printer. You can use the control panel to perform the following tasks:

- View the current operating status of the device
- Access printer features
- Access reference materials
- Access the Tools and Setup menus
- Access the Troubleshooting menus and videos
- View status messages about paper tray levels and supplies
- View any errors or warnings that occur on the device



Item	Name	Description
1	Machine Status Button	This button displays the status of the printer on the touch screen.
2	Job Status Button	This button displays all active, secure, or completed jobs on the touch screen.
3	Services Button	This button returns you to the active service from the Job Status or Machine Status screens, or to a preset service.
4	Services Home Button	This button provides access to printer features such as copy, scan, and fax on the touch screen.
5	Touch Screen Display	The screen displays information and provides access to printer functions.
6	Log In/Out Button	This button provides access to password-protected features.
7	Help Button	This button displays information about the current selection on the touch screen.
8	Language Button	This button changes the touch screen language and keyboard settings.
9	Power Saver button	This button enters and exits the low-power mode.
10	Clear All Button	This button clears previous and changed settings for the current selection. To reset all features to their default settings and clear existing scans, press this button twice.

Features

Item	Name	Description
11	Stop Button	This button stops the current job temporarily. To cancel or resume your job, follow the onscreen instructions.
12	Start Button	This button starts the selected copy, scan, fax, or Print From job, such as Print from USB.
13	Interrupt Button	This button pauses the current job to run a more urgent print, copy, or fax job.
14	Dial Pause Button	This button inserts a pause in a telephone number when the printer transmits a fax.
15	C (clear) Button	This button deletes numeric values or the last digit entered using the alphanumeric keys.
16	Alphanumeric Keypad	Use the keypad to enter alphanumeric information.

Information Pages

Your printer has a set of information pages that you can access from the control panel touch screen. These information pages include Customer Support access, installed options, and more.

Accessing and Printing the Information Pages

To access the full list of information pages for your printer:

1. At the printer control panel, press the **Help** button.

A list of information pages that you can print appears.

2. To scroll through the list of available pages, touch and drag your finger up or down on the menu. Touch the desired page, then touch **Print**.



Note: To print all of the information pages, at the bottom of the list, touch **All Information Pages**, then touch **Print**.

3. To return to the Home screen, touch **(X)**.

Printing the Configuration Report at the Control Panel

The Configuration Report provides product information including installed options, network settings, port setup, tray information, and more.



Note: To turn off automatic printing of a Configuration Report, refer to [Setting Access Rights for the Configuration Report and Information Pages](#).

1. At the printer control panel, press the **Help** button.
2. Touch **System Configuration Report**.
3. Touch **Print**.
4. To return to the Services Home menu, press the **Services Home** button.

Administration Features

For details, refer to the *System Administrator Guide*:

- www.xerox.com/office/WC3335docs
- www.xerox.com/office/WC3345docs

Xerox® CentreWare® Internet Services

Xerox® CentreWare® Internet Services is the administration and configuration software installed on the embedded Web server in the printer. It allows you to configure and administer the printer from a Web browser.

Xerox® CentreWare® Internet Services requires:

- A TCP/IP connection between the printer and the network in Windows, Macintosh, UNIX, or Linux environments.
- TCP/IP and HTTP enabled in the printer.
- A network-connected computer with a Web browser that supports JavaScript.

Accessing Xerox®CentreWare® Internet Services

1. At your computer, open a Web browser.
2. In the address field, type the IP address of the printer.
3. Press **Enter** or **Return**.

Locating the IP Address of the Printer

You can view the IP address of your printer on the control panel or on the Configuration Report.

To install print drivers for a network-connected printer, you need the IP address of your printer. You need the IP address to access and configure any printer settings in Xerox® CentreWare® Internet Services.

1. To view the IP address of the printer on the control panel:
 - a. At the printer control panel, press the **Machine Status** button.
 - b. Touch the **Machine Information** tab.
If the system administrator has set the display network settings to show the IP address, the address appears at the top of the Machine Information list.



Note: If the IP address does not appear, print the Configuration Report or contact your system administrator.

2. To print a Configuration Report, perform the following steps:
 - a. At the printer control panel, press the **Help** button.
 - b. Touch **System Configuration Report**.

c. Touch **Print**.

Note: After the printer has been powered on for 2 minutes, print the Configuration Report.

- The TCP/IP address appears in the Network Setup section of the page.
- If the IP address that appears on the page is a system default address, such as 169.254.xxx.xxx, the printer did not acquire an IP address from the DHCP server.
- Wait 2 minutes, then print the Configuration Report again.
- After 2 minutes, if the IP address does not appear, contact the system administrator.

d. To close the window, touch **X**.

Automatic Data Collection

The printer collects data automatically and transmits the information to a secure off-site location. Xerox or a designated service provider uses this data to support and service the printer, or for billing, supplies replenishment, or product improvement. Automatically transmitted data can include product registration, meter readings, supplies levels, printer configuration and settings, software version, and problem or fault-code data. Xerox cannot read, view, or download the content of your documents that reside on or pass through your printer or any of your information-management systems.

To disable automatic data collection:

1. At your computer, open a Web browser.
2. In the address field, type the IP address of the printer.
3. Press **Enter** or **Return**.
4. On the Xerox® CentreWare® Internet Services Welcome page, select the link in the note regarding automated services.

Selecting this link opens the SMart eSolutions Setup page in Xerox® CentreWare® Internet Services. From this page, select **Not Enrolled**→**Apply**.



Note: Administrator credentials are required to disable SMart eSolutions. If you do not have administrator credentials, contact the administrator for the printer.

Maintenance Assistant

Your printer includes a built-in diagnostic capability allowing you to send diagnostic information directly to Xerox. Maintenance Assistant is a remote diagnostic tool that offers a fast way to resolve potential issues, receive assistance, and automate the troubleshooting or repair process.

Enabling Maintenance Assistant

Before you begin: If your network uses a proxy server, configure the Proxy Server settings of the printer to ensure that the printer can connect to the Internet.

1. From the Printer Status window, click **Help**→**Xerox®CentreWare® Internet Services**.
2. From Xerox®CentreWare®Internet Services, click **Status**→**SMart eSolutions**.
3. From Smart eSolutions, click **Maintenance Assistant**.

4. To send status information to Xerox, click **Start an Online Troubleshooting Session at www.Xerox.com**.
5. After the data is sent, your browser is redirected to www.xerox.com to start your online troubleshooting session.

Billing and Usage Information

Billing and printer usage information appears on the Billing Meters information screen. The impression counts shown are used for billing. For details on viewing this information, refer to [Billing and Usage Information](#) in the Maintenance chapter.

More Information

You can obtain more information about your printer from these sources:

Resource	Location
Installation guide	The installation guide is packaged with the printer. To download the installation guide, select the link for your printer: <ul style="list-style-type: none"> www.xerox.com/office/WC3335docs www.xerox.com/office/WC3345docs
Other documentation for your printer	<ul style="list-style-type: none"> www.xerox.com/office/WC3335docs www.xerox.com/office/WC3345docs
Technical support information for your printer, including online technical support, Online Support Assistant, and driver downloads.	<ul style="list-style-type: none"> www.xerox.com/office/WC3335support www.xerox.com/office/WC3345support
Information about menus or error messages	Press the control panel Help (?) button.
Information Pages	Print information pages from the control panel, or from Xerox® CentreWare® Internet Services, select Properties → Services → Printing → Reports .
Xerox® CentreWare® Internet Services documentation	From Xerox® CentreWare® Internet Services, select Help .
Order supplies for your printer	<ul style="list-style-type: none"> www.xerox.com/office/WC3335supplies www.xerox.com/office/WC3345supplies
A resource for tools and information, including interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs.	www.xerox.com/office/businessresourcecenter
Local sales and support center	<ul style="list-style-type: none"> WorkCentre® 3335: www.xerox.com/office/worldcontacts WorkCentre® 3345: www.xerox.com/office/worldcontacts
Printer registration	<ul style="list-style-type: none"> WorkCentre® 3335: www.xerox.com/office/register WorkCentre® 3345: www.xerox.com/office/register
Xerox® Direct online store	www.direct.xerox.com/

Installation and Setup

This chapter contains:

• Installation and Setup Overview.....	36
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• Connecting the Printer	38
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• Installing the Printer as a Web Service on Devices	49
• Installing a WSD Printer Manually Using the Add Printer Wizard	50
• AirPrint, Mopria, Google Cloud Print, and NFC	51

Refer to:

- *Installation Guide* packaged with your printer.
- *System Administrator Guide*:
 - www.xerox.com/office/WC3335docs
 - www.xerox.com/office/WC3345docs

Installation and Setup Overview

Before printing, ensure that your computer and the printer are plugged in, turned on, and connected. Configure the initial settings of the printer. On your computer, install the driver software and utilities on your computer.

You can connect to your printer directly from your computer using USB, or connect to a network using an Ethernet cable or wireless connection. Hardware and cabling requirements vary for the different connection methods. Routers, network hubs, network switches, modems, Ethernet cables, and USB cables are not included with your printer and must be purchased separately. Xerox recommends an Ethernet connection because, typically, it is faster than a USB connection, and it provides access to Xerox® CentreWare® Internet Services.



Note: If the *Software and Documentation* disc is not available, you can download the latest drivers at:

- www.xerox.com/office/WC3335drivers
- www.xerox.com/office/WC3345drivers

Related Topics:

[Selecting a Location for the Printer](#)

[Selecting a Connection Method](#)

[Connecting the Printer](#)

[Configuring Network Settings](#)

[Installing the Software](#)

Selecting a Location for the Printer

- Select a dust-free area with temperatures from 10–30° C (50–90° F), and relative humidity 20–80 %.



Note: Sudden temperature fluctuations can affect print quality. Rapid heating of a cold room can cause condensation inside the printer, directly interfering with image transfer.

- Place the printer on a level, solid, non-vibrating surface with adequate strength for the weight of the printer. The printer must be horizontal with all four feet in solid contact with the surface. To find the weight for your printer configuration, refer to [Physical Specifications](#).
- Select a location with adequate clearance to access supplies and to provide proper ventilation. To find the clearance requirements for your printer, refer to [Clearance Requirements for Standard Configuration](#).
- After positioning the printer, you are ready to connect it to the power source and computer or network.

Connecting the Printer

Selecting a Connection Method

The printer can be connected to your computer using a USB cable or an Ethernet cable. The method you select depends on how your computer is connected to the network. A USB connection is a direct connection and is the easiest to set up. An Ethernet connection is used for networking. If you are using a network connection, ensure that you understand how your computer is connected to the network. For details, refer to [About TCP/IP and IP Addresses](#).



Note:

- Not all options listed are supported on all printers. Some options apply only to a specific printer model, configuration, operating system, or driver type.
- Hardware and cabling requirements vary for the different connection methods. Routers, network hubs, network switches, modems, Ethernet cables, and USB cables are not included with your printer and must be purchased separately.

Network

If your computer is connected to an office network or home network, use an Ethernet cable to connect the printer to a network port. Ethernet networks can support many computers, printers, and devices simultaneously. In most cases, Ethernet connection is faster than USB and provides direct access to printer settings using Xerox® CentreWare® Internet Services.

Wireless Network

If your network includes a wireless router or wireless access point, you can connect the printer to the network with a wireless connection. A wireless network connection provides the same access and services as a wired connection provides. A wireless network connection is typically faster than USB and allows direct access to the setting of the printer using Xerox® CentreWare® Internet Services.

USB

If you connect the printer to one computer and do not have a network, use a USB connection. A USB connection offers fast data speeds, but typically not as fast as an Ethernet connection. In addition, a USB connection does not provide access to Xerox® CentreWare® Internet Services.

Telephone

To send and receive faxes, the multifunction printer must be connected to a dedicated telephone line.

Connecting the Printer to the Network

Use a Category 5 or higher Ethernet cable to connect the printer to the network. An Ethernet network is used for one or more computers and supports many printers and systems simultaneously. An Ethernet connection provides direct access to printer settings using Xerox® CentreWare® Internet Services.

To connect the printer:

1. Ensure that the printer is powered off.
2. Connect one end of a Category 5 or higher Ethernet cable to the Ethernet port on the printer. Connect the other end of the Ethernet cable to a correctly configured network port on a hub or router.
3. Connect the power cord to the printer, and plug the cord into an electrical outlet.
4. Turn on the printer.
For details on configuring network settings, refer to the *System Administrator Guide* at:
 - www.xerox.com/office/WC3335docs
 - www.xerox.com/office/WC3345docs
5. Enter the printer IP address or set Xerox® CentreWare® Internet Services to automatically discover the network IP address of the printer.

Connecting to a Computer Using USB

To connect using USB, you need Windows 7, Windows 8 or later, Windows Server 2008 or later, or Macintosh OS X version 10.9 or later.

To connect the printer to the computer using a USB cable:

1. Connect the **B** end of a standard A/B USB 2.0 cable to the USB Port on the front, right side of the printer.
2. Connect the **A** end of the USB cable to the USB port on the computer.
3. If the Windows Found New Hardware Wizard appears, select **Cancel**.
4. Install the print drivers. For details, refer to [Installing the Software](#).

Connecting to a Telephone Line



Note: Not all options listed are supported on all printers. Some options apply only to a specific printer model, configuration, operating system, or driver type.

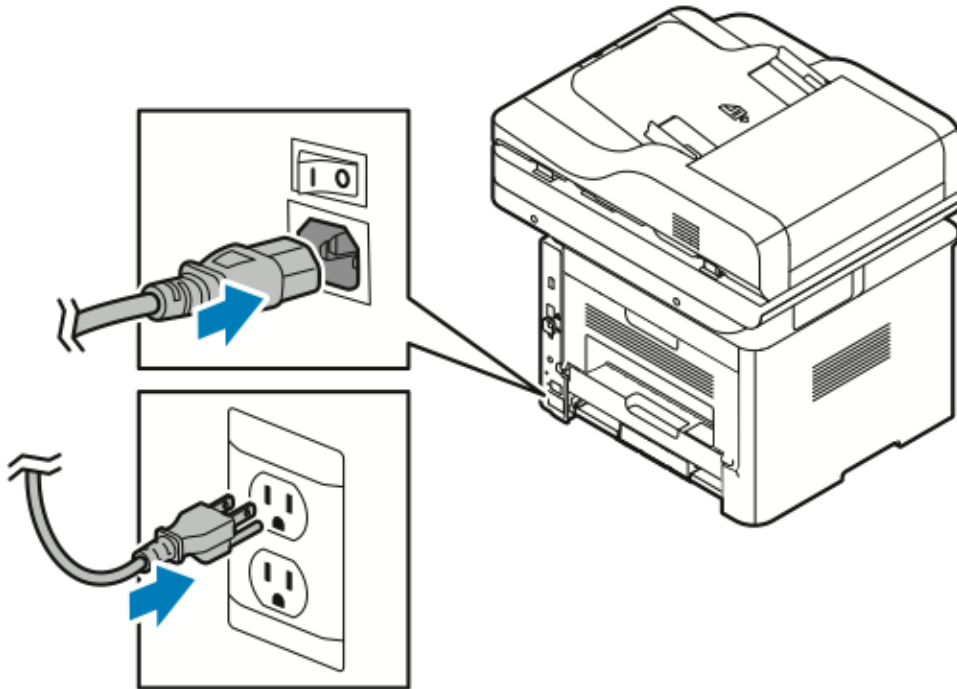
1. Connect a standard RJ11 cable, No. 26 American Wire Gauge (AWG) or larger, to the Line port on the back of the printer.
2. Connect the other end of the RJ11 cable to an operating telephone line.
3. Enable and configure the Fax functions.

For details, refer to the *System Administrator Guide* at:

- www.xerox.com/office/WC3335docs
- www.xerox.com/office/WC3345docs

Powering On or Off the Printer

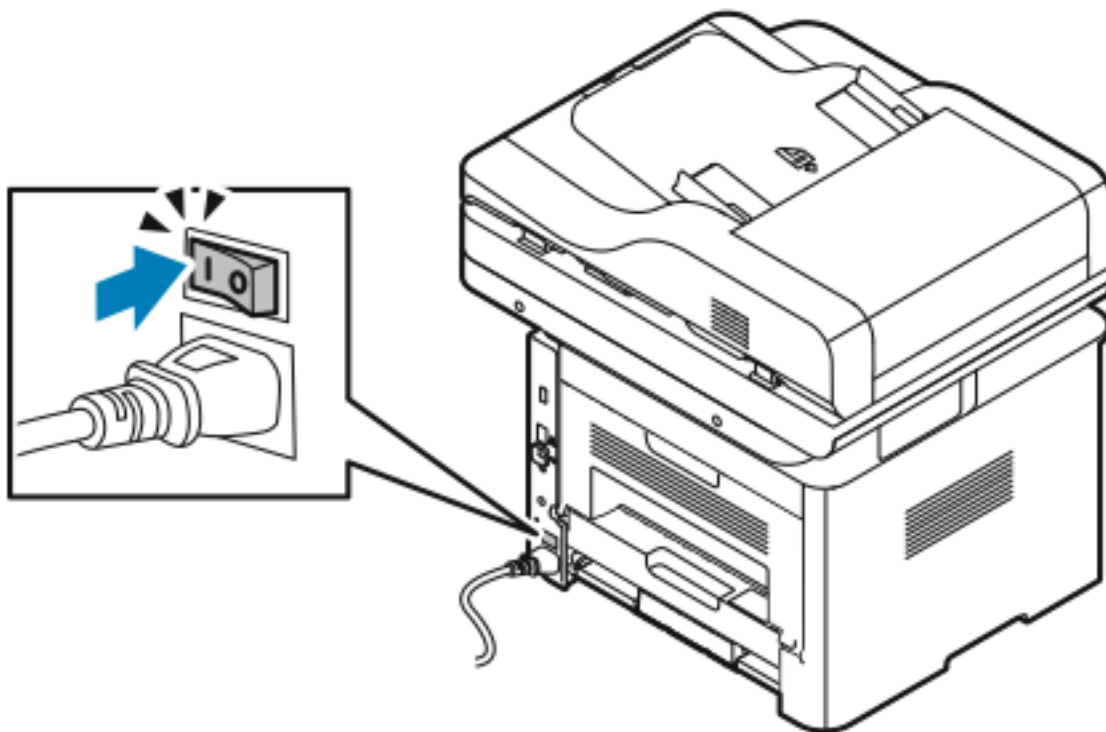
Before powering on the printer, ensure that the power cord is plugged into the printer and wall outlet, and that the power switch is in the off position.




The printer has a *power Down* button on the touch screen and a *power switch* on the back-left side.

- The *power down* button initiates an orderly shutdown of the printer electronic components.
- The *power switch* controls the main power to the printer.

1. To power on the printer, press the power switch to the **On** position.



 **Note:** If the power switch is on, but the printer is powered off, the printer was turned off using the control panel. To power on the printer, press the power switch to the **Off** position first, then press the power switch to the **On** position.

2. To turn off the printer:



Caution:

- To prevent a printer malfunction, perform the control panel shutdown first.
 - Do not plug or unplug the power cord while the printer is powered on.
- a. At the printer control panel, press the **Power Saver** button.
 - b. Touch **Power Down**.



Note: When all of the control panel lights are off, the printer power-off sequence is complete. Pressing the power switch off is optional.

Configuring Network Settings

About TCP/IP and IP Addresses

Computers and printers primarily use TCP/IP protocols to communicate over an Ethernet network. Generally, Macintosh computers use either TCP/IP or the Bonjour protocol to communicate with a network printer. For Macintosh OS X systems, TCP/IP is preferred. Unlike TCP/IP, however, Bonjour does not require printers or computers to have IP addresses.

With TCP/IP protocols, each printer and computer must have a unique IP address. Many networks and cable and DSL routers have a Dynamic Host Configuration Protocol (DHCP) server. A DHCP server automatically assigns an IP address to every computer and printer on the network that is configured to use DHCP.

If you use a cable or DSL router, for information on IP addressing, refer to the documentation for your router.

Enabling the Printer for Scanning

If the printer is connected to a network, you can scan to any of the following locations.

- FTP
- SMB
- HTTP
- HTTPS
- SFTP
- An email address
- A shared folder on your computer

For details, refer to [Xerox® CentreWare® Internet Services](#).



Note: If your printer is connected using the USB cable, you cannot scan to an email address or a network location, such as a shared folder on your computer.

For details, refer to the *System Administrator Guide* at:

- www.xerox.com/office/WC3335docs
- www.xerox.com/office/WC3345docs

Power Saver Mode

Power Saver mode reduces power consumption when the printer is left idle for a specified period.

Power Saver Levels

There are two levels of Power Saver mode.

- **Power Saver Mode 1:** After a specified period of inactivity, the touch screen dims and the printer operates on reduced power consumption.
- **Power Saver Mode 2:** After a specified period of inactivity, the touch screen turns off and the printer enters standby mode.

Exiting Power Saver Mode

The printer exits Power Saver mode automatically when any of the following events occur:

- Pressing a button on the control panel
- Touching the UI screen
- Receiving data from a connected device
- Opening any door or cover on the printer

Setting the Power Saver Mode Timers at the Control Panel



Note: You must have administrator credentials to perform the following procedure. If you do not have administrator credentials, contact the printer administrator.

1. At the printer control panel, press the **Machine Status** button.
2. Touch **Device Settings**→**General**→**Power Saver Timer**.
3. To select the desired time, press the arrow buttons, or enter a value using the numeric keypad.
 - Specify how long the printer remains idle before it goes from ready mode to low-power mode.
 - Specify how long the printer remains idle before automatically going from low-power mode to sleep mode.
4. Touch **OK**.

Installing the Software

Before you install driver software, verify that the printer is plugged in, turned on, connected correctly, and has a valid IP address. If you cannot find the IP address, refer to [Locating the IP Address of the Printer](#).

If the *Software and Documentation* disc is not available, download the latest drivers at:

- www.xerox.com/office/WC3335drivers
- www.xerox.com/office/WC3345drivers

Operating System Requirements

- Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2008, Windows Server 2008 R2, and Windows Server 2012
- Macintosh OS X version 10.9 and later
- UNIX and Linux: Your printer supports connection to various UNIX platforms through the network interface. For details, refer to:
 - www.xerox.com/office/WC3335drivers
 - www.xerox.com/office/WC3345drivers

Installing Drivers and Utilities for Windows

To access all the features of your printer, install the Xerox® print driver and the Xerox® scan driver.

To install the print and scan driver software:

1. Insert the *Software and Documentation* disc into the appropriate drive on your computer. The installer starts automatically.
If the installer does not start automatically, navigate to the drive, and double-click the **Setup.exe** installer file.
2. To change the language, click **Language**.
3. Select your language, then click **OK**.
4. Click **Install Drivers** → **Install Print and Scan Drivers**.
5. To accept the license agreement, click **I Agree**.
6. From the list of discovered printers, select your printer, then click **Next**.
7. If your printer does not appear in the list of discovered printers, click **Extended Search**.
8. If your printer still does not appear in the list of discovered printers, and you know the IP address, choose one of the following:
 - At the top of the window, click the **Network Printer** icon, and enter the IP address or the DNS name of the printer.
 - Click **Search**, and from the list of discovered printers, select your printer, then click **Next**.
9. If the printer still does not appear in the list of discovered printers, and you do not know the IP address:
 - a. Click **Advanced Search**.

- b. If you know the gateway address and subnet mask, click the top button and enter the addresses into the Gateway and Subnet Mask fields.
- c. If you know the address of another printer on the same subnet, click the middle button and enter the address in the IP Address field.
- d. Click **Search**.
- e. From the list of discovered printers, select your printer, then click **Next**.



Note: When the printer appears in the Discovered Printers window, it displays the IP address. Record the IP address for future use.

10. Select the desired driver.
11. Click **Install**.
12. If the installer prompts you for the IP address, enter the IP address of the printer.
13. If the installer prompts you to restart your computer, click **Restart** to complete the installation of the drivers.
14. To complete the installation, click **Finish**.

Installing Print Drivers for Macintosh OS X Version 10.9 and Later

Use this procedure to install the Xerox print driver to access all features of your printer.

To install the print driver software:

1. Insert the *Software and Documentation* disc into the appropriate drive on your computer.
2. To view the **.dmg** file for your printer, on your desktop, click the disc icon.
3. Open the **.dmg** file, then navigate to the appropriate installer file for your operating system.
4. To begin installation, open the Installer package file.
5. To acknowledge the warning and introductory messages, click **Continue**. Click **Continue** again.
6. To accept the license agreement, click **Continue**, then click **Agree**.
7. To accept the current installation location, click **Install**, or select another location for the installation files, then click **Install**.
8. Enter your password, then click **Install Software**.
9. Select your printer in the list of discovered printers, then click **Continue**. If your printer does not appear in the list of discovered printers:
 - a. Click the **Network Printer** icon.
 - b. Type the IP address of your printer, then click **Continue**.
 - c. Select your printer in the list of discovered printers, then click **Continue**.
10. To accept the print queue message, click **Continue**.
11. To accept the installation success message, click **Close**.
12. To verify that the print driver recognizes the installed options:
 - a. From the Apple menu, click **System Preferences**—**Printers and Scanners**.

- b. Select the printer from the list, then click **Options & Supplies**.
- c. Click **Options**.
- d. Confirm that all of the options installed on the printer appear correct.
- e. If you change settings, click **OK**, close the window, then exit System Preferences.

Installing Scan Drivers for Macintosh

To install the scan driver software:

1. To download the latest driver, go to:
 - www.xerox.com/office/WC3335drivers
 - www.xerox.com/office/WC3345drivers
2. Download the appropriate package for your operating system.
3. To view the **.dmg** file for your printer, on your desktop, click the disc icon.
4. Open the **Scan Installer.dmg** file, then navigate to the appropriate installer file for your operating system.
5. Open the **Scan Installer** package file.
6. To acknowledge the warning and introductory messages, click **Continue**.
7. To accept the license agreement, click **Continue**, then click **Agree**.
8. Click **Continue** again.
9. Enter your password, then click **OK**.
10. If prompted to close other installations, click **Continue Installing**.
11. To restart, click **Log Out**.

Installing the Print Drivers for UNIX and Linux



Note:

- To install the UNIX print drivers on your computer, root or superuser privileges are required.
- This procedure requires an Internet connection.

To install Linux drivers, perform the following steps, then select **Linux** instead of UNIX for the operating system and package.

To install the print driver software:

1. On the printer control panel, for the IP address, do the following:
 - a. Allow the printer to set up a DHCP address.
 - b. Print the Configuration Report and keep it for reference.
For details on how to print the Configuration Report, refer to [Printing the Configuration Report at the Control Panel](#).
 - c. From the Configuration Report, verify that the TCP/IP protocol is enabled and the network cable is installed.
2. At your computer, do the following:

Installation and Setup

- a. From the print driver website for your printer, select your printer model.
 - b. From the Operating System menu, select **UNIX**, then click **Go**.
 - c. Select the appropriate package for your operating system.
 - d. To begin downloading, click the **Start** button.
3. In the notes below the driver package that you selected, click the **Installation Guide** link, then follow the installation instructions.

Other Drivers

The following drivers are available for download:

- The Xerox® Global Print Driver works with any printer on your network, including those printers made by other manufacturers. At installation, it configures itself for your individual printer upon installation.
- The Xerox® Mobile Express Driver works with any printer available to your computer that supports standard PostScript. Each time you select Print, it configures itself for the correct printer. If you travel frequently to the same sites, you can save your favorite printers in that location and the driver saves your settings.

Download the drivers at:

- www.xerox.com/office/WC3335drivers
- www.xerox.com/office/WC3345drivers

Installing the Printer as a Web Service on Devices

Web Services on Devices (WSD) allow a client to discover and access a remote device and its associated services across a network. WSD supports device discovery, control, and use.

1. At your computer, click **Start**, then select **Devices and Printers**.
2. To launch the Add Device Wizard, click **Add a Device**.
3. In the list of available devices, select the one you want to use, then click **Next**.



Note: If the printer you want to use does not appear in the list, click the **Cancel** button. Add the WSD printer manually using the Add Printer Wizard; for details, refer to Installing a WSD Printer Manually Using the Add Printer Wizard.

4. Click **Close**.

Installing a WSD Printer Manually Using the Add Printer Wizard

1. At your computer, click **Start**, then select **Devices and Printers**.
2. To launch the Add Printer Wizard, click **Add a Printer**.
3. Click **Add a network, wireless, or Bluetooth printer**.
4. In the list of available devices, select the one you want to use, then click **Next**.
5. If the printer that you want does not appear in the list, click **The printer that I want is not listed**.
6. Select **Add a printer using a TCP/IP address or hostname**, then click **Next**.
7. For the Device type field, select **Web Services Device**.
8. In the Hostname or IP address field, enter the printer IP address. Click **Next**.
9. Select an option for sharing the printer with others in your network.
10. To identify the printer for sharing, enter a share name, location, and comments to identify the printer. Click **Next**.
11. To set the printer as the default, select an option. To test the connection, click **Print a Test Page**.
12. Click **Finish**.

AirPrint, Mopria, Google Cloud Print, and NFC

The following allow you to print without requiring a print driver:

AirPrint

Use AirPrint to print from a wired or wireless device directly without using a print driver. AirPrint is a software feature that allows you to print from wired or wireless Apple iOS-based mobile devices and Mac OS-based devices without the need to install a print driver. AirPrint-enabled printers allow you to print or fax directly from a Mac, an iPhone, iPad, or iPod touch.

Mopria

Mopria is a software feature that enables users to print from mobile devices without requiring a print driver. You can use Mopria to print from your mobile device to Mopria-enabled printers.

Google Cloud Print

Google Cloud Print allows you to print documents from an Internet-connected device without using a print driver. Documents stored in the cloud, a personal computer, tablet, or smartphone can be sent to the printer from anywhere.

NFC (Near Field Communication)

Near field communication (NFC) is a technology that enables devices to communicate when they are within 10 centimeters of each other. You can use NFC to obtain the network interface to establish a TCP/IP connection between your device and the printer.

For more information, refer to the *System Administrator Guide*:

- www.xerox.com/office/WC3335docs
- www.xerox.com/office/WC3345docs

Paper and Media

This chapter contains:

- Supported Paper 54
- Loading Paper 58
- Printing on Special Paper 75

Supported Paper

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

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

Ordering Paper

To order paper or other media, contact your local reseller or visit:

- www.xerox.com/office/WC3335supplies
- www.xerox.com/office/WC3345supplies

General Paper Loading Guidelines

- Fan paper before loading it in the paper tray.
- Do not overfill the paper trays. Do not load paper above the maximum fill line in the tray.
- Adjust the paper guides to fit the paper size.
- If excessive jams occur, use paper or other approved media from a new package.
- Do not print on label media after a label has been removed from a sheet.
- Use only paper envelopes.
- Print envelopes 1-sided only.

Paper That Can Damage Your Printer

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

- Rough or porous paper
- Inkjet paper
- Non-laser glossy or coated paper
- Paper that has been photocopied
- Paper that has been folded or wrinkled
- Paper with cutouts or perforations
- Stapled paper
- Envelopes with windows, metal clasps, side seams, or adhesives with release strips
- Padded envelopes
- Plastic media



Caution: The Xerox® Warranty, Service Agreement, or Xerox® Total Satisfaction Guarantee does not cover damage caused by using unsupported paper or specialty media. The Xerox® Total Satisfaction Guarantee is available in the United States and Canada. Coverage can vary outside these areas. For details, contact your local Xerox representative.

Paper Storage Guidelines

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

- Store paper in dark, cool, relatively dry locations. Most paper is susceptible to damage from ultraviolet and visible light. Ultraviolet light, from the sun and fluorescent bulbs, is particularly damaging to paper.
- Reduce the exposure of paper to strong lights for long periods of time.
- Maintain constant temperatures and relative humidity.
- Avoid storing paper in attics, kitchens, garages, or basements. These spaces are more likely to collect moisture.
- Store paper flat, either on pallets, cartons, shelves, or in cabinets.
- Avoid food or drinks in the area where paper is stored or handled.
- Do not open sealed packages of paper until you are ready to load the paper into the printer. Leave stored paper in the original packaging. The paper wrapper protects the paper from moisture loss or gain.
- Some special media is packaged inside resealable plastic bags. Store the media inside the bag until you are ready to use it. Keep unused media in the bag and reseal it for protection.

Supported Paper Types and Weights

Trays	Paper Types	Weights
Bypass and Trays 1 and 2	Plain Letterhead Pre-printed Hole-Punched Lightweight Heavyweight Cardstock Bond Recycled Archival	70–85 g/m ² 70–85 g/m ² 70–85 g/m ² 70–85 g/m ² 60–70 g/m ² 85–105 g/m ² 106–163 g/m ² 105–120 g/m ² 60–85 g/m ² Not Applicable
Bypass Tray and Tray 1 only	Transparency	Not Applicable
Bypass Tray only	Labels Envelope Custom	120–150 g/m ² 75–90 g/m ² 60–220 g/m ²

Supported Standard Paper Sizes

Tray	European Standard Sizes	North American Standard Sizes
Bypass and Trays 1 and 2	A4 (210 x 297 mm, 8.3 x 11.7 in.) A5 (148 x 210 mm, 5.8 x 8.3 in.) JIS B5 (182 x 257 mm, 7.2 x 10.1 in.) ISO B5 (176 x 250 mm, 6.9 x 9.8 in.) A6 (105 x 148 mm, 4.1 x 5.8 in.)	Letter (216 x 279 mm, 8.5 x 11 in.) Legal (216 x 356 mm, 8.5 x 14 in.) Oficio (216 x 343 mm, 8.5 x 13.5 in.) Folio (216 x 330 mm, 8.5 x 13 in.) Executive (184 x 267 mm, 7.25 x 10.5 in.) Statement (140 x 216 mm, 5.5 x 8.5 in.)
Bypass Tray only	C5 envelope (162 x 229 mm, 6.4 x 9 in.) C6 envelope (114 x 162 mm, 4.5 x 6.38 in.) DL envelope (110 x 220 mm, 4.33 x 8.66 in.) Index Card (76.2 x 127 mm, 3 x 5 in.) Postcard (100 x 148 mm, 3.94 x 5.83 in.)	Postcard (102 x 152 mm, 4 x 6 in.) No. 10 envelope (241 x 105 mm, 4.1 x 9.5 in.) No. 9 envelope (114 x 162 mm, 4.5 x 6.38 in.) Monarch envelope (98 x 190 mm, 3.9 x 7.5 in.) Index Card (76.2 x 127 mm, 3 x 5 in.)

Supported Custom Paper Sizes

Tray	Width	Length
Bypass Tray	98–216 mm (3.9–8.5 in.)	148–356 mm (5.8–14 in.)
Trays 1 and 2	105–216 mm (4.1–8.5 in.)	148–356 mm (5.8–14 in.)

Supported Paper Types and Weights for Automatic 2-Sided Printing

Paper Types	Weights
Lightweight	60–70 g/m ²
Recycled	60–85 g/m ²
Plain Letterhead Hole-Punched Pre-printed	70–85 g/m ²

Paper Types	Weights
Heavyweight	86–105 g/m ²
Bond	105–120 g/m ²

Supported Standard Paper Sizes for Automatic 2-Sided Printing

European Standard Sizes	North American Standard Sizes
A4 (210 x 297 mm, 8.3 x 11.7 in.)	Letter (216 x 279 mm, 8.5 x 11 in.) Legal (216 x 356 mm, 8.5 x 14 in.) Oficio (216 x 343 mm, 8.5 x 13.5 in.) Folio (216 x 330 mm, 8.5 x 13 in.) Executive (184 x 267 mm, 7.25 x 10.5 in.)

Supported Custom Paper Sizes for Automatic 2-Sided Printing

Source	Media Types	Sizes	Thickness
Tray 1 or 2	Plain, Lightweight, Heavyweight, Bond, Cardstock, Recycled, Archive	A4, Letter, Legal, Executive, Folio, Oficio, ISO B5, JIS B5, A5, A6	60–163 g (16–43 lb.)
Bypass Tray	Plain, Lightweight, Heavyweight, Bond, Cardstock, Cotton, Colored, Pre-Printed, Recycled, Archive, Transparency, Label	A4, Letter, Legal, Executive, Folio, Oficio, ISO B5, JIS B5, A5, A6, 3 in. x 5 in.	60–220 g (16–58 lb.)
	Envelope	Monarch, No.10, DL, C5, C6	
	Cardstock	International Post Card	
	Custom	minimum size: 75 mm width x 125 mm length 2.95 in. width x 4.92 in. length)	
Duplex	Plain, Lightweight, Heavyweight, Bond, Recycled	A4, Letter, Legal, Folio, Oficio	60–120 g (16–32 lb.)

Loading Paper

Loading Paper in the Bypass Tray

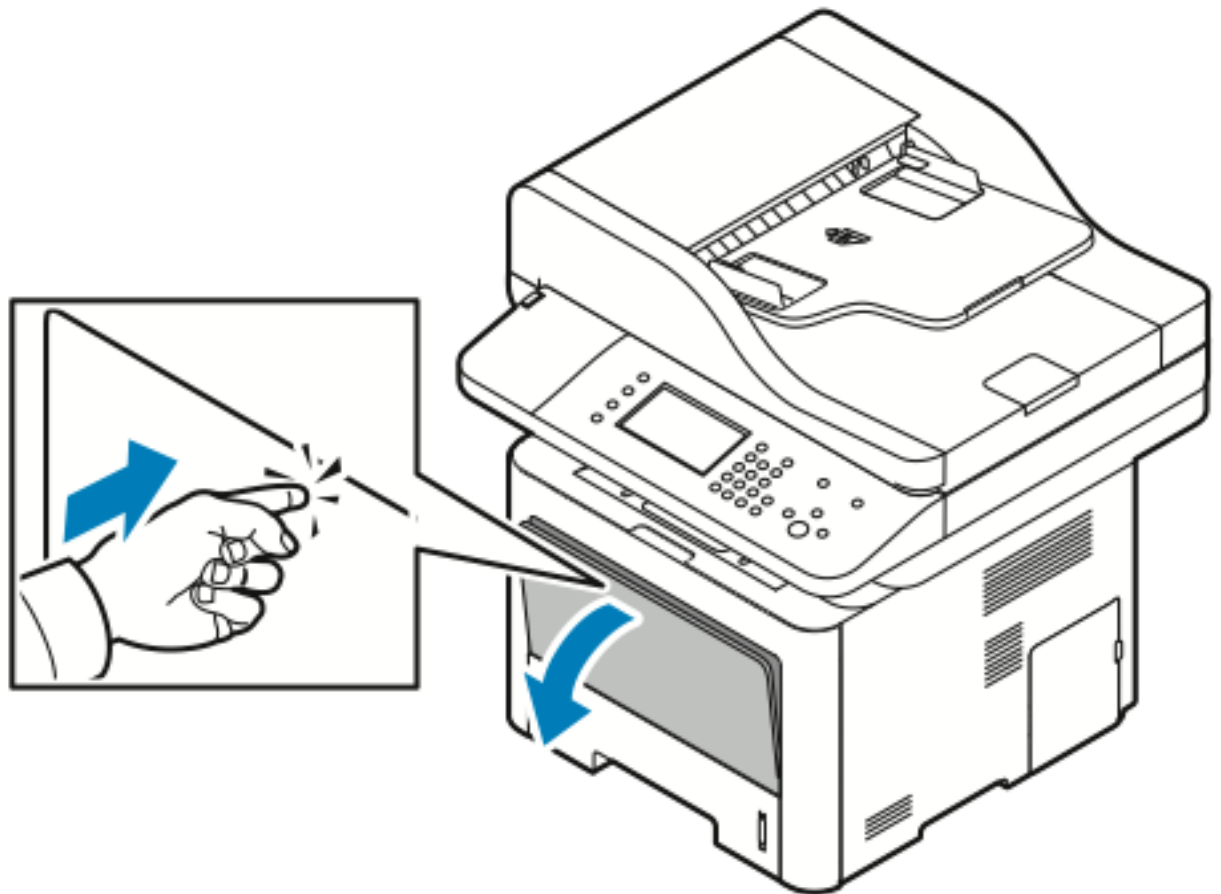
To load paper in the bypass tray:

1. Open the bypass tray.

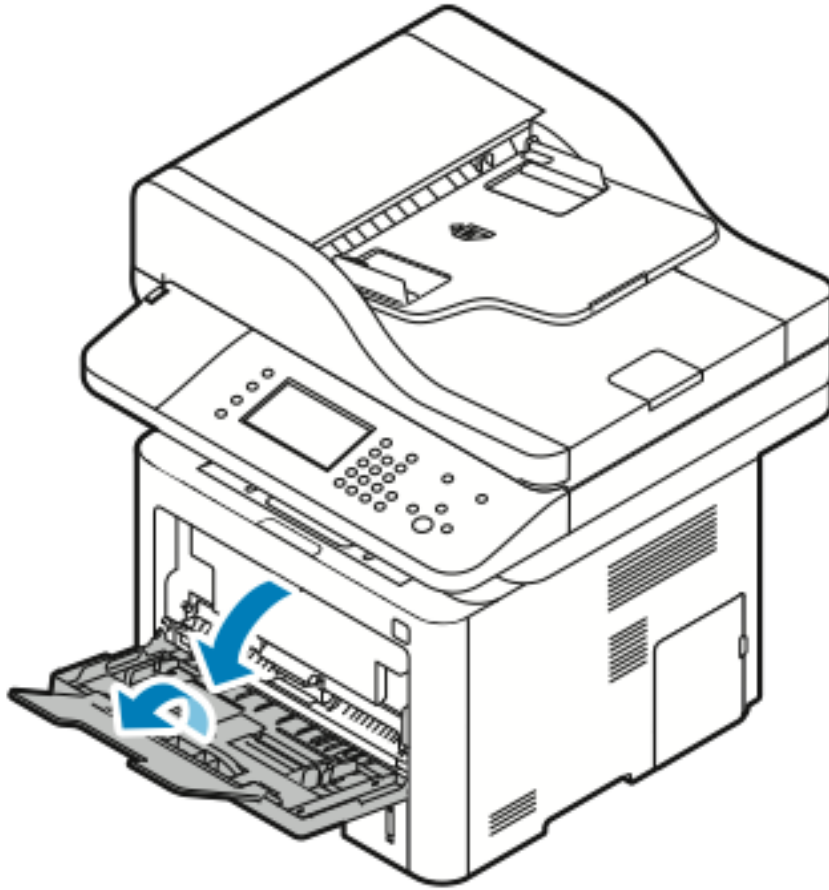


Note: If the bypass tray is open and loaded with paper already, remove any paper that is a different size or type.

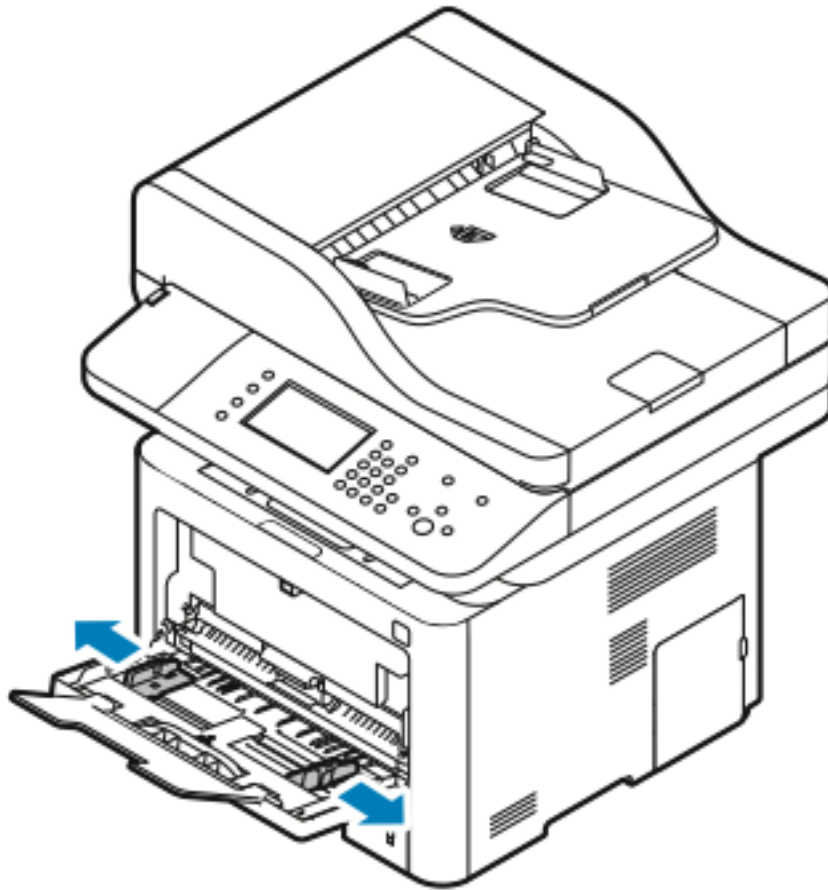
- a. To open the bypass tray, press the cover.



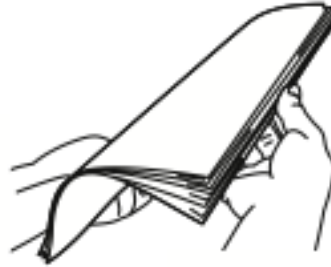
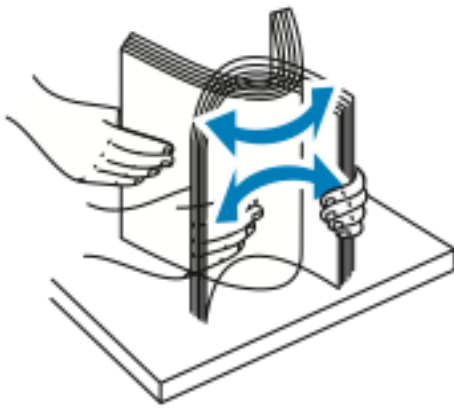
- b. Extend the bypass tray fully.



2. Move out the length and width guides.

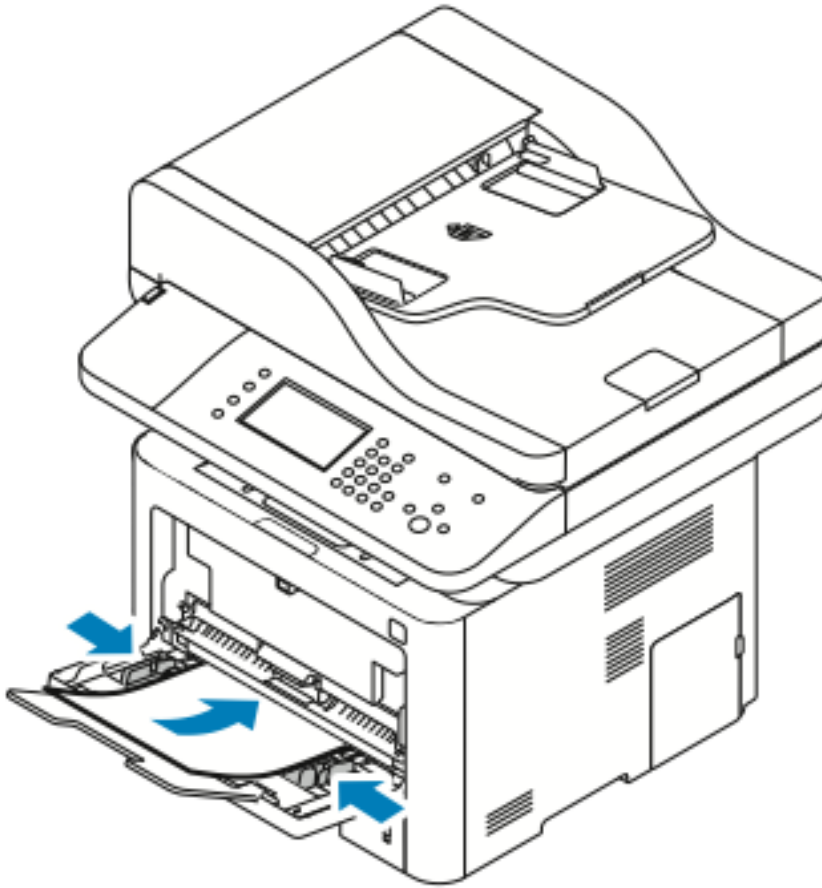



3. Flex the sheets of paper back and forth and fan the sheets. On a level surface, align the edges of the paper stack. This procedure separates any sheets that are stuck together and reduces the possibility of jams.



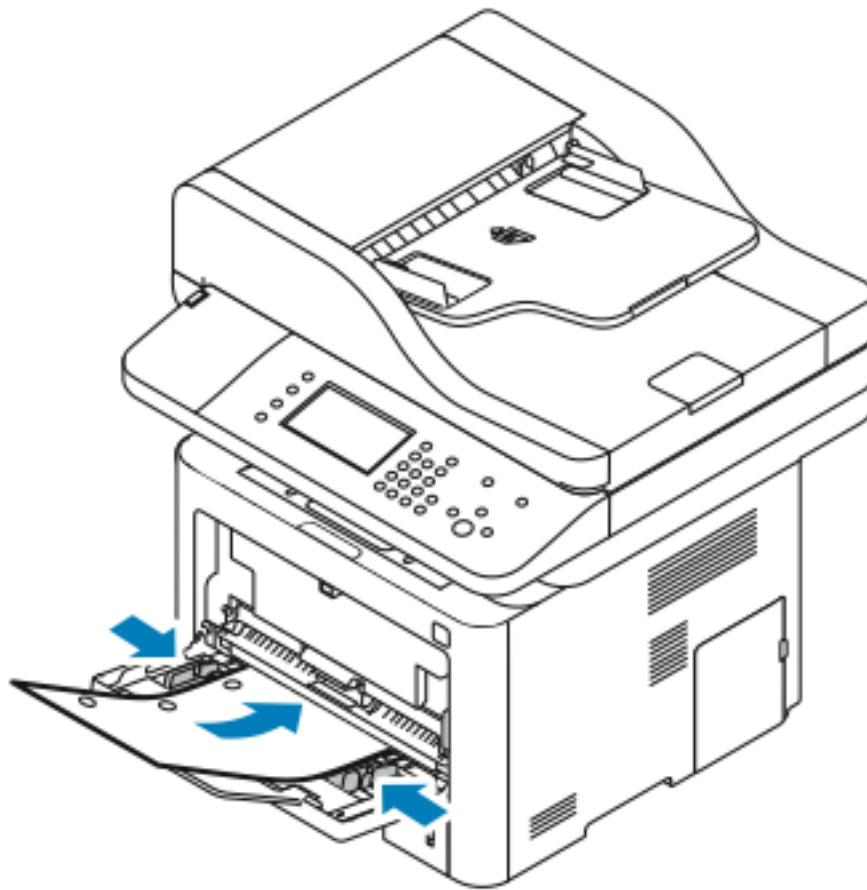
Note: To avoid paper jams and misfeeds, do not remove paper from the packaging until you are ready to use the paper.

4. Load the paper in the tray, then adjust the width guides until they touch the edges of the paper.

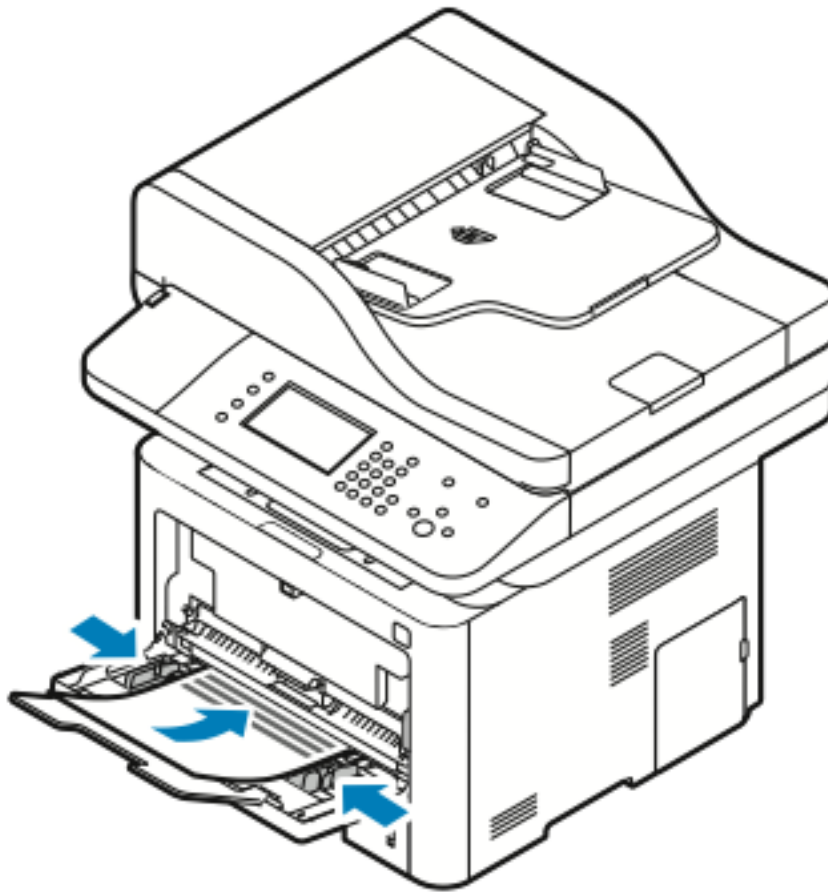


 **Note:** Do not load paper above the maximum fill line. Overfilling the tray can cause paper jams.

- Load hole-punched paper with the holes toward the left side of the printer.



- For 1-sided and 2-sided printing, to load letterhead or pre-printed paper, place letterhead face up with the top edge going into the printer first.

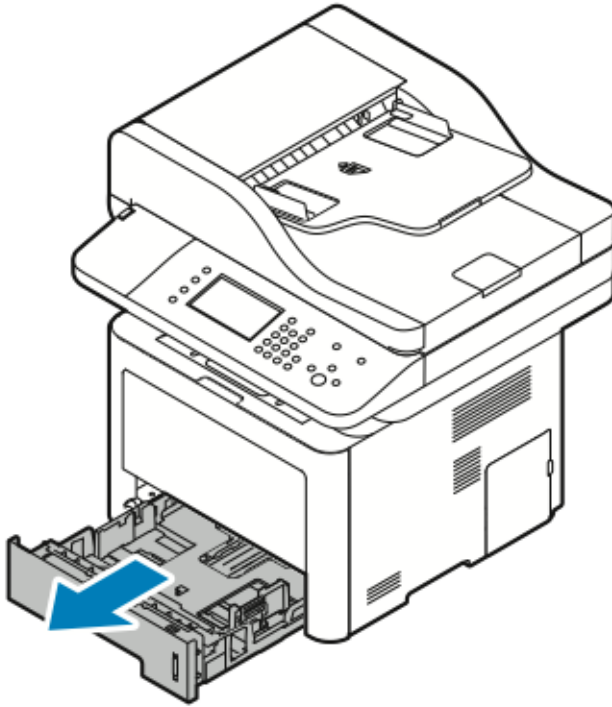


5. If the control panel Paper Settings screen prompts you, verify the paper size, type, and color.
6. Touch **Confirm**.

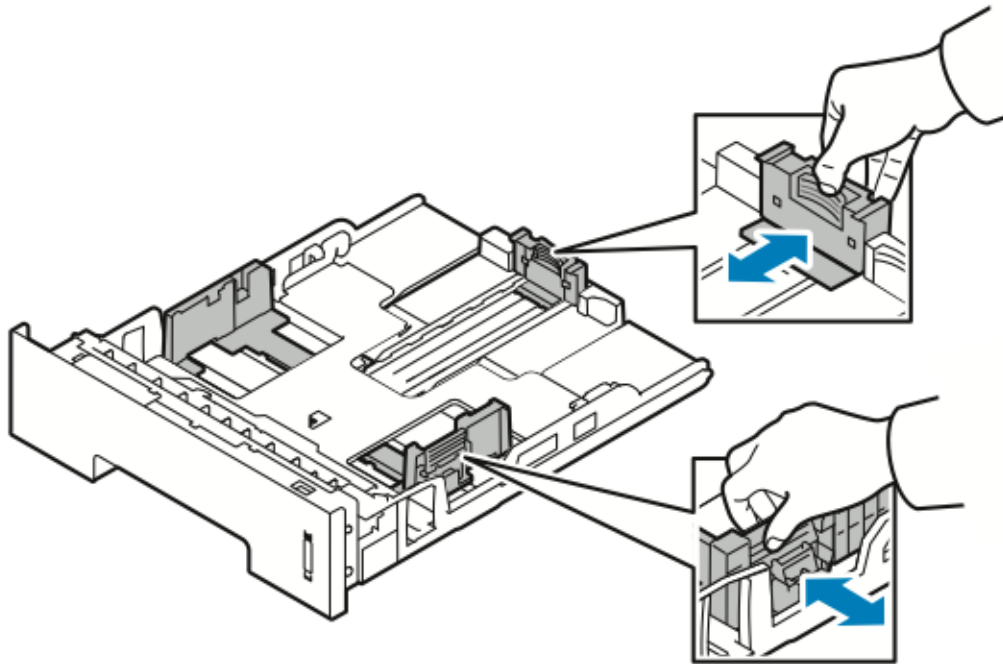
Loading Paper in Tray 1

Tray 1 holds a maximum of 250 sheets of paper.

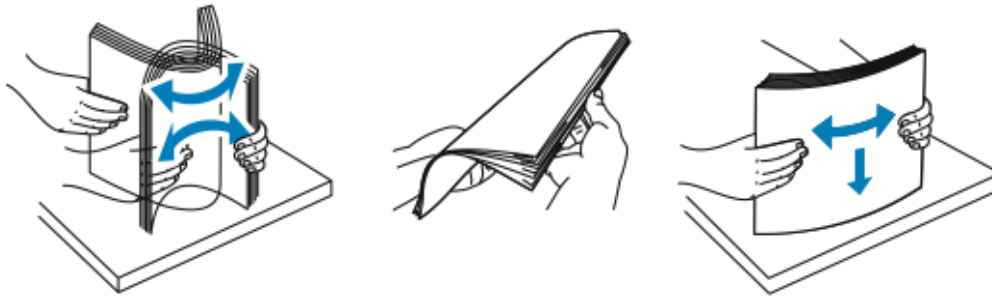
1. Pull out and remove the tray.



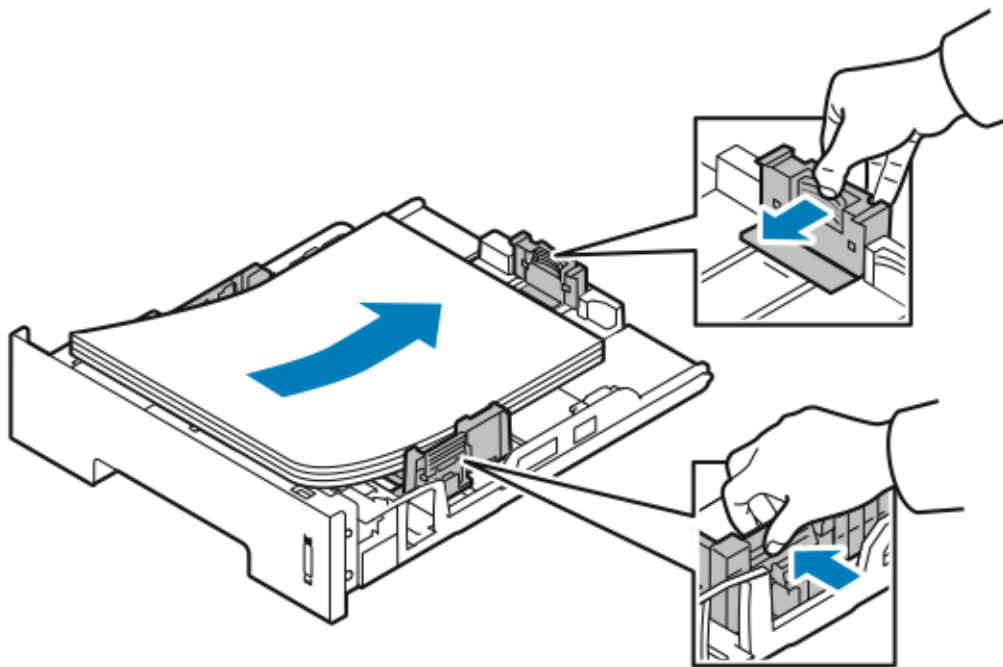
2. Move out the length and width guides.
 - a. Pinch the guide lever on each guide.
 - b. Slide out the guides until they stop.
 - c. Release the levers.



3. Flex the sheets of paper back and forth and fan the sheets. On a level surface, align the edges of the paper stack. This procedure separates any sheets that are stuck together and reduces the possibility of paper jams.

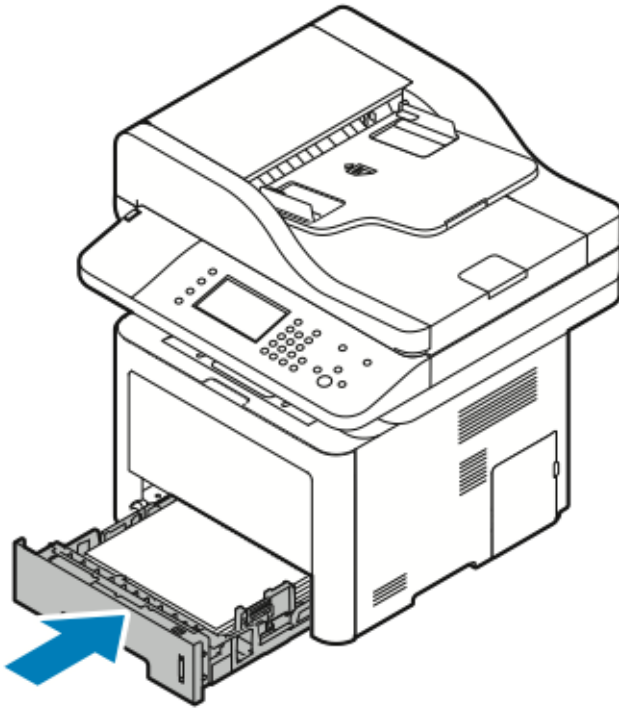


4. Load the paper into the tray as shown, then adjust the paper guides in the tray to match the size of the paper.



- Load paper into the tray with the print side face down.
- Load hole-punched paper with the holes toward the right side of the printer.
- Do not load paper above the maximum fill line. Overfilling the tray can cause paper jams.

5. Slide the tray into the printer and push in the tray until it stops.

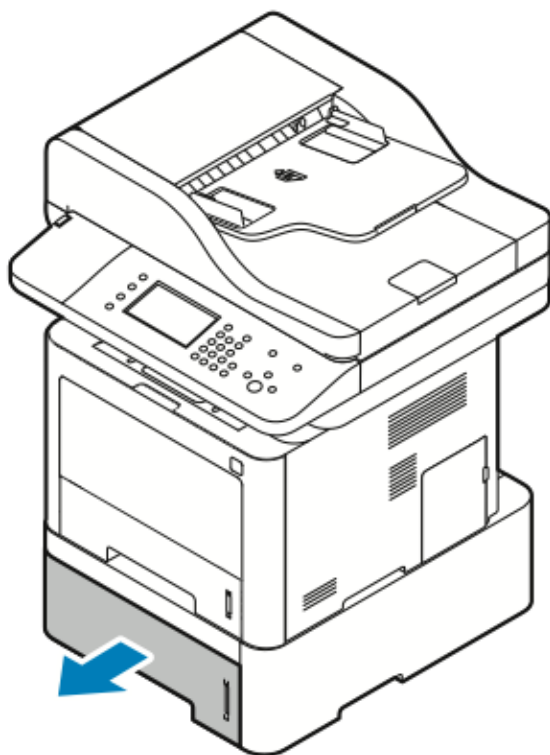


6. If the control panel Paper Settings screen prompts you, verify the paper size, type, and color.
7. Touch **Confirm**.

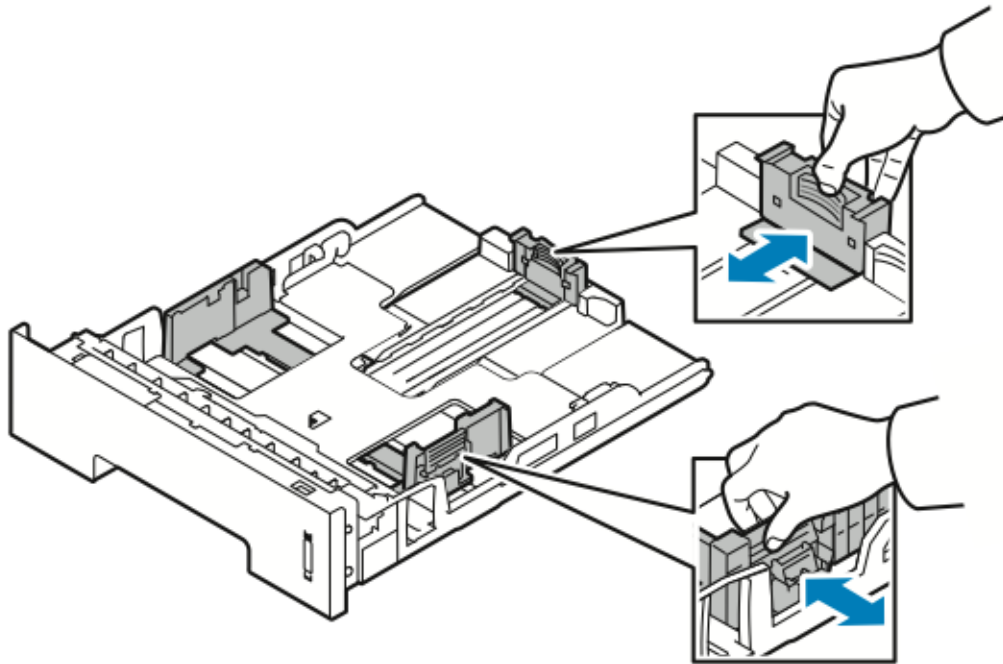
Loading Paper in Optional Tray 2

Tray 2 holds a maximum of 550 sheets of paper.

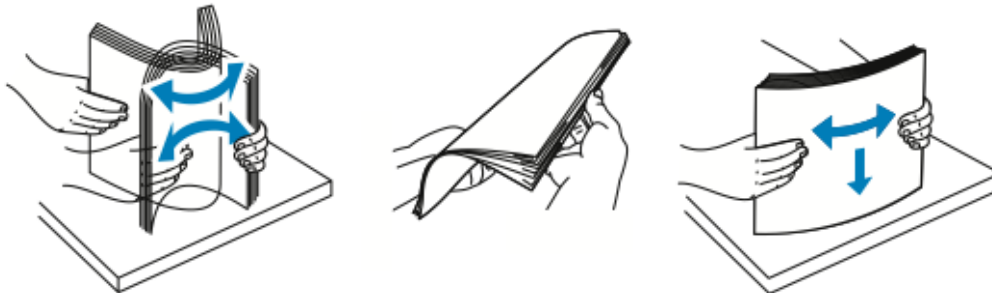
1. To remove the tray from the printer, pull out the tray until it stops, lift the front of the tray slightly, then pull out the tray.



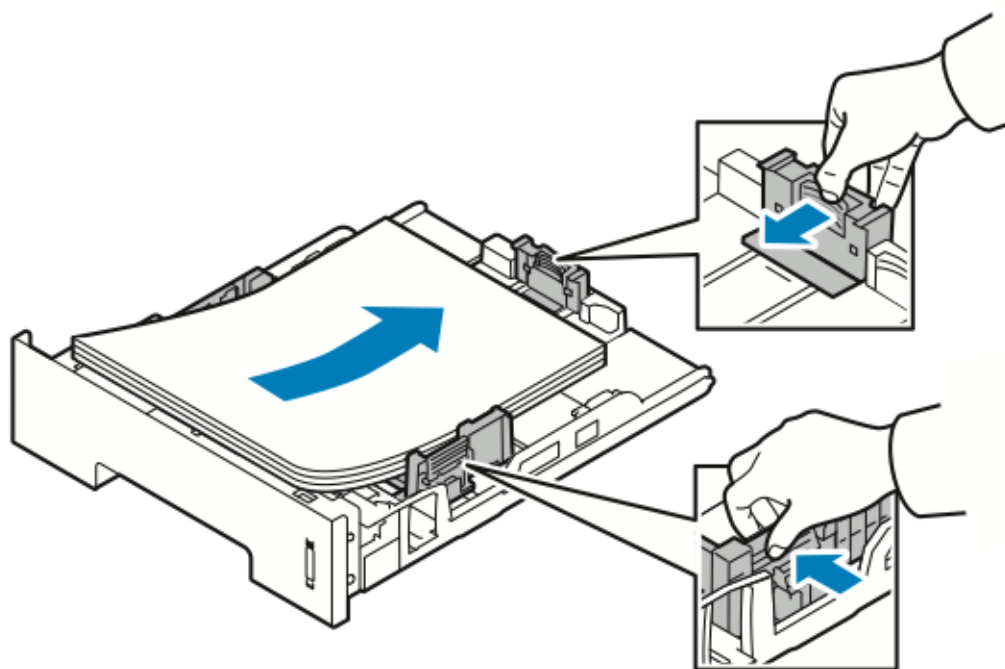
2. Move out the length and width guides.
 - a. Pinch the guide lever on each guide.
 - b. Slide out the guides until they stop.
 - c. Release the levers.



3. Flex the sheets back and forth and fan the paper. On a level surface, align the edges of the paper stack. This procedure separates any sheets that are stuck together and reduces the possibility of paper jams.

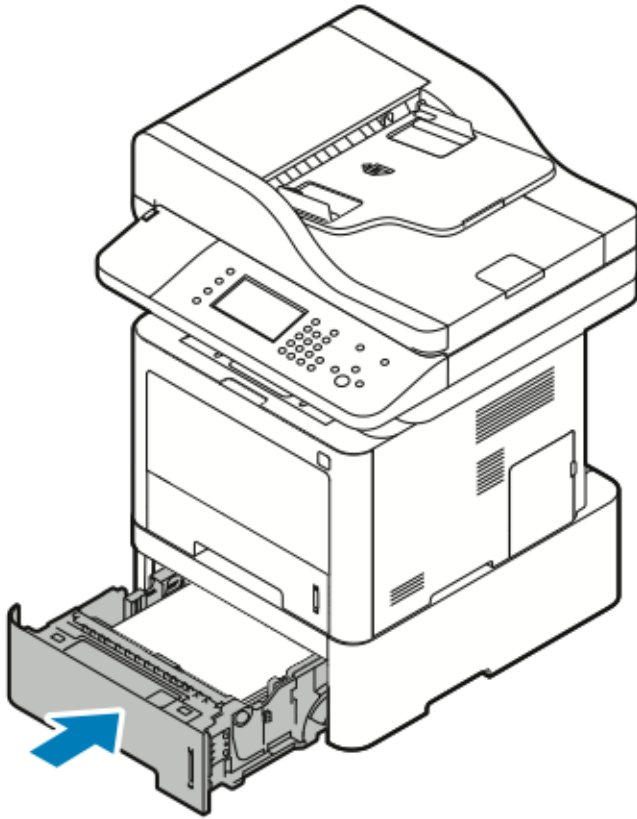


4. Load the paper into the tray as shown. Adjust the paper guides in the tray to match the size of the paper.



- Load paper into the tray with the print side face down.
- Load hole-punched paper with the holes toward the right side of the printer.
- Do not load paper above the maximum fill line. Overfilling the tray can cause paper jams.

5. Slide the tray into the printer until the tray stops.



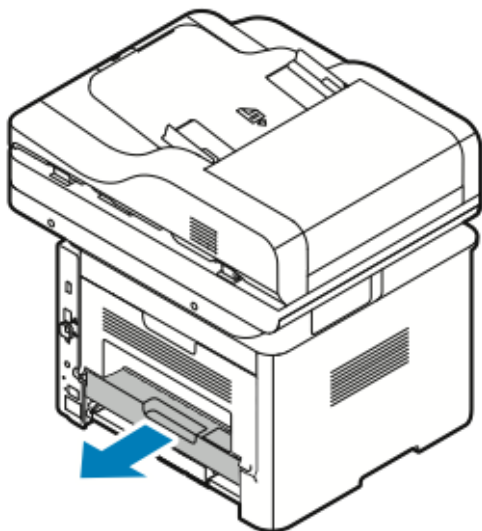
6. If the control panel Paper Settings screen prompts you, verify the paper size, type, and color.
7. Touch **Confirm**.

Configuring the Duplex Unit Width Size


Use the following procedure to change the duplex unit width size.

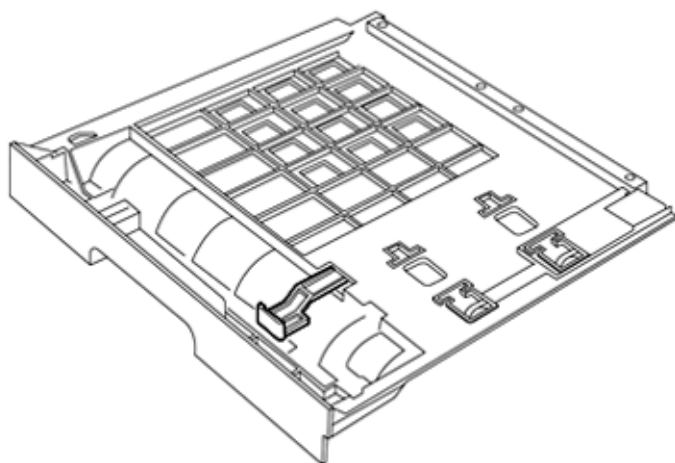
 **Note:** Depending on your country, the duplex unit is preset to Letter/Legal width or A4 width.

1. At the back of the printer, pull out and remove the duplex unit.




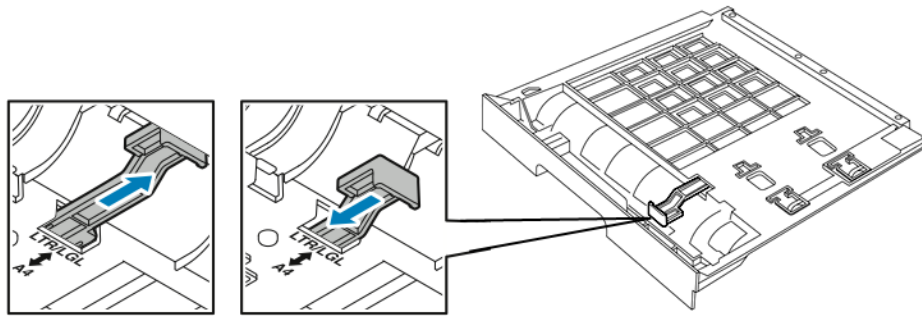
2. Adjust the width guide:
 - a. To access the width guide, turn over the duplex unit.

 **Note:** The width guide is located on the bottom of the duplex unit.

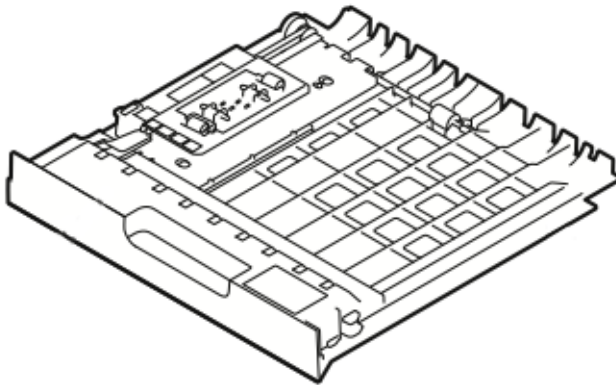


- b. Adjust the width guide to match the width of paper that you are using for your print job.

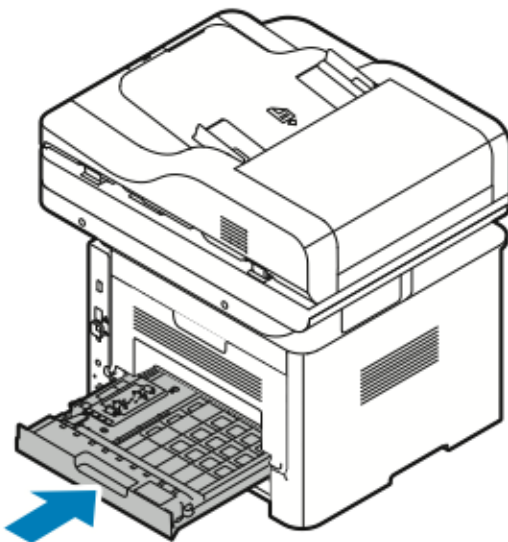
 **Note:** You can use Letter/Legal or A4 width sizes.



- c. Turn over the tray.



3. Insert the duplex unit into the printer, then push in the unit until it stops.




Printing on Special Paper

To order paper, transparencies, or other media, contact your local reseller or go to:

- www.xerox.com/office/WC3335supplies
- www.xerox.com/office/WC3345supplies

Envelopes


 **Note:** You can print envelopes *only* from the bypass tray. For details, see Supported [Supported Standard Paper Sizes](#).

Guidelines for Printing Envelopes

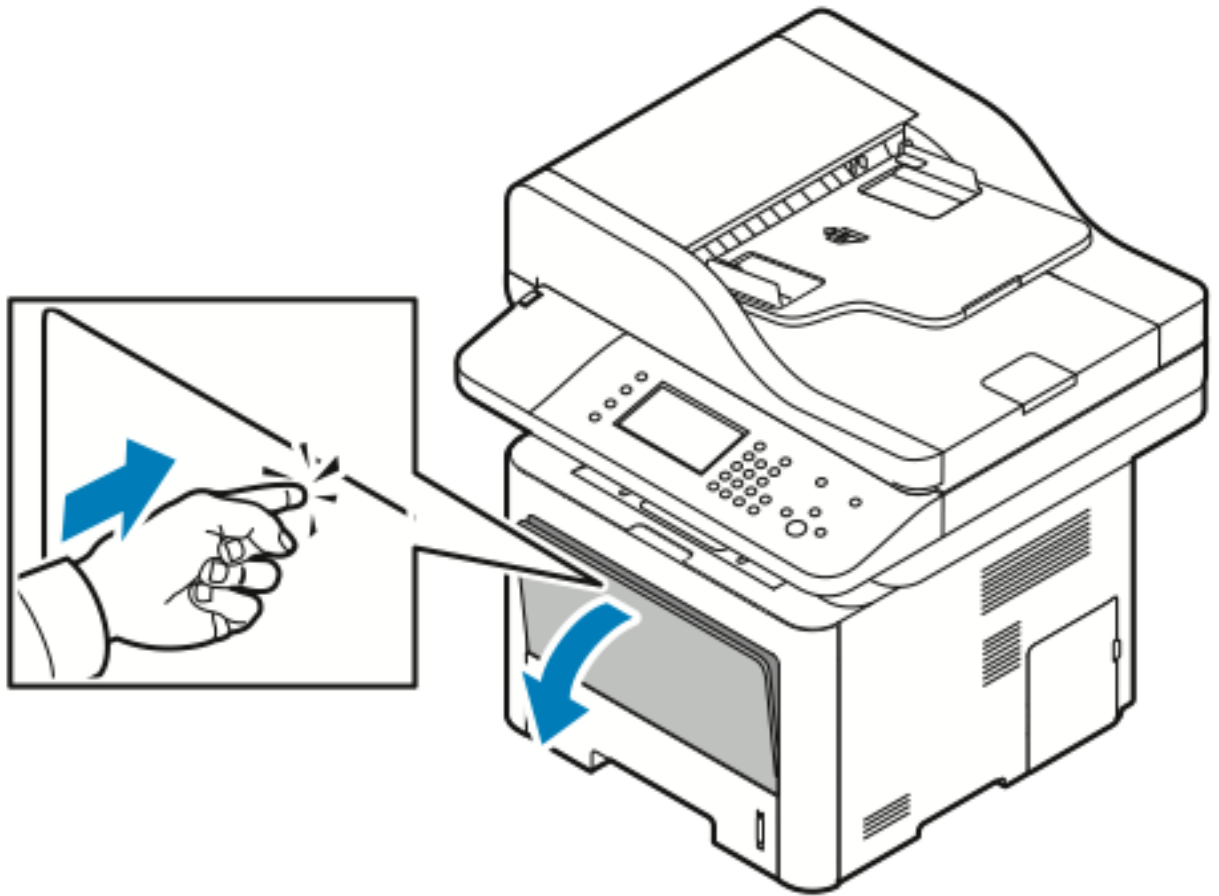
- Print quality depends on the quality and construction of the envelopes. Try another envelope brand if you do not get desired results.
- Maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid excess moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Before loading envelopes into the tray, remove air bubbles by setting a heavy book on top of them.
- In the print driver software, select **Envelope** as the paper type.
- Do not use padded envelopes. Use envelopes that lie flat on a surface.
- Do not use envelopes with heat-activated glue.
- Do not use envelopes with press-and-seal flaps.
- Use only paper envelopes.
- Do not use envelopes with windows or metal clasps.

Loading Envelopes in the Bypass Tray

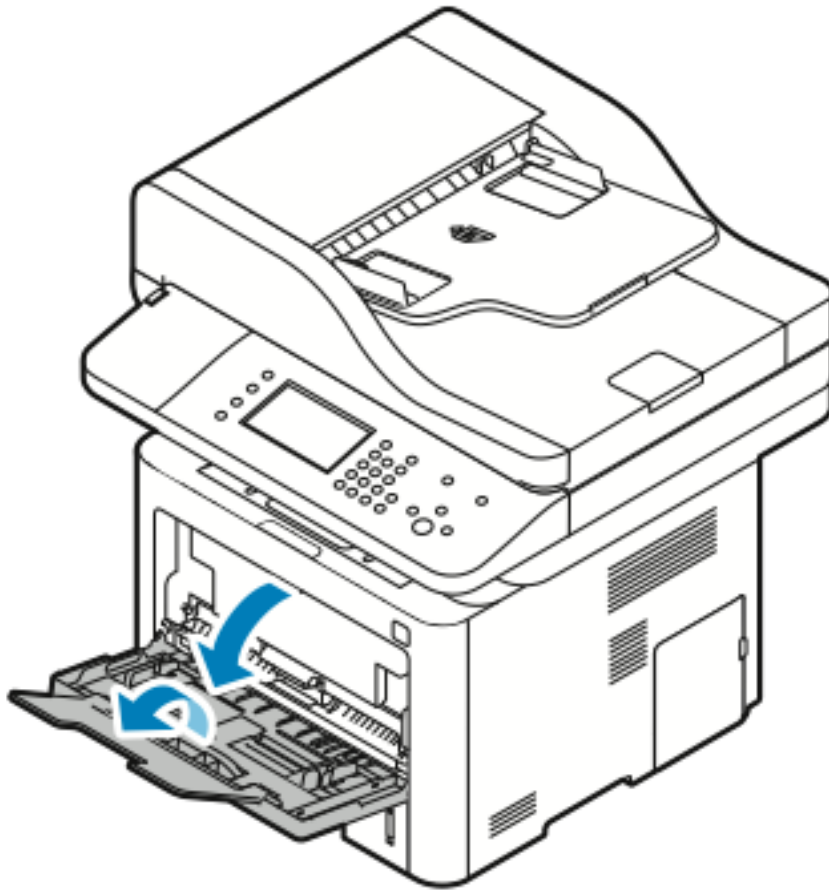
1. Open the bypass tray.

 **Note:** If the bypass tray is open and loaded with paper already, remove any paper that is a different size or type.

- a. To open the bypass tray, press the cover.



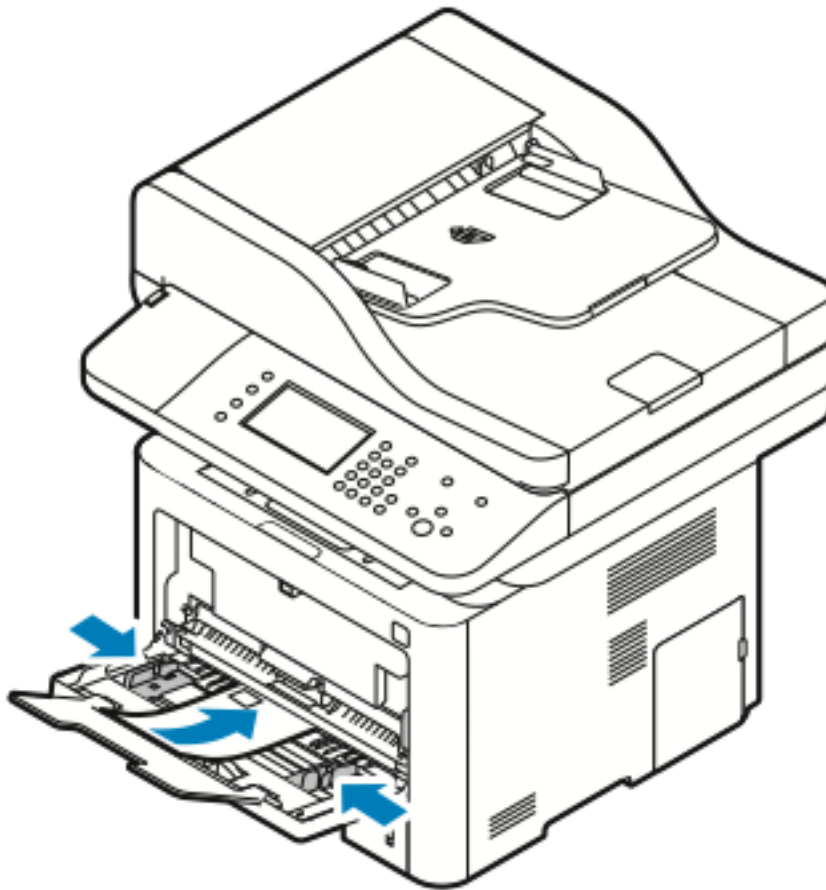
- b. Extend the bypass tray fully.



2. Move out the length and width guides.
If you do not load envelopes in the bypass tray right after you remove the envelopes from the packaging, they can bulge. To avoid jams, flatten the envelopes before loading them into the printer.




3. To load envelopes, place the envelopes with the print side up, flaps closed and down, and the flap of the envelope to the left.




4. If the control panel Paper Settings screen prompts you, verify the paper size, type, and color.
5. When finished, touch **Confirm**.

Labels

 **Note:** You can print labels *only* from the Bypass Tray.

Guidelines for Printing Labels

 **Caution:** Do not use any sheet where labels are missing, curled, or pulled away from the backing sheet. It could damage the printer.

- Use labels designed for laser printing.
- Do not use vinyl labels.
- Do not feed a sheet of labels through the printer more than once.

- Do not use dry gum labels.
- Print only on one side of the sheet of labels. Use full sheet labels only.
- Store unused labels flat in their original packaging. Leave the sheets of labels inside the original packaging until ready to use. Return any unused sheets of labels to the original packaging and reseal it.
- Do not store labels in extremely dry or humid conditions or extremely hot or cold conditions. Storing them in extreme conditions can cause print-quality problems or cause them to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause labels to curl and jam in the printer.
- In the print driver software, select **Label** as the paper type.
- Before loading labels, remove all other paper from the bypass tray.

Loading Labels in the Bypass Tray

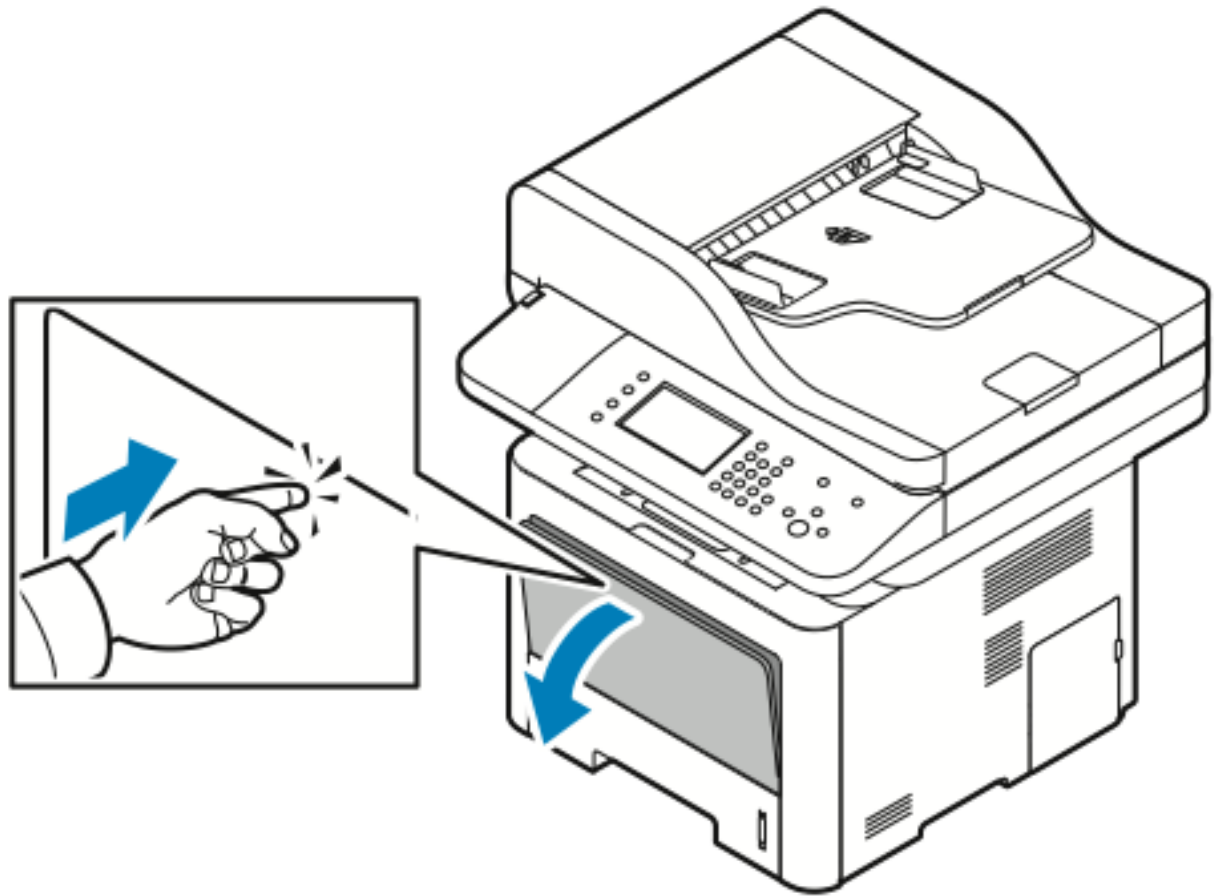
To load labels in the bypass tray:

1. Open the bypass tray.

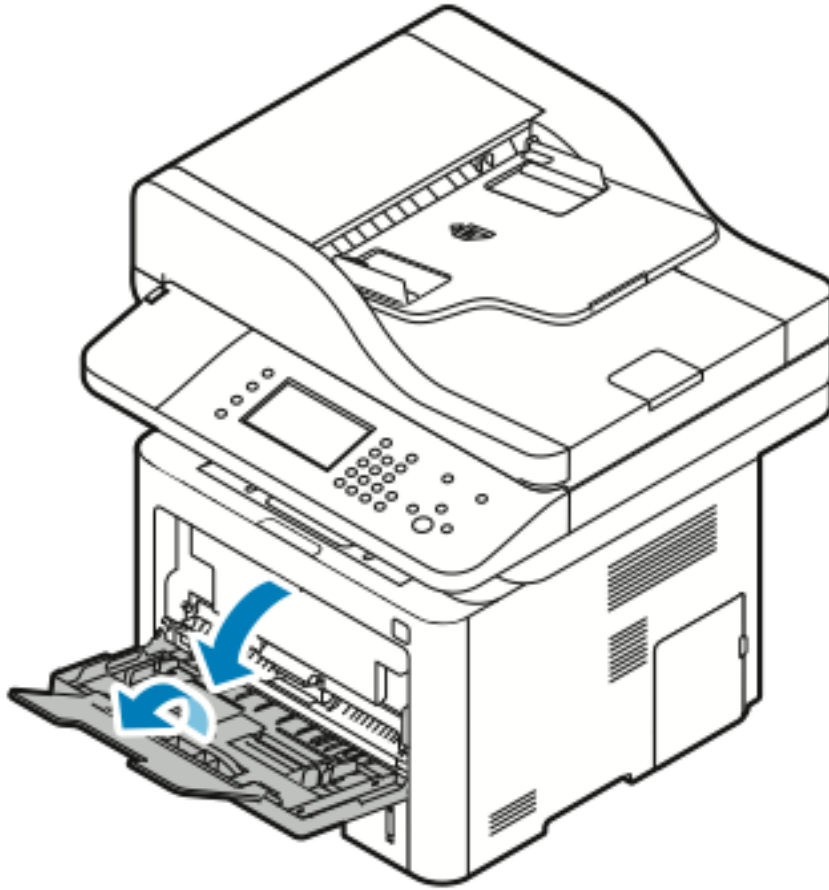


Note: If the bypass tray is open and loaded with paper already, remove any paper that is a different size or type.

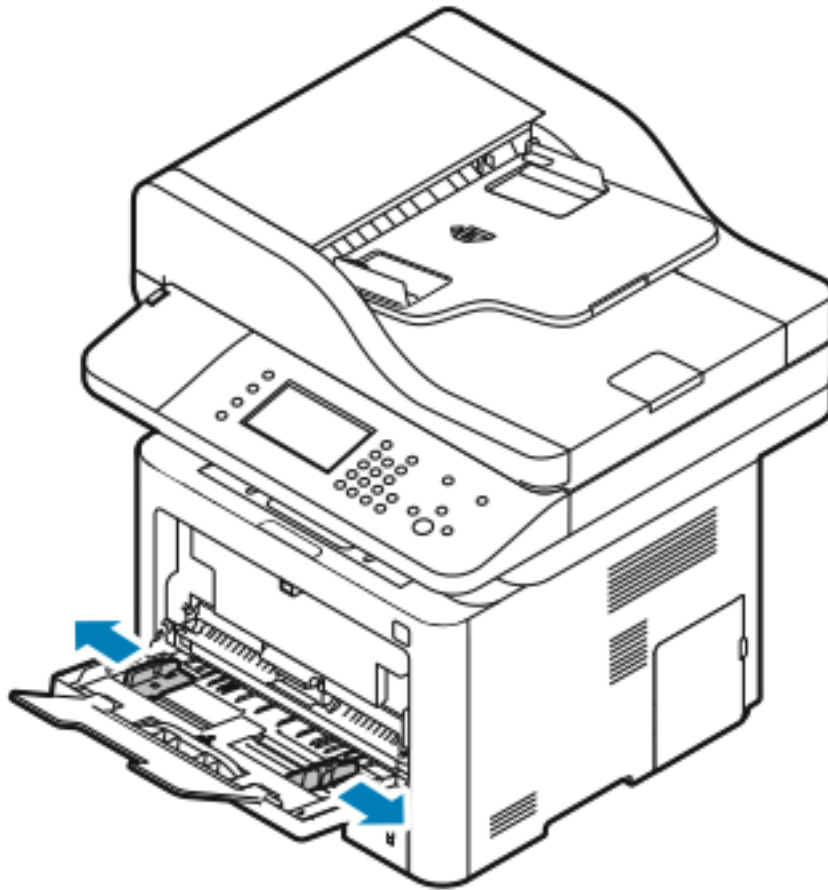
- a. To open the bypass tray, press the cover.



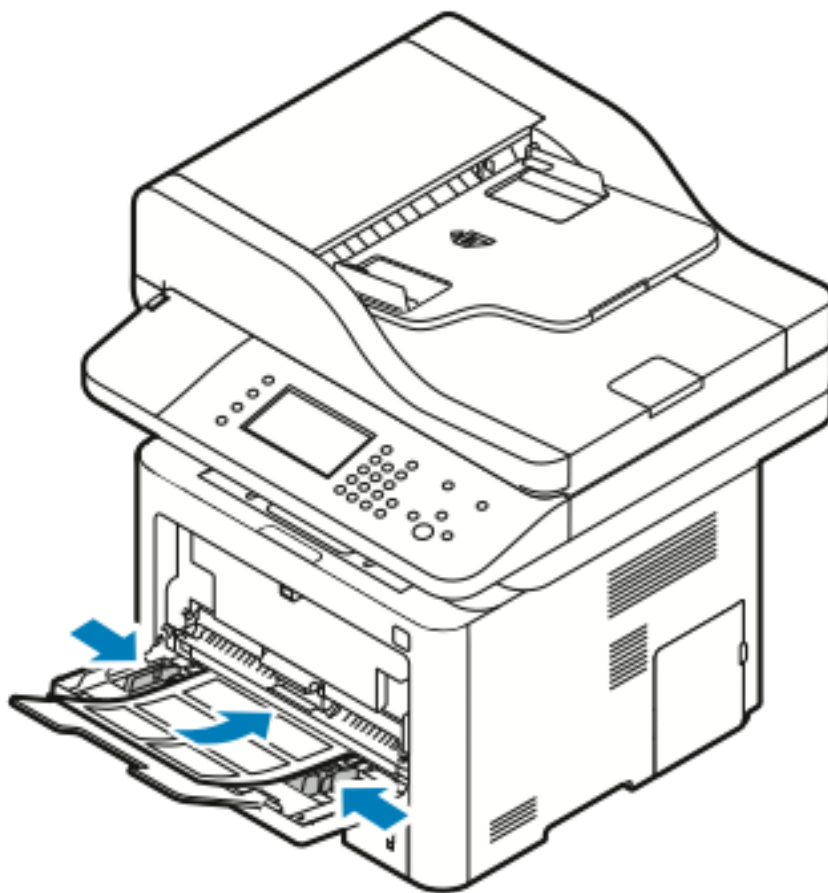
- b. Extend the bypass tray fully.



2. Move out the length and width guides.



3. Load the labels face up.



4. Adjust the guides until they touch the edges of the paper.
5. If the control panel prompts you, in the Paper Settings screen, verify the paper size, type, and color.
6. When finished, touch **Confirm**.

Transparencies

 **Note:** You can print transparencies *only* from the bypass tray.

Guidelines for Printing Transparencies

- Remove all paper before loading transparencies in the bypass tray.
- Handle transparencies by the edges using both hands. Fingerprints or creases can cause poor print quality.
- After loading transparencies, change the paper type to **Transparency** on the printer control panel.

Paper and Media

- In the print driver software, for paper type, select **Transparency**.
- Do not load more than 20 transparencies. Overloading the tray can cause the printer to jam.
- Do not fan transparencies.

Printing

This chapter contains:

- [Printing Overview](#) 86
- [Selecting Printing Options](#) 87

Printing Overview

Before printing, your computer and the printer must be plugged in, turned on, and connected to an active network. Make sure that you have the correct print driver software installed on your computer. For details, refer to [Installing the Software](#).

1. Select the appropriate paper.
2. Load paper in the appropriate tray.
3. At the printer control panel, specify the size and type.
4. In your software application, access the print settings. For most software applications, press **CTRL→P** for Windows or **CMD→P** for Macintosh.
5. Select your printer.
6. To access the print driver settings for Windows, select **Properties** or **Preferences**. For Macintosh select **Xerox® Features**.
7. Select the desired options.
8. To send the job to the printer, click **Print**.

Related Topics:

[Loading Paper](#)

[Selecting Printing Options](#)

[Printing on Both Sides of the Paper](#)

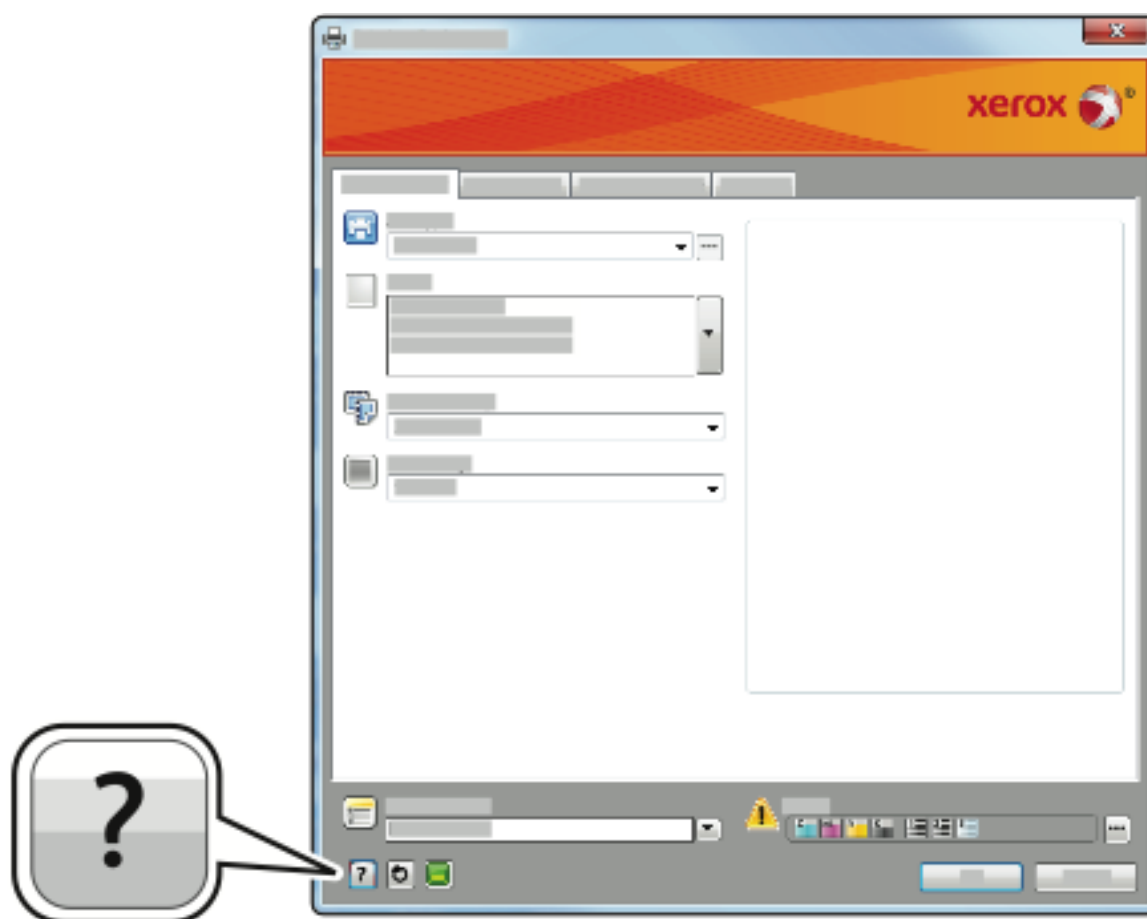
[Printing on Special Paper](#)

Selecting Printing Options

Printing options, also called print driver software options, are specified as **Printing Preferences** in Windows, and **Xerox® Features** in Macintosh. Printing options include settings for 2-sided printing, page layout, and print quality. You can choose default settings for various printing options; for more information refer to [Setting Default Printing Options for Windows](#) and [Selecting Printing Options for Macintosh](#). Printing options that you set from within the software application are temporary and are not saved.

Print Driver Help

Xerox® print driver software Help is available from the Printing Preferences window. To see print driver help, click the **Help (?)** button in the bottom left corner of the Printing Preferences window.



Information about Printing Preferences appears in the Help window on two tabs:

- **Contents** provides a list of the driver tabs at the top and the areas at the bottom of the Printing Preferences window. To find explanations for each of the driver fields and areas, in the Printing Preferences window, click the Contents tab.
- **Search** provides a field where you can enter the topic or function for which you need information.

Windows Printing Options

Setting Default Printing Options for Windows

When you print from any software application, the printer uses the print job settings specified in the Printing Preferences window. You can specify your most common printing options and save them so that you do not have to change them every time you print.

For example, if you want to print on both sides of the paper for most jobs, in Printing Preferences, specify 2-sided printing.

To select default printing options:

1. On your computer, navigate to the list of printers:
 - a. For Windows Vista, click **Start**→**Control Panel**→**Hardware and Sound**→**Printers**.
 - b. For Windows 7, click **Start**→**Devices and Printers**.
 - c. For Windows 8, click **Control Panel**→**Devices and Printers**.



Note: If the Control Panel icon does not appear on the desktop, right-click on the desktop, then select **Personalize**→**Control Panel Home**→**Devices and Printers**.

2. In the list, right-click the icon for your printer and click **Printing Preferences**.
3. In the Printing Preferences window, click a tab, select the options, then click **OK** to save.

For more information about Windows print driver options, in the Printing Preferences window, click the **Help** button (?).

Selecting Windows Print Options for an Individual Job

To use special printing options for a particular job, you can change the Printing Preferences before sending the job to the printer. For example, if you want the highest print quality when you print a document, in Printing Preferences, select **Enhanced**, then submit the print job.

1. With the document open in your software application, access the print settings. For most software applications, click **File**→**Print** or press **CTRL**→**P**.
2. To open the Properties window, select your printer, then click the **Properties** or **Preferences** button. The title of the button varies depending on your application.
3. In the Properties window, click a tab, then make selections.
4. To save your selections and close the Properties window, click **OK**.
5. To send the job to the printer, click **OK**.

Saving a Set of Commonly Used Printing Options for Windows

You can define and save a set of options, so that you can apply them to future print jobs.

To save a set of printing options:

1. With the document open in your application, click **File**→**Print**.
2. Select the printer, then click **Properties**.
3. In the Properties window, select the desired settings for each tab.

4. To save the settings, click the **arrow** to the right of the Saved Settings field at the bottom of the window, then click **Save As**.
5. Type a name for the set of printing options, then to save the set of options in the Saved Settings list, click **OK**.
6. To print using these options, select the name from the list.

Macintosh Printing Options

Selecting Printing Options for Macintosh

To use specific printing options, change the settings before sending the job to the printer.

1. With the document open in your application, click **File→Print**.
2. Select your printer.
3. Select **Xerox® Features**.
4. Select the desired options.
5. Click **Print**.

Saving a Set of Commonly Used Printing Options for Macintosh

You can define and save a set of options, so that you can apply them to future print jobs.

To save a set of printing options:

1. With the document open in your application, click **File→Print**.
2. In the printer list, select your printer.
3. Select the desired printing options.
4. To save the settings, select **Save Current Settings as Preset**.

Linux Printing Options

Launching Xerox® Printer Manager

To launch Xerox®Printer Manager from a command line prompt:

1. Login in as **root**.
2. Type `xeroxprtmgr`.
3. Press **Enter** or **Return**.

Printing from a Linux Workstation

The Xerox® print driver accepts a job ticket setting file that contains preset printing features. You can also submit print requests through the command line using **lp/lpr**. For more information about Linux printing, click the **Help (?)** button in the Xerox® print driver.

1. Create a print queue. To set up a queue, refer to the *System Administrator Guide*:
 - www.xerox.com/office/WC3335docs
 - www.xerox.com/office/WC3345docs
2. With the desired document or graphic open in your application, open the Print dialog box. For most software applications, click **File→Print** or press **CTRL→P**.
3. Select the target print queue.
4. Close the Print dialog box.
5. In the Xerox® print driver, select the available printer features.
6. Click **Print**.

Creating a Job Ticket Using the Xerox Print Driver

1. In a command line prompt, open the Xerox® print driver, login as root, and type **xeroxprtmgr**.
2. On the My Printers screen, select the printer.
3. In the top corner, click **Edit Printer**, then select options for the print job.
4. Click **Save As**, then store the job ticket in your home directory.

Personally identifiable information, such as a Secure Print passcode, is not saved in the job ticket. You can specify the information on the command line.

To print using the job ticket, type the command **lp -d{Target_Queue} -oJT=<path_to_ticket> <file_name>**.

The following commands are examples of how to print using a job ticket:

```
lp -d{Target_Queue} -oJT={Absolute_Path_To_Job_Ticket} {Path_To_Print_File}
```

```
lp -dMyQueue -oJT=/tmp/DuplexedLetterhead /home/user/PrintReadyFile
```

```
lp -dMyQueue -oJT=/tmp/Secure -oSecurePasscode=1234 /home/user/PrintReadyFile
```

Managing Jobs

Managing Jobs at the Control Panel

From the control panel Job Status screen, you can view lists of active jobs or completed jobs. You can pause, delete, print, or view job progress or job details for a selected job.

To Pause and Restart Printing

1. To pause printing, at the control panel, press the **Interrupt Printing** button.
2. To resume printing, press the **Interrupt Printing** button.

To Pause a Print Job in Progress with the Option to Delete It

1. At the control panel press the **Stop** button.
2. Do one of the following:
 - To delete the print job, touch **Cancel**.
 - To resume the print job, touch **Resume**.

To View Active or Completed Jobs

1. At the control panel, press the **Job Status** button.
2. To see a list of specific job types, touch a tab.
 - To view jobs that are in process or waiting to process, touch the **Active** tab.
 - To view completed jobs, touch the **Completed Jobs** tab.
 - To view details about a job, touch the job name.

To Delete an Active Job

1. At the control panel, press the **Job Status** button.
2. Touch the **Active** tab.
3. Touch the folder of the active job.
4. Touch **Delete**.

The system administrator can restrict users from deleting jobs. If a system administrator has restricted job deletion, you can view the jobs, but not delete them. Only the user that sent the job or the system administrator can delete an active print job.

Managing Jobs in Xerox® CentreWare® Internet Services

You can view a list of active jobs and delete print jobs from the Active Jobs list in Xerox® CentreWare® Internet Services. You can also print, copy, move, or delete saved jobs. For details, refer to the **Help** in Xerox® CentreWare® Internet Services

Printing Features

Printing on Both Sides of the Paper

Paper Types for Automatic 2-Sided Printing





The printer can print a 2-sided document automatically on supported paper. Before printing a 2-sided document, verify that the paper type and weight are supported. For details, refer to [Supported Paper Types and Weights for Automatic 2-Sided Printing](#).

Printing a 2-Sided Document

Options for Automatic 2-Sided Printing are specified in the print driver. The print driver uses the settings for portrait or landscape orientation from the application for printing the document.

2-Sided Page Layout Options

You can specify the page layout for 2-sided printing, which determines how the printed pages turn. These settings override the application page-orientation settings.

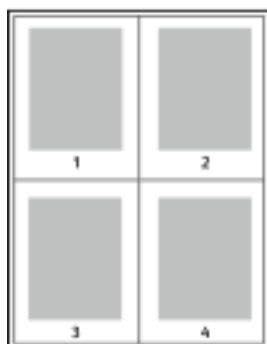
Portrait		Landscape	
			
2-Sided Print	2-Sided Print, Flip on Short Edge	2-Sided Print	2-Sided Print, Flip on Short Edge

Selecting Paper Options for Printing

There are two ways to select the paper for your print job:

- Let the printer automatically select which paper to use based on the document size, paper type, and paper color you specify.
- Select a specific tray loaded with the desired paper.

Printing Multiple Pages to a Single Sheet



When printing a multiple-page document, you can print more than one page on a single sheet of paper.

- 1 From the Document Options tab, on the Page Layout tab, select **Pages Per Sheet**.
- 2 Select **1, 2, 4, 6, 9, or 16** pages per side.

Scaling

Scaling reduces or enlarges the original document to match the selected output paper size. In Windows, the Scale Options are located in the print driver on the Printing Options tab in the Paper field.

To access Scale Options, click the arrow at the right side of the Paper field, select **Other Size**, then select **Advanced Paper Size**.

- **No Scaling:** This option does not change the size of the page image printed on the output paper, and 100 % appears in the percentage box. If the original size is larger than the output size, the page image is cropped. If the original size is smaller than the output size, extra space appears around the page image.
- **Automatically Scale:** This option scales the document to fit the selected Output Paper Size. The scaling amount appears in the percentage box below the sample image.
- **Manually Scale:** This option scales the document by the amount entered in the percentage box below the preview image.

Print Quality

Print-quality modes:

- Standard print-quality mode: 600 x 600 dpi (dots per inch)
- Enhanced print-quality mode: 600 x 600 x 5 dpi (1200 x 1200 enhanced image quality)



Note: The print resolutions are indicated for PostScript print drivers only. The only print-quality mode for PCL is Enhanced.

Saved Jobs

You can use the controls in the Saved jobs window to save the job, or you can print and save the job for future use.

Print From

Print From allows printing of documents stored on the printer, on a computer on a network, or on a USB Flash drive.

Printing from Saved Jobs

1. At the control panel, press the **Services** button, then touch **Saved Jobs**.
2. Touch the name of the saved job that you want to print.
3. Touch **OK**.
4. Press the green **Start** button.
5. After the job prints, to return to the list of saved jobs, touch **Browse**.

Printing from a USB Flash Drive

You can print .pdf, .ps, .pcl, .prn, .tiff, and .xps files directly from a USB Flash drive.



Note: If USB ports are disabled, you cannot use a USB card reader for authentication, to update the software, or to print from a USB Flash drive.

The system administrator must set up this feature before you can use it. For details, refer to the *System Administrator Guide* at:

- www.xerox.com/office/WC3335docs
- www.xerox.com/office/WC3345docs

To print from a USB Flash drive:

1. Insert your USB Flash drive in a USB port on the printer. The Print from USB window appears.
The list at the bottom of the window displays the folders and printable files on the USB Flash drive.
2. To scroll through the list and locate the printable file, next to the list, use the arrows.
3. If the print file is in a folder, to open the folder, touch the folder name.
4. Touch the name of the printable file.

Printing

5. Select the number of copies, paper size, paper color, paper type, 2-sided printing, and finishing options.
6. Press the green **Start** button.
7. To go back to the last screen, touch **Back**.
8. To look for other folders and printable files, touch **Browse**.

Copying

This chapter contains:

- Basic Copying 96
- Selecting Copy Settings..... 99

Basic Copying

1. To clear previous settings, at the control panel, press the yellow **Clear All** button. The Clear All Confirmation screen appears.
2. Touch **Confirm** or **Close**.
3. Load your original documents.
 - Use the document glass for single pages or paper that cannot be fed using the document feeder. Place the first page of the document face down, in the top left corner of the document glass.
 - Use the document feeder for multiple or single pages. Remove any staples and paper clips from the pages and place them face up in the document feeder.
4. Press the **Services Home** button, then touch **Copy**.
5. To enter the number of copies, use the alphanumeric keypad on the touch screen or the control panel. Touch the right arrow key.
6. Change the copy settings as needed. Refer to [Selecting Copy Settings](#).
7. Press the green **Start** button.
 - To pause or cancel a copy job, press the red **Stop** button.
 - To interrupt a copy job, press the **Interrupt Printing** button.

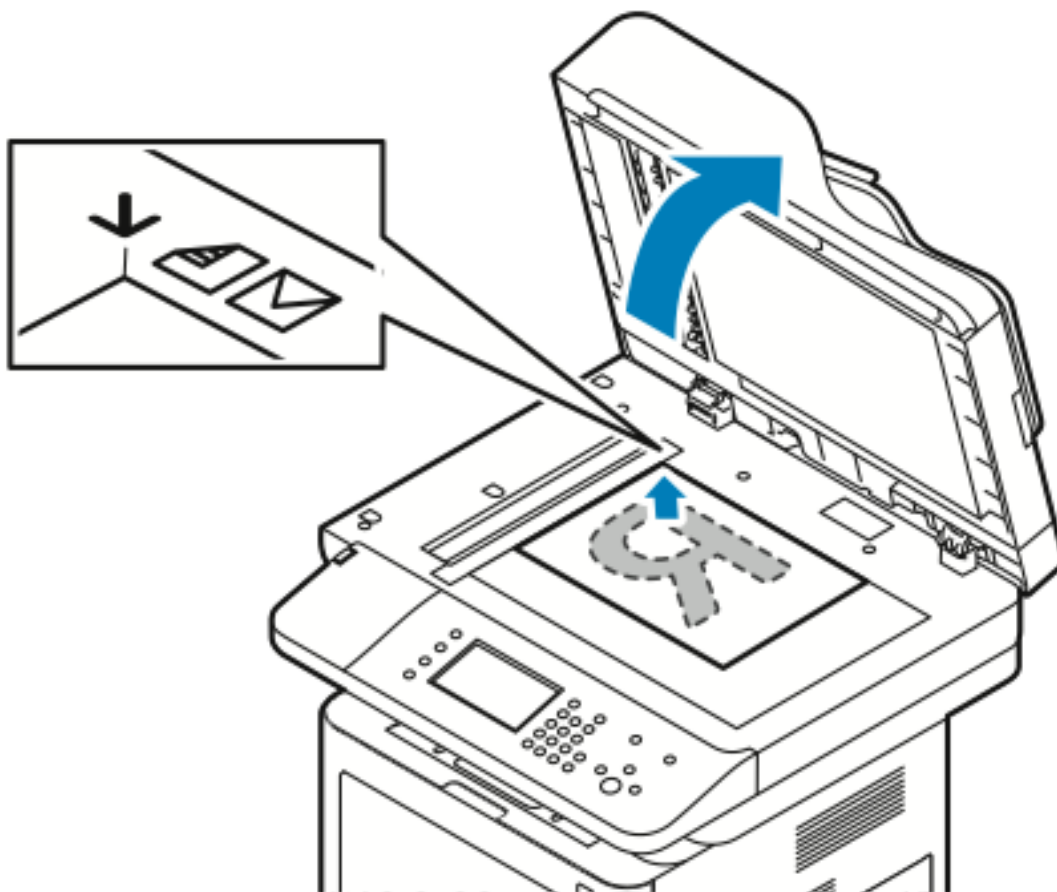
Document Glass

Document Glass Guidelines

The document glass accommodates original sizes up to 210 x 297 mm (A4/8.5 x 11 in.). Use the document glass rather than the document feeder to copy or scan the following types of originals documents:

- Paper with paper clips or staples attached
- Paper with wrinkles, curls, folds, tears, or notches
- Coated or carbonless paper or items other than paper such as cloth or metal
- Envelopes
- Books

Using the Document Glass



1. Lift the document feeder cover.
2. Place the first page face down in the upper-left corner of the document glass.
3. Align the originals to the matching paper size printed on the edge of the glass.
 - The document glass accommodates original sizes up to 210 x 297 mm (A4/8.5 x 11 in.).
 - The document glass automatically detects letter (8.5 x 11 in.), A4, and smaller paper sizes.

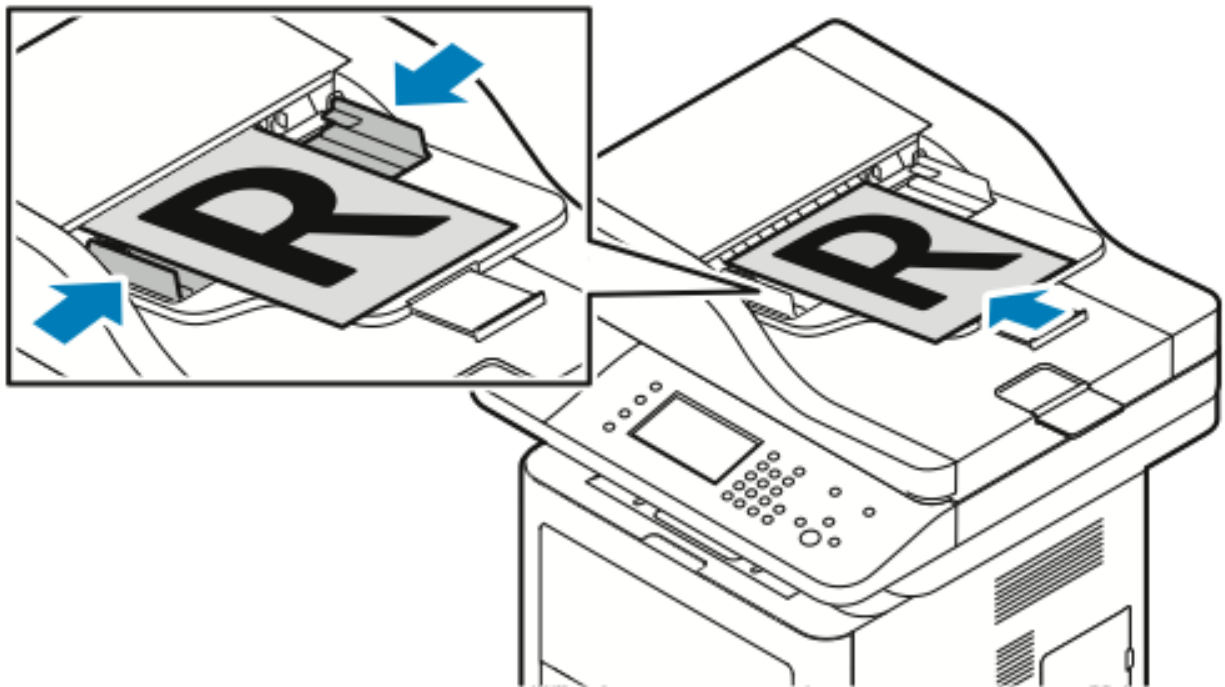
Document Feeder

Document Feeder Guidelines

When loading original documents into the document feeder, follow these guidelines:

- Insert originals face up with the top of the page entering the feeder first.
- Only place loose sheets of paper in the document feeder.
- Adjust the paper guides so that they fit against the original documents.
- Insert paper in the document feeder only when ink on the paper is dry.
- Do not load original documents above the **MAX** fill line.

Using the Document Feeder



- The document feeder accepts paper weights from 50–105 g/m² (12.5–28 lb.) for 2-sided pages.
 - The document feeder accepts paper sizes from 145 x 145 mm—216 x 356 mm (5.7 x 5.7 in.—8.5 x 14 in.) for 1-sided pages, and 176 x 250 mm—216 x 356 mm (6.93 x 9.84 in.—8.5 x 14 in.) for 2-sided pages.
 - The maximum feeder capacity is approximately 100 sheets of 75 g/m² paper.
1. Insert original documents face up, with page one on top.
 2. Adjust the paper guides so that they fit against the original documents.

Selecting Copy Settings

Basic Settings

Selecting a Paper Tray

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Touch the **Paper Supply** tab.
5. Touch one of the options.
6. Touch **OK**.

Selecting 2-Sided Copy Options

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Touch **2-Sided Copying**.
5. Touch an option.
6. Touch **OK**.

Specifying the Size of the Original

To scan the correct area of the original, specify the original size.

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Scroll down to and touch **Original Size**.
5. Touch an option.
 - **Preset Scan Area:** You can specify the area to scan when it matches a standard paper size.
6. Touch **OK**.



Note: Grayed-out options are not available.

- **Custom Scan Area:** You can specify the height and width of the area to scan.

Image Quality Settings

Specifying the Original Type

The printer optimizes the image quality of the copies based on the type of images in the original document and how the original was created.

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Scroll down to and touch **Original Type**.
5. Select an option.
6. Touch **OK**.

Making the Image Lighter or Darker

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Scroll down to and touch the **Lighten/Darken** tab.
5. Adjust the slider as needed.
6. Touch **OK**.

Automatically Suppressing Background Variation

When scanning originals printed on thin paper, text or images printed on one side of the paper can be seen on the other side. Use the Auto Suppression setting to reduce the sensitivity of the printer to variations in light background colors.

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Scroll down to and touch **Background Suppression**.
5. For Background Suppression, touch **Auto Suppression**.
6. Touch **OK**.

Output Adjustments

Reducing or Enlarging the Image

You can reduce the image to as little as 25 % of its original size or enlarge it as much as 400 %.

To reduce or enlarge the image:

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Touch **Reduce/Enlarge**.
5. Touch an option.
 - To reduce or enlarge the percentage incrementally, touch **Plus (+)** or **Minus (-)**.
 - To reduce or enlarge the percentage incrementally, touch the **arrows**.
 - To reduce or enlarge the percentage using the alphanumeric keypad, touch the **current displayed value**, then enter a **value**.
 - Touch **OK**.
6. Touch **OK**.


Erasing the Edges of Copies

You can erase content from the edges of your copies by specifying the amount to erase on the right, left, top, and bottom edges.

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Scroll down to and touch **Edge Erase**.
5. Select an option.
6. Touch **OK**.

Page Layout

You can use Page Layout to place a defined number of pages on one or both sides of the paper.

 **Note:** Page Layout is disabled unless a preset Original Size is selected.

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Scroll down to and touch **Page Layout**.
5. Touch an option.
6. For Paper Supply, touch the desired tray.
7. Touch **OK**.

Shifting the Image

You can change the placement of an image on the copy page. For Image Shift to function correctly, position originals as follows.

1. Perform one of the following:
 - For the Document Feeder, position originals face up, short edge entering the feeder first.
 - For the Document Glass, position originals face down in the back-left corner of the document glass with the short edge to the left.
2. At the printer control panel, press the **Services Home** button.
3. Touch **Copy**.
4. On the Copy tab, touch the **Right** arrow.
5. Scroll down to and touch **Image Shift**.
6. If the drop-down menu is set to Off, touch the drop-down arrow and select an option:
 - **Auto Center**
 - **Margin Shift**
7. Touch **OK**.

Output Format Settings

Selecting Book Copying

When copying a book, magazine, or other bound document, you can copy either the left or right page onto a single sheet of paper. You can copy both the left and right pages onto two sheets of paper, or as a single image on one sheet of paper.



Note: Book Copying is disabled unless a preset Original Size is selected.

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Scroll down to and touch **Book Copying**.
5. Touch an option, then touch **OK**.

Creating a Booklet

You can print copies in booklet format. The booklet feature reduces the original page images to fit two images on each side of the printed page.



Note: In this mode, the printer scans all of the originals before it prints the copies.

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Scroll down to and touch **Booklet Creation**.
5. Touch **On**.

6. Select the desired options.
7. Touch **OK**.

Including Covers

You can print the first and last pages of your copy job on different paper, such as colored or heavyweight paper. The printer selects the paper from a different tray. The covers can be blank or printed.

1. Load the pages of the original document to be copied into the document feeder.
2. If necessary, load the paper to be used as the body pages of the copy into the desired tray.
3. Load the paper stock to be used for covers in a different tray.
4. At the printer control panel, press the **Services Home** button.
5. Touch **Copy**.
6. On the Copy tab, touch the **Right** arrow.
7. Under Paper Supply, touch the tray that contains the paper for the body pages of the job.
8. Touch **OK**.
9. Scroll down to and touch **Covers**.
10. Touch an option.
11. From the Cover menu, choose the desired option:
 - **Blank**
 - **Print on Side 1 only**
 - **Print on Both Sides**
12. From the Tray Selection menu under the Cover menu, touch the tray from which to print the covers.
13. Touch **OK**.
14. On the Copy tab, touch the **Left** arrow.
15. Select the **Quantity** of copies.
16. Press the green **Start** button.

Adding Transparency Separators

You can add blank sheets of paper between each printed transparency. Ensure that the size and orientation of the separators is the same as the transparencies.



Note: If the paper supply is set to Auto Select, you cannot add transparency separators.

1. At the printer control panel, press the **Services Home** button.
2. Touch **Copy**.
3. On the Copy tab, touch the **Right** arrow.
4. Scroll down to and touch **Transparency Separators**.

Copying

5. Select an option:
 - **Off:** This option does not insert a page between the transparencies.
 - **Blank:** This option inserts a blank page between the transparencies.
 - **Printed:** This option inserts a printed sheet of paper between the transparencies.
6. For Paper Supply, touch the desired tray.
7. Touch **OK**.

ID Card Copying

You can copy both sides of an ID card or small document onto one side of paper. Each side is copied using the same location on the document glass. The printer stores both sides and prints them side by side on the paper.

1. Press the **Services Home** button, then scroll down and touch **ID Card Copy**.
2. Select the number of copies using the keypad.
3. Touch the **Right** arrow.
4. To change the options for paper supply, to lighten or darken an image or to switch on auto suppression, in the ID Card Copy screen, touch each tab and make appropriate changes.
5. Lift the document cover.
6. Place the ID card, or a document smaller than half the selected paper supply size, in the upper left corner of the document glass.
7. Press the green **Start** button.

The first side of the ID card is copied and stored, and you will be prompted to turn over the ID card and press **Start**.
8. Repeat the previous steps to copy the second side of the ID card.

The second side of the ID card is copied, and the copy is generated.
9. Lift the document cover and remove the ID card or document.

Scanning

This chapter contains:

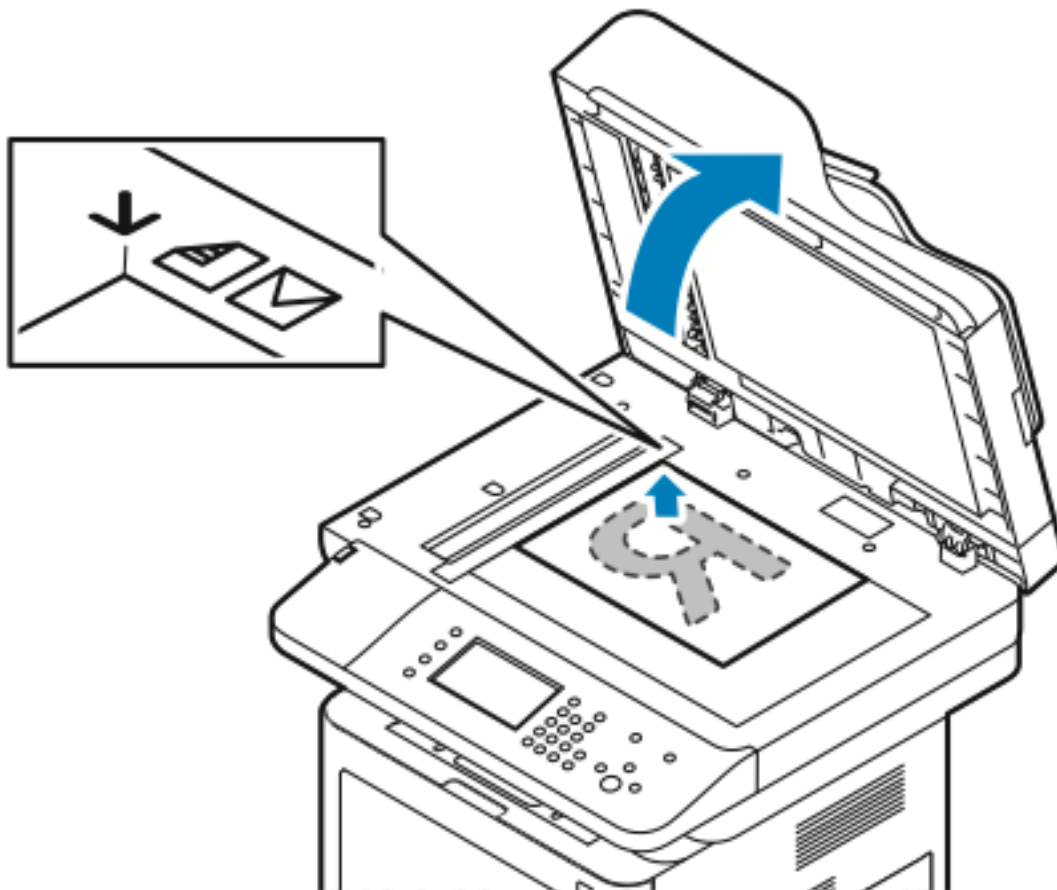
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- Scanning to an Email Address 111
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- Sending a Scanned Image to a Destination 113
- Adjusting Scanning Settings..... 114

The system administrator must set up this feature before you can use it. For details, refer to the *System Administrator Guide* at:

- www.xerox.com/office/WC3335docs
- www.xerox.com/office/WC3345docs

Loading Documents for Scanning

Using the Document Glass



1. Lift the document feeder cover.
2. Place the first page face down in the upper-left corner of the document glass.
3. Align the originals to the matching paper size printed on the edge of the glass.
 - The document glass accommodates original sizes up to 210 x 297 mm (A4/8.5 x 11 in.).
 - The document glass automatically detects letter (8.5 x 11 in.), A4, and smaller paper sizes.

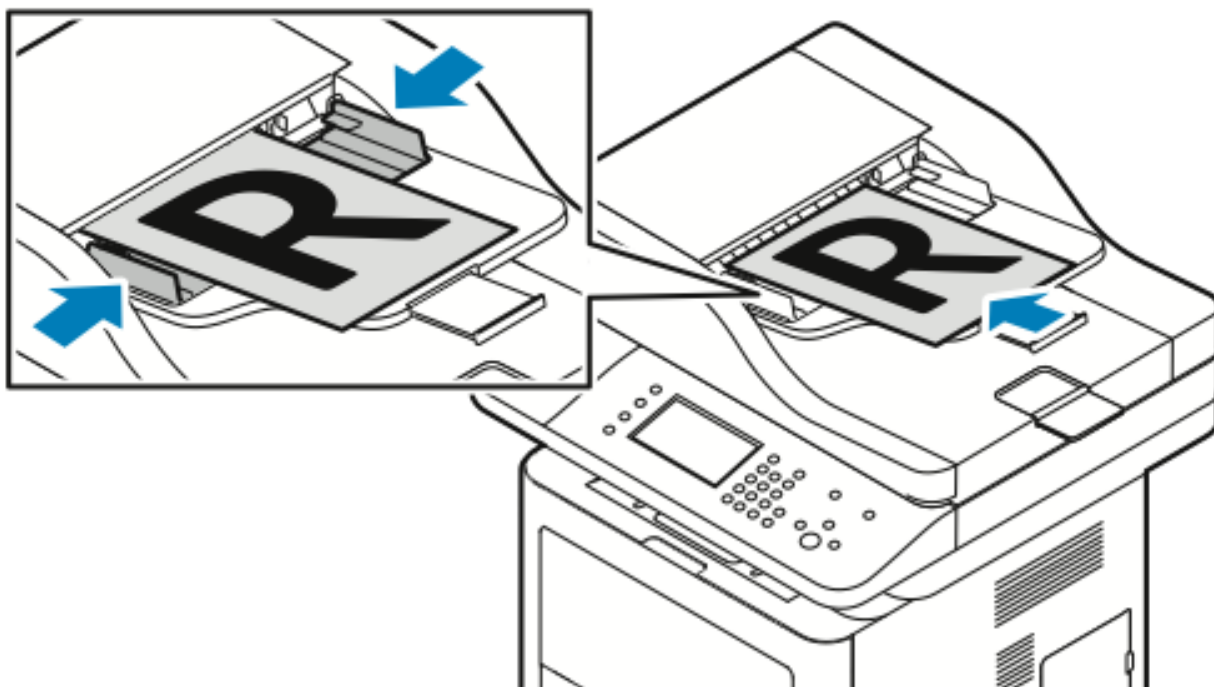
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The document glass accommodates original sizes up to 210 x 297 mm (A4/8.5 x 11 in.). Use the document glass rather than the document feeder to copy or scan the following types of originals documents:

- Paper with paper clips or staples attached
- Paper with wrinkles, curls, folds, tears, or notches
- Coated or carbonless paper or items other than paper such as cloth or metal

- Envelopes
- Books

Using the Document Feeder



- The document feeder accepts paper weights from 50–105 g/m² (12.5–28 lb.) for 2-sided pages.
 - The document feeder accepts paper sizes from 145 x 145 mm—216 x 356 mm (5.7 x 5.7 in.—8.5 x 14 in.) for 1-sided pages, and 176 x 250 mm—216 x 356 mm (6.93 x 9.84 in.—8.5 x 14 in.) for 2-sided pages.
 - The maximum feeder capacity is approximately 100 sheets of 75 g/m² paper.
1. Insert original documents face up, with page one on top.
 2. Adjust the paper guides so that they fit against the original documents.

Document Feeder Guidelines

When loading original documents into the document feeder, follow these guidelines:

- Insert originals face up with the top of the page entering the feeder first.
- Only place loose sheets of paper in the document feeder.
- Adjust the paper guides so that they fit against the original documents.
- Insert paper in the document feeder only when ink on the paper is dry.
- Do not load original documents above the **MAX** fill line.

Scanning to a USB Flash Drive

You can scan a document and store the scanned file on a USB Flash drive. Scanning to a USB supports scans in **.jpg**, **.pdf**, and **.tiff** file formats.

1. Load the original on the document glass or in the document feeder.
2. Insert your USB Flash drive into the USB port on the side of the printer.

The control panel touch screen displays the USB Device Detected screen.

3. If the USB Device Detected screen does not display automatically, on the control panel, touch **Scan to USB**.
4. Change scan settings as needed. For details, refer to [Adjusting Scanning Settings](#).
5. To begin the scan, press **Start**.



Note: Do not remove the USB Flash drive until prompted. If you remove the Flash drive before the transfer is complete, the file can become unusable and other files on the drive can be damaged.

Scanning to a Shared Folder on a Network Computer

Before you can scan to a shared folder, you must share the folder, then add the folder as an Address Book entry in Xerox® CentreWare® Internet Services.

Sharing a Folder on a Windows Computer

Before you begin:

- Verify that your computer security software allows for file sharing.
- Verify that File and Printer Sharing For Microsoft Networks is enabled for each of your connections.



Note: For assistance, contact your system administrator.

To turn on sharing:

1. Open Windows Explorer.
2. Right-click the folder you want to share, then select **Properties**.
3. Click the **Sharing** tab, then click **Advanced Sharing**.
4. Select **Share this folder**.
5. Click **Permissions**.
6. Select the **Everyone** group, and verify that all permissions are enabled.
7. Click **OK**.
8. Click **OK** again.
9. Click **Close**.

Remember the Share name for later use.

Sharing a Folder Using Macintosh OS X Version 10.7 and Later

1. From the Apple menu, select **System Preferences**.
2. From the View menu, select **Sharing**.
3. From the Service list, select **File Sharing**.
4. Under Shared Folders, click the plus icon (+).
A folder list appears.
5. Select the folder that you want to share on the network, then click **Add**.
6. To modify access rights for your folder, select it. The groups activate.
7. From the Users list, click **Everyone**, then use the arrows to select **Read & Write**.
8. Click **Options**.
9. To share the folder with Windows computers, select **Share files and folders using SMB**.

10. To share the folder with specific users, next to the user name, select **On**.
11. Click **Done**.
12. Close the System Preferences window.



Note: When you open a shared folder, a Shared Folder banner appears in the Finder for the folder and subfolders.

Adding a Folder as an Address Book Entry Using CentreWare Internet Services

1. At your computer, open a Web browser, in the address field, type the IP address of the printer, then press **Enter** or **Return**.
2. Click **Address Book**.
3. Under Network Scan (Comp./Serv.), click **Computer/Server Address Book**.
4. Click **Add** next to any empty field, and enter the following information:
 - **Name:** Enter the name that you want to appear in the Address Book.
 - **Server Type:** Select **Computer (SMB)**.
 - **Host Address:** Enter the IP address of your computer.
 - **Port Number:** Enter the default port number for SMB, 139, or select a number from the range provided.
 - **Login Name:** Enter your computer user name.
 - **Login Password:** Enter your computer login password.
 - **Reenter Password:** Enter your login password again.
 - **Name of Shared Directory:** Enter a name for the directory or folder. For example, if you want the scanned files to go in a folder named scans type scans.
 - **Subdirectory Path:** Enter the path of the folder on the FTP server. For example, if you want the scanned files to go in a folder named colorskans inside the scans folder, type /colorskans.
5. Click **Save Changes**.

Scanning to a Folder on a Network Computer

1. Load the original document on the document glass or in the automatic document feeder.
2. On the printer control panel, touch **Scan to**.
3. Touch the **Right Arrow** button until the **Scan To Network** screen appears.
4. Touch **OK**.
5. At Scan to, touch **OK**.
6. At Computer (Network), touch **OK**.
7. Use the arrow buttons to select the shared folder on your computer, then touch **OK**.
8. If you want to change any other scan settings, use the arrow buttons to select the setting, and make your changes. For details, refer to [Adjusting Scanning Settings](#).
9. To begin the scan, press **Start**.

Scanning to an Email Address



Note: When using this feature, the images you scan are sent as email attachments.

Before scanning to email, configure the email SMTP and From Field properties. You must have at least one email address in the address book. If email properties are not properly configured, the Email icon appears grayed out on the touch screen.

1. Load the original document on the document glass or in the document feeder.
2. On the printer control panel, touch **Scan to**.
3. Touch the **Right Arrow** button until the **Scan To Email** screen appears.
4. Choose the option for selecting the recipient:
 - **Keypad:** This option allows you to enter the email address manually. Use the keypad to enter the address.
 - **Address Book:** This option allows you to select an email address from the Address Book.



Note: When using the Address Book, use the arrow buttons to select the address for the desired recipient.

5. Press the green **Start** button.

Scanning to a Computer

If the system administrator enables **Remote Start** in Xerox® CentreWare® Internet Services, you can scan images directly from the scanner to a PC. Using Microsoft Clip Organizer, you can scan, import, and store images from the printer. You can also scan directly from the printer to a computer using most TWAIN-compliant scanning applications.

1. At the printer, load the original document on the document glass or in the document feeder.
2. At your computer, click **Start**→**Programs**→**Microsoft Office**→**Microsoft Office Tools**→**Microsoft Clip Organizer**.
3. Click **File**→**Add Clips to Organizer**→**From Scanner or Camera**.
4. Click **Device**→**Xerox TWAIN Driver**.
5. Click **Custom Insert**.
6. If multiple scanners are installed on your computer, click **Select Scan Device**, select the scanner, then click **Select**.
7. To select a size for the scanned image, click **Scan Size**, then select an option.
8. To select the sides to scan from the original document, click **Side to Scan**, then select an option:
 - **1-Sided Scan**: This option scans only one side of the original document or image and produces 1-sided output files.
 - **2-Sided Scan**: This option scans both sides of the original document or image.
 - **2-Sided Scan, Short Edge**: This option scans both sides of the original image on the short edge.
 - To select the resolution to scan the image, click **Resolution**, then select an option.
9. To adjust the scan color, click **Image Color** and select an option:
 - **Auto**: This option detects the color content in the original image. If the original image is color, the printer scans in full color. If the original is a black and white document, the printer scans in black and white only.
 - **Color**: This option scans in full color.
 - **Grayscale**: This option detects color content and scans as various shades of gray.
 - **Black and White**: This option scans in black and white only.
 - To scan the image, click **Scan**.
10. To select the resolution to scan the image, click **Resolution**, then select an option.
11. To scan the image, click **Scan**.

Sending a Scanned Image to a Destination

Before scanning to a destination, configure the destination folders on the server or share the folder on a personal computer. In addition, you must have at least one Scan To Destination in the address book. If Scan To Destination properties are not properly configured, the Scan To icon appears grayed out on the touch screen.

To scan an image and send it to a destination:

1. Load the original document on the document glass or in the document feeder.
2. Touch **Scan To**→**Scan Contacts**.
3. Select an option.
4. Select the desired name from the list, then touch **OK**.
5. Change scan settings as needed.
6. Press the green **Start** button.

For details, refer to [Adjusting Scanning Settings](#).

Adjusting Scanning Settings

Setting the Output Color

If the original image contains color, you can scan the image in color or in black and white. Selecting black and white significantly reduces the file size of the scanned images.

To set the output color:

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**.
3. Touch the **Right Arrow** button until the **Scan To...Features** screen appears.
4. Touch **Output Color**.
5. Select a color mode.
6. Touch **OK**.


Setting the Scan Resolution

The scan resolution depends on how you plan to use the scanned image. Scan resolution affects both the size and image quality of the scanned image file. Higher scan resolution produces better image quality and a larger file size.

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**.
3. Touch the **Right Arrow** button until the **Scan To...Features** screen appears.
4. Scroll down and touch **Resolution**.
5. Select an option.
6. Touch **OK**.

Selecting 2-Sided Scanning

2-Sided Scanning scans both sides of the original document.

 **Note:** 2-Sided Scanning is only available on devices that have a duplex document feeder.

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then touch and hold the **Right Arrow** button until **Scan To...Features** appears.
3. Touch **2-Sided Scanning**.
4. Select an option.
5. Touch **OK**.

Setting the File Format

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then touch and hold the **Right Arrow** button until **Scan To...Features** appears.
3. Touch **File**.
4. Using the menu, select a file type, then type the file name using the keypad.
5. Touch **OK**.

Lightening or Darkening the Image

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then touch and hold the **Right Arrow** button until **Scan To...Features** appears.
3. Scroll down, then touch **Lighten/Darken**.
4. Using the slider control, make the desired adjustment.
5. Touch **OK**.

Automatically Suppressing Background Variation

When scanning original documents that are printed on thin paper, text or images printed on one side of the paper can be seen on the other side. Use the Auto Suppression setting to reduce the sensitivity of the printer to variations in light background colors.

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then touch and hold the **Right Arrow** button until **Scan To...Features** appears.
3. Touch **Background Suppression**.
4. Choose **Enable** or **Disable**.
5. Touch **OK**.

Specifying the Original Size

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then touch and hold the **Right Arrow** button until **Scan To...Features** appears.
3. Touch **Original Size**.
4. Select an option.
5. Touch **OK**.

Erasing Edges

1. At the printer control panel, press **Clear All**, then press **Services Home**.
2. Touch **Scan To**, then touch and hold the **Right Arrow** button until **Scan To...Features** appears.
3. Touch **Scan To Edge**.

Scanning

4. Select an option.
5. Touch **OK**.

Faxing

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The system administrator must set up this feature before you can use it. For details, see the *System Administrator Guide* at:

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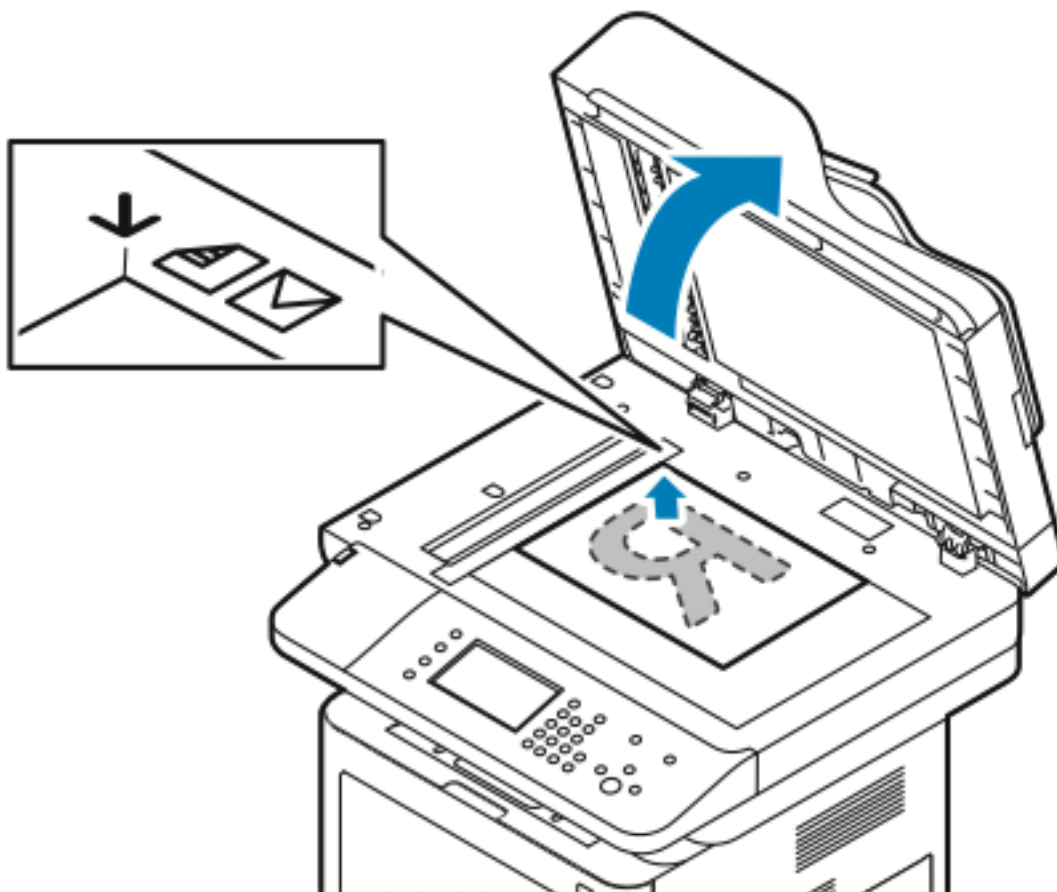
Basic Faxing

To send a fax:

1. Load your original documents:
 - Use the document glass for single pages or paper that cannot be fed using the document feeder. Place the first page of the document face down, in the top-left corner of the document glass.
 - Use the document feeder for multiple or single pages. Remove any staples and paper clips from the pages and place them face up in the document feeder.
2. Press the **Services Home** button, then touch **Fax**.
3. Address the fax using one or more of the available options:
 - **Enter Recipient:** This option allows you to enter a fax number manually.
 - **Manual Dial Mode:** This option allows you to insert characters, such as Dial Pause, in a fax number.
 - **Device Address Book:** This option allows you to access the printer address book.
4. Adjust additional fax options as needed.
For details, refer to [Selecting Fax Options](#).
5. Press the green **Start** button.

The printer scans the pages and transmits the document when all pages have been scanned.

Using the Document Glass



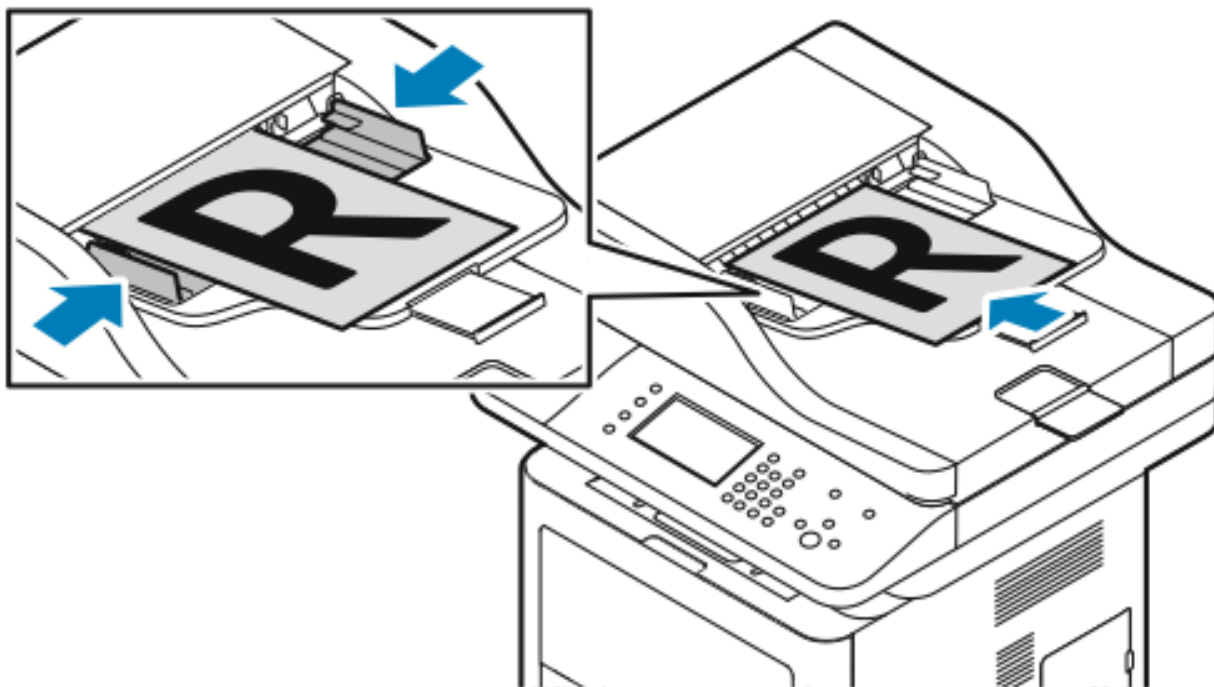
1. Lift the document feeder cover.
2. Place the first page face down in the upper-left corner of the document glass.
3. Align the originals to the matching paper size printed on the edge of the glass.
 - The document glass accommodates original sizes up to 210 x 297 mm (A4/8.5 x 11 in.).
 - The document glass automatically detects letter (8.5 x 11 in.), A4, and smaller paper sizes.

Document Glass Guidelines

The document glass accommodates original sizes up to 210 x 297 mm (A4/8.5 x 11 in.). Use the document glass rather than the document feeder to copy or scan the following types of originals documents:

- Paper with paper clips or staples attached
- Paper with wrinkles, curls, folds, tears, or notches
- Coated or carbonless paper or items other than paper such as cloth or metal
- Envelopes
- Books

Using the Document Feeder



- The document feeder accepts paper weights from 50–105 g/m² (12.5–28 lb.) for 2-sided pages.
 - The document feeder accepts paper sizes from 145 x 145 mm—216 x 356 mm (5.7 x 5.7 in.—8.5 x 14 in.) for 1-sided pages, and 176 x 250 mm—216 x 356 mm (6.93 x 9.84 in.—8.5 x 14 in.) for 2-sided pages.
 - The maximum feeder capacity is approximately 100 sheets of 75 g/m² paper.
1. Insert original documents face up, with page one on top.
 2. Adjust the paper guides so that they fit against the original documents.

Document Feeder Guidelines

When loading original documents into the document feeder, follow these guidelines:

- Insert originals face up with the top of the page entering the feeder first.
- Only place loose sheets of paper in the document feeder.
- Adjust the paper guides so that they fit against the original documents.
- Insert paper in the document feeder only when ink on the paper is dry.
- Do not load original documents above the **MAX** fill line.

Selecting Fax Options

Specifying the Size of the Original


To ensure that you are scanning the correct area of the documents, specify the original size.

To specify the original size:

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**, then touch an option.
3. At the top of the screen, touch the right arrow two times, then touch **Original Size**.
4. Touch an option, then touch **OK**.

Sending a Delayed Fax

You can scan and save a fax on the printer, then send it at a later time.

 **Note:** A delay time of 15 minutes or more must be set; otherwise, the job is sent immediately.

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**.
3. At the top of the screen, touch the right arrow two times, scroll down, and touch **Delay Send**.
4. Use the drop-down menu to set the feature to **ON**.
5. Touch the **Hour** field, then touch the arrows to set a number.
6. Touch the **Minute** field, then touch the arrows to set a number.
7. If your printer is set to display the 12-hour clock, touch **AM** or **PM**.
8. Touch **OK**.

Automatically Suppressing Background Variation

When scanning originals printed on thin paper, text or images printed on one side of the paper can be seen on the other side. Use the Auto Suppression setting to reduce the sensitivity of the printer to variations in light background colors.

To select Auto Suppression:

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**.
3. At the top of the Fax Features screen, touch the **Right** arrow two times.
4. Scroll down to and touch **Background Suppression**.
5. Choose either **Off** or **Auto Suppression**.
6. Touch **OK**.

Sending Header Text

The system administrator must set up this feature before you can use it. For details, refer to the *System Administrator Guide* at:

- www.xerox.com/office/WC3335docs
- www.xerox.com/office/WC3345docs

To include the fax header text:

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**.
3. At the top of the Fax Features screen, touch the **Right** arrow two times.
4. Scroll down to and touch **Send Header Text**.
5. Choose either **Off** or **On**.
6. Touch **OK**.

To Lighten or Darken an Image

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**.
3. At the top of the Fax Features screen, touch the **Right** arrow two times.
4. Touch **Lighten/Darken**.
5. Using the slider control, make the adjustment.
6. Touch **OK**.

Storing a Fax in a Local Mailbox

The system administrator must create a mailbox and enable and configure Store to Mailbox before you can use these features. For details, refer to the *System Administrator Guide* at:

- www.xerox.com/office/WC3335docs
- www.xerox.com/office/WC3345docs

To store a fax in a local mailbox:

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**→**Mailboxes**.
3. Touch **Store To Mailbox**→**Local Mailbox**.
4. Enter a mailbox number and passcode, then touch **OK**.

Printing Local Mailbox Documents

To use this feature, you must have documents stored in a mailbox.

To print local mailbox documents:

1. At the printer control panel, press **Services Home**.
2. Touch **Fax→Mailboxes**.
3. Touch **Print From Mailbox**.
4. Touch Local Mailbox.
5. Enter a mailbox number and pass code, and touch **Print**.

Sending a Fax to a Remote Mailbox

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**→**Mailboxes**.
3. Touch **Store To Mailbox**→**Remote Mailbox**.
4. Enter a remote fax number.
5. Enter a remote mailbox number and passcode, then touch **OK**.

Storing a Fax for Local or Remote Polling

Turn on Secure or Non-Secure Local Polling to make fax documents stored on one printer available for remote polling by other printers. When Secure Local Polling is on, you create a list of fax numbers that are allowed to access the stored faxes on the printer.

To store a fax:

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**→**Polling**.
3. Touch **Store Locally for Remote Polling**.
4. Touch an option.
5. Touch **OK**.

Polling a Remote Fax

You can retrieve documents that were stored using local polling on another fax machine.

To poll a remote fax:

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**→**Polling**.
3. Touch **Retrieve/Print Remote Files**.
4. Type the fax number.
5. Touch **OK**.

Printing or Deleting Stored Faxes

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**→**Polling**.
3. Touch **Local File Management**, then select **Print All Files** or **Delete All Files**.

Using the Address Book

Adding an Individual Entry to the Device Address Book

The Device Address Book stores a maximum of 2000 contacts. If the Add button is unavailable, the address book has reached its file limit.



Note: Before you can use this feature, the system administrator must enable Create/Edit Contact from Touch Screen for All Users.

To add a recipient to the Device Address Book:

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**→**Enter Recipient**.
3. To enter a name, fax number, or optional email address, touch each field, then enter the details.
4. Touch **OK**.

Editing an Individual Address Book Entry

1. At the printer control panel, press **Services Home**.
2. Touch **Fax**→**Device Address Book**.
3. Touch the **Address Book Entry**.
4. Touch the **Contact Name**.
5. To edit the fields, touch **Details**.
6. To delete the contact, touch **Remove**.


Maintenance


This chapter contains:


- [Cleaning the Printer](#) 132
- [Ordering Supplies.....](#) 138
- [Moving the Printer](#) 141
- [Billing and Usage Information](#) 143


Cleaning the Printer


General Precautions

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

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

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


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

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

- Do not place anything on top of the printer.
- Do not open covers and doors during printing.
- Do not tilt the printer while it is in use.
- Do not touch the electrical contacts or gears. Doing so could damage the printer and cause the print quality to deteriorate.
- Ensure that any parts removed during cleaning are replaced before you plug in the printer.

Cleaning the Exterior

Clean the exterior of the printer once a month.

 **Caution:** Do not spray detergent directly on the printer. Liquid detergent could enter the printer through a gap and cause problems. Never use cleaning agents other than water or mild detergent.

1. Wipe the paper tray, output tray, control panel, and other parts with a damp, soft cloth.
2. After cleaning, wipe with a dry, soft cloth.



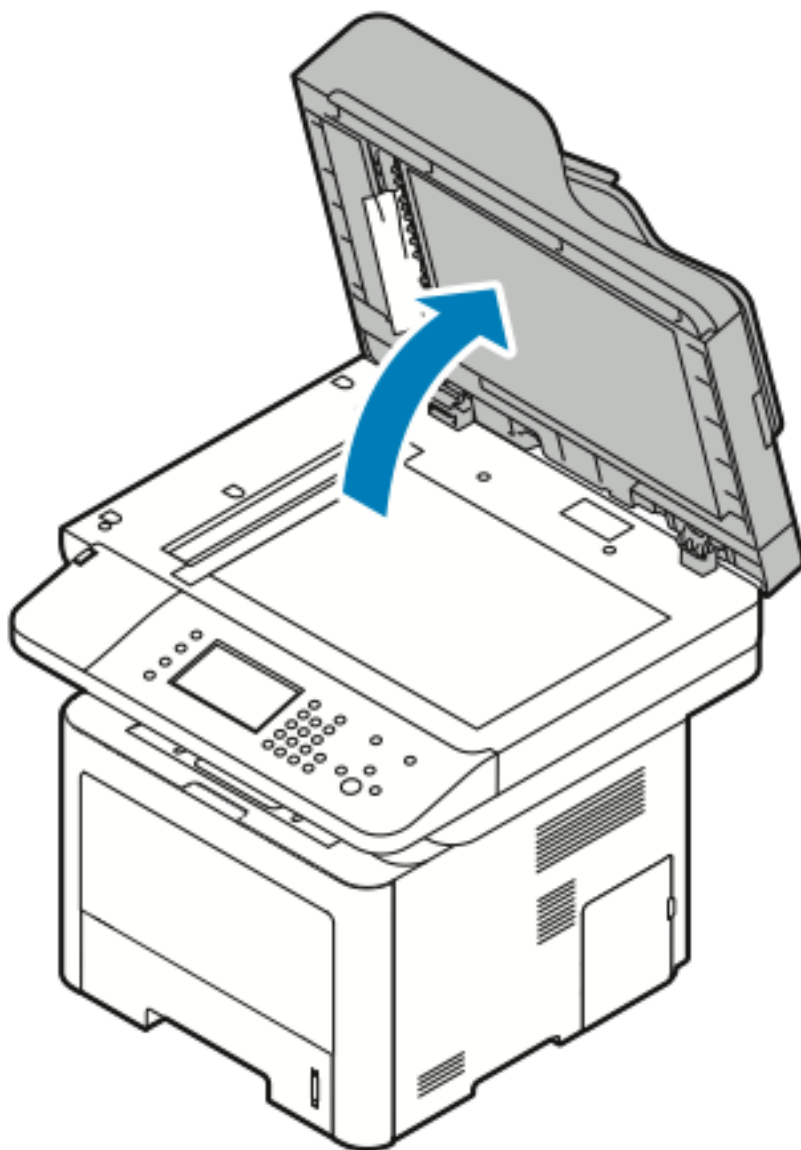
Note: For stubborn stains, apply a small amount of mild detergent to the cloth and gently wipe the stain off.

Cleaning the Scanner

Clean the scanner about once a month, when anything is spilled on it, or when debris or dust collect on any of the surfaces. Keep the feed rollers clean to ensure the best possible copies and scans.

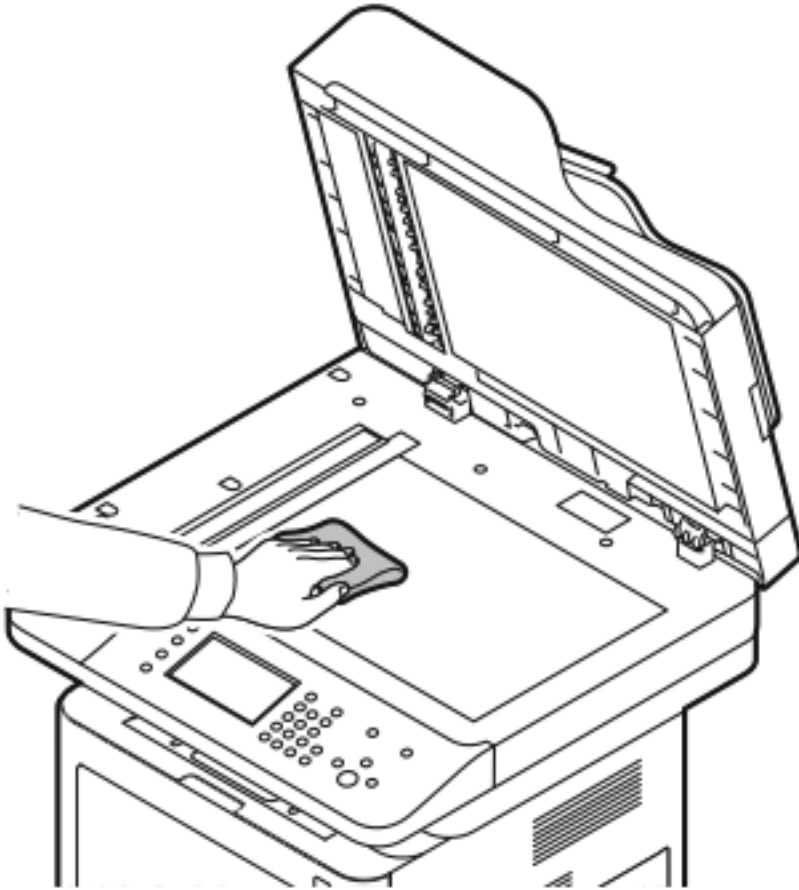
Cleaning the Document Glass

1. Slightly dampen a soft, lint-free cloth with water.
2. Remove any paper from the document feeder.
3. Open the document cover.



Maintenance

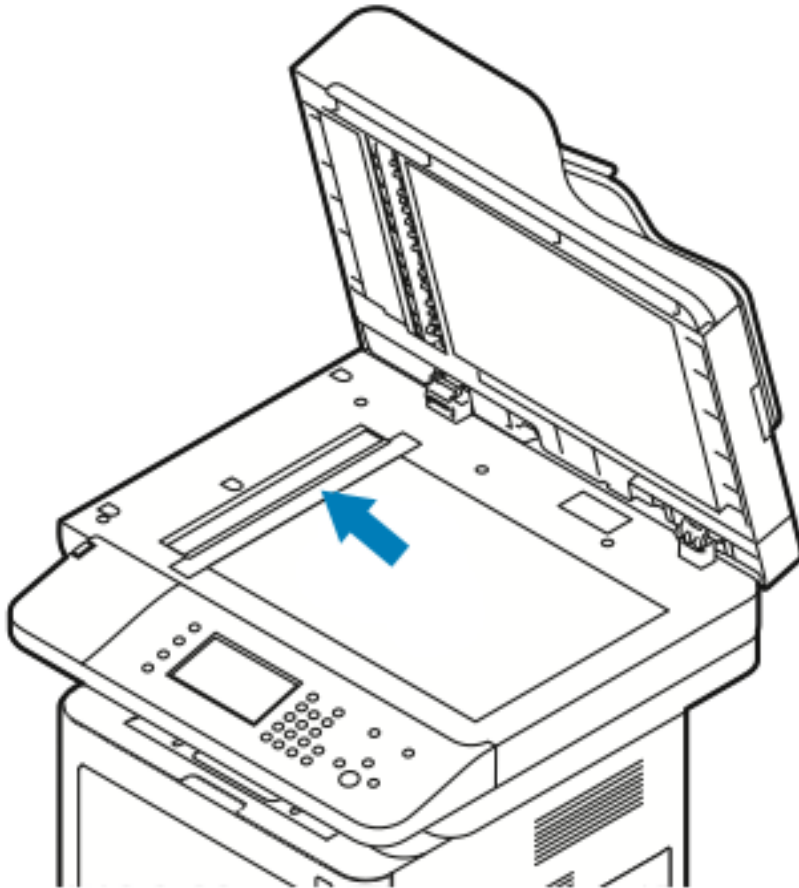
4. Wipe the surface of the document glass until it is clean and dry.
For best results, to remove marks and streaks, use a standard glass cleaner.



5. Wipe the Constant Velocity Transport (CVT) glass until it is free of debris, and it is clean and dry.

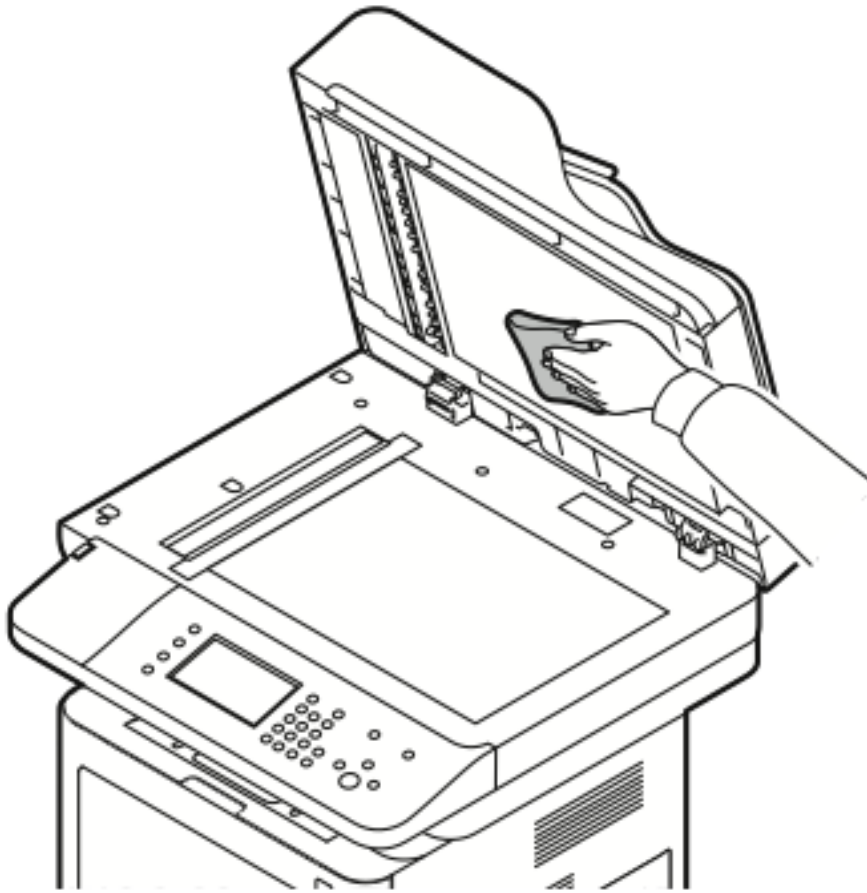


Note: The CVT glass is the long narrow strip to the left of the document glass.

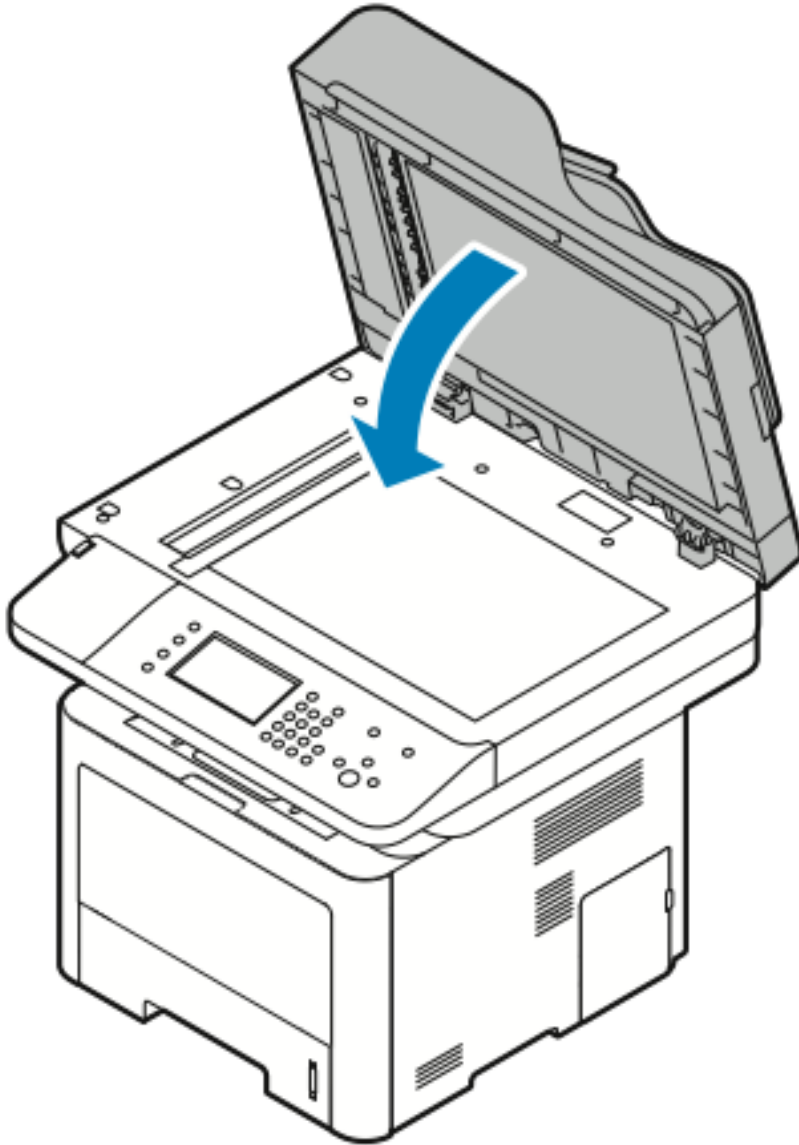


Maintenance

6. Wipe the white underside of the document cover until it is clean and dry.



7. Close the document cover.



Ordering Supplies

When to Order Supplies

A warning appears on the control panel when the Toner Cartridge or the Smart Kit Drum Cartridge are near their replacement time. Verify that you have replacements on hand. It is important to order these items when the messages first appear to avoid interruptions to your printing. An error message appears on the control panel when the Toner Cartridge or the Smart Kit Drum Cartridge must be replaced.

Order supplies from your local reseller or go to:

- www.xerox.com/office/WC3335supplies
- www.xerox.com/office/WC3345supplies



Caution: Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreement, 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 could vary outside these areas. Please contact your Xerox representative for details.

Viewing Printer Supply Status

You can check the status and percentage of life remaining for your printer supplies at any time using CentreWare Internet Services or the control panel.



Note: To view printer supply status using Xerox® CentreWare® Internet Services, refer the *System Administrator's Guide* at:

- www.xerox.com/office/WC3335docs
- www.xerox.com/office/WC3345docs

To view printer supply status using the control panel:

1. At the printer, press the **Services Home** button.
2. Press the **Machine Status** button.
3. Touch the **Supplies** tab. A listing of all supplies status appears.


Consumables

Consumables are printer supplies that get depleted during the operation of the printer. The consumable supplies for this printer is the genuine Xerox® Black Toner Cartridge and the Xerox® Smart Kit Drum Cartridge.




Note:

- Each consumable includes installation instructions.
- To ensure print quality, the toner cartridge and drum cartridge are designed to cease functioning at a predetermined point.

 **Caution:** Use of non-Xerox supplies is not recommended. Use of toner with other than genuine Xerox® Toner can affect print quality and printer reliability. Xerox® Toner is the only toner designed and manufactured under strict quality controls by Xerox for use with this specific printer.


Routine Maintenance Items

Routine maintenance items are printer parts that have a limited life and require periodic replacement. Replacements can be parts or kits. Routine maintenance items are typically customer replaceable.

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

Routine maintenance items for this printer include the following:

- Standard Capacity Toner Cartridge
- High Capacity Toner Cartridge
- Extra High-Capacity Toner Cartridge
- Drum Cartridge

 **Note:** Not all options listed are supported on all printers. Some options apply only to specific printer models or configurations.

Toner Cartridges


General Precautions for the Toner Cartridge

 **WARNING:**

- When replacing a toner cartridge, be careful not to spill the toner. If any toner spills, avoid contact with clothes, skin, eyes, and mouth. Do not inhale the toner dust.
- Keep toner cartridges out of the reach of children. If a child accidentally swallows toner, have the child spit out the toner, and rinse the mouth with water. Consult a physician immediately.
- Use a damp cloth to wipe off spilled toner. Never use a vacuum cleaner to remove spills. Electric sparks inside the vacuum cleaner can cause a fire or explosion. If you spill a large volume of toner, contact your local Xerox representative.
- Never throw a toner cartridge into an open flame. Remaining toner in the cartridge can catch fire and cause burn injuries or an explosion.

Replacing a Toner Cartridge




When a toner cartridge approaches the end of its usable life span, the control panel displays a toner-low message. When a toner cartridge is empty, the printer stops and displays a message on the control panel.

 **Note:** Each toner cartridge includes installation instructions.

Printer Status Message	Cause and Solution
Low Toner Status: Ensure that a new Toner Cartridge is available.	The toner cartridge is low. Order a new toner cartridge.
Replace Toner Cartridge	The toner cartridge is empty. Open the front cover, then replace the toner cartridge.


Drum Cartridges

General Precautions for the Drum Cartridge

-  **Caution:** Do not expose the drum cartridge to direct sunlight or strong indoor fluorescent lighting. Do not touch or scratch the surface of the drum.
-  **Caution:** Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the drum cartridge.
-  **WARNING:** Never throw a drum cartridge into an open flame. The cartridge can catch fire and cause burn injuries or an explosion.

Replacing a Drum Cartridge

When a drum cartridge approaches the end of its usable life span, the control panel displays a drum-cartridge low message. When a drum cartridge is empty, the printer stops and displays a message on the control panel.

 **Note:** Each drum cartridge includes installation instructions.

Printer Status Message	Cause and Solution
Image Unit Low Status. Ensure that a new Drum Cartridge is available.	The drum cartridge is low. Order a new drum cartridge.
No message but the printer stops printing.	The drum cartridge must be replaced. Open the front cover, then replace the drum cartridge.

Recycling Supplies

For more information on the Xerox® supplies recycling program, go to:

- WorkCentre® 3335: www.xerox.com/gwa
- WorkCentre® 3345: www.xerox.com/gwa

Moving the Printer

**WARNING:**

- To prevent electric shock, never touch the power plug with wet hands.
- When removing the power cord, ensure that you pull the plug and not the cord. Pulling the cord can damage it, which can lead to fire or electric shock.



Caution: When moving the printer, do not tilt it more than 10 degrees to the front, back, left, or right. Tilting the printer more than 10 degrees can cause toner spillage.

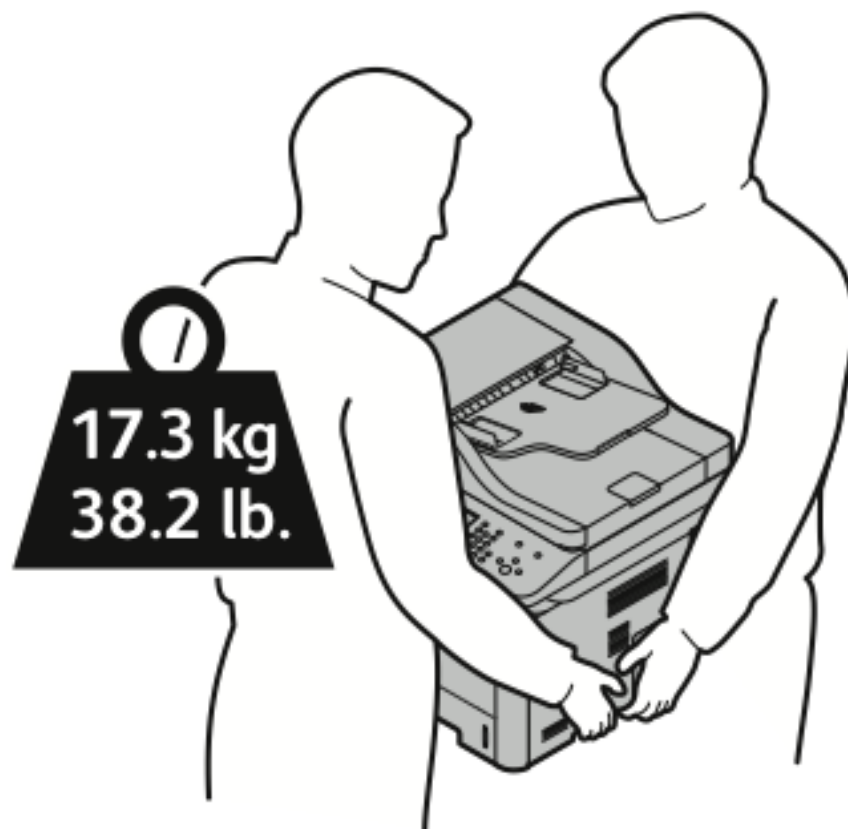



WARNING: If the optional 550-sheet feeder is installed, uninstall it before you move the printer. If the optional 550-sheet feeder is not fixed to the printer securely, it can fall to the ground and cause injury.

Follow these instructions when moving the printer:

1. Turn off the printer and disconnect the power cord and other cables from the back of the printer. For details, refer to [Powering On or Off the Printer](#).
2. Remove any paper or other media from the output tray.
3. When moving the printer from one location to another, use caution to ensure that the printer does not topple.

4. Lift and carry the printer as shown in the illustration.



- Repack the printer and its options using the original packing material and boxes or a Xerox Repackaging Kit. For a repackaging kit and instructions, go to:
 - www.xerox.com/office/WC3335support
 - www.xerox.com/office/WC3345support
 - When moving the printer over a long distance, remove the toner cartridges and drum cartridges to prevent toner from spilling.
-  **Caution:** Failure to repackage the printer properly for shipment can result in damage not covered by the Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee. The Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee do not cover damage to the printer caused by improper moving.

5. After moving the printer:
 - a. Reinstall any parts you removed.
 - b. Reconnect the printer to the cables and power cord.
 - c. Plug in and switch on the printer.

Billing and Usage Information

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

To view Billing and Usage information:

1. At the printer control panel, press the **Machine Status** button.
2. To view basic impression counts, touch the **Billing Information** tab.
A page is one side of a sheet of paper that can be printed on one or two sides. A sheet printed on two sides counts as two impressions.

The machine serial number, number of black impressions, number of total impressions, and the Usage Counters tab appear.

3. To view and update all usage counters, touch the **Usage Counters** tab.
4. Use the drop-down menu to select and view any of the following:
 - Impressions
 - Sheets
 - Images Sent
 - Fax Impressions
 - All Usage
5. If necessary, touch the **Update Counters** tab to bring all counter data up to current usage.

Troubleshooting

This chapter contains:

• General Troubleshooting	146
• Paper Jams	150
• Print-Quality Problems.....	188
• Copy and Scan Problems.....	193
• Fax Problems.....	194
• Getting Help	197

General Troubleshooting

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

Restarting the Printer

To restart the printer:

1. Press **Power Saver**.
2. Touch **Power Down**.
3. To restart the printer, switch on the power switch.



Note: If restarting the printer does not resolve the problem, refer to [Printer Fails to Power On](#) and [Printer Resets or Turns Off Frequently](#).

Printer Fails to Power On

Probable Causes	Solutions
The power switch is not turned on.	Turn on the power switch. For details, refer to Powering On or Off the Printer .
The power cord is not correctly plugged into the outlet.	Turn off the printer power switch, and plug the power cord securely into the outlet. For details, refer to Powering On or Off the Printer .
Something is wrong with the outlet connected to the printer.	<ul style="list-style-type: none"> Plug another electrical appliance into the outlet and see if it operates properly. Try a different outlet.
The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source within the specifications for the printer. For details, refer to Powering On or Off the Printer .



Caution: Plug the three-wire cord with grounding prong directly into a grounded AC outlet.

Printer Resets or Turns Off Frequently

Probable Causes	Solutions
The power cord is not plugged into the outlet correctly.	Turn off the printer, confirm that the power cord is plugged in correctly to the printer and the outlet, then switch on the printer.
A system error occurred.	Turn off the printer, then turn it on again. From the printer control panel, access the Information Pages menu, then print the Error History report. If the error persists, contact your Xerox representative.

Probable Causes	Solutions
The printer is connected to an uninterruptible power supply.	Turn off the printer, then connect the power cord to a suitable outlet.
The printer is connected to a power strip shared with other high-power devices.	Plug the printer directly into the outlet or into a power strip that is not shared with other high-power devices.

Document Prints from Wrong Tray

Probable Causes	Solutions
Application and print driver have conflicting tray selections.	<ol style="list-style-type: none"> 1 Check the tray selected in the print driver. 2 Go to the page setup or printer settings of the application from which you are printing. 3 Set the paper source to match the tray selected in the print driver or set the paper source to Automatically Select.

Automatic 2-Sided Printing Problems

Probable Causes	Solutions
Unsupported or incorrect paper.	<ul style="list-style-type: none"> • Ensure that you are using a supported paper size and weight for 2-sided printing. Envelopes and labels cannot be used for 2-sided printing. • For details, refer to Supported Paper Types and Weights for Automatic 2-Sided Printing and Supported Standard Paper Sizes for Automatic 2-Sided Printing.
Incorrect setting.	In the print driver Properties, select 2-Sided Print on the Paper/Output tab.

Paper Tray Fails to Close

Probable Cause	Solution
The paper tray does not close fully.	Some debris or an object is blocking the tray.

Printing Takes Too Long

Probable Causes	Solutions
The printer is set to a slower printing mode. For example, the printer could be set to print on Heavyweight paper.	It takes more time to print on certain types of special paper. Ensure that the paper type is set properly in the driver and at the printer control panel. For details, refer to Print Speed .
The printer is in Power Saver mode.	It takes time for printing to start when the printer is exiting Power Saver mode.
The way the printer was installed on the network could be an issue.	Determine if a print spooler or a computer sharing the printer is buffering all print jobs and then spooling them to the printer. Spooling can slow print speeds. To test the speed of the printer, print some information pages such as the Office Demo Page. If the page prints at the rated speed of the printer, you could have a network or printer installation issue. For help, contact the system administrator.
The job is complex.	Wait. No action is needed.
The print-quality mode in the driver is set to Enhanced.	Change the print-quality mode in the print driver to Standard.

Printer Fails to Print

Probable Causes	Solutions
The printer has an error.	<ul style="list-style-type: none"> To clear the error, turn off the printer, then turn it on again. If the error persists, contact your Xerox representative.
The printer is out of paper.	Load paper into the tray.
A toner cartridge is empty.	Replace the empty toner cartridge.
The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is plugged in correctly to the printer and the outlet, then switch on the printer. For details, refer to Powering On or Off the Printer . If the error persists, contact your Xerox representative.

Probable Causes	Solutions
The printer is busy.	<ul style="list-style-type: none"> • A previous print job could be the problem. On your computer, to delete all print jobs in the print queue, you can use the Printer Properties feature. • Load the paper in the tray. • At the printer control panel, press the Job Status button. If the print job does not appear, check the Ethernet connection between the printer and the computer. • At the printer control panel, press the Job Status button. If the print job does not appear, check the USB connection between the printer and the computer. Turn off the printer, then turn it on again.
The printer cable is disconnected.	<ul style="list-style-type: none"> • At the printer control panel, press the Job Status button. If the print job does not appear check the Ethernet connection between the printer and the computer. • At the printer control panel, press the Job Status button. If the print job does not appear, check the USB connection between the printer and the computer. Turn off the printer, then turn it on again.

Printer Makes Unusual Noises

Probable Causes	Solutions
There is an obstruction or debris inside the printer.	Turn off the printer and then remove the obstruction or debris. If you cannot remove it, contact your Xerox representative.

Condensation has Formed Inside the Printer

Moisture can condense inside a printer where the humidity is above 85 % or when a cold printer is located in a warm room. Condensation can form in a printer after it has been sitting in a cold room that is heated quickly.

Probable Causes	Solutions
The printer has been sitting in a cold room.	<ul style="list-style-type: none"> • Allow the printer to acclimate for several hours before operation. • Allow the printer to operate for several hours at room temperature.
The relative humidity of the room is too high.	<ul style="list-style-type: none"> • Reduce the humidity in the room. • Move the printer to a location where the temperature and relative humidity are within the operating specifications.

Paper Jams

Minimizing Paper Jams

The printer is designed to function with minimal paper jams using Xerox supported paper. Other paper types can cause jams. If supported paper is jamming frequently in one area, clean that area of the paper path.

The following can cause paper jams:

- Selecting the incorrect paper type in the print driver.
- Using damaged paper.
- Using unsupported paper.
- Loading paper incorrectly.
- Overfilling the tray.
- Adjusting the paper guides improperly.

Most jams can be prevented by following a simple set of rules:

- Use only supported paper. For details, refer to [Supported Paper](#).
- Follow proper paper handling and loading techniques.
- Always use clean, undamaged paper.
- Avoid paper that is curled, torn, moist, creased, or folded.
- To separate the sheets before loading into the tray, fan the paper.
- Observe the paper tray fill line; never overfill the tray.
- After inserting paper in any tray, adjust the paper guides in the trays. A paper guide that is not properly adjusted can cause poor print quality, misfeeds, skewed prints, and printer damage.
- After loading the trays, select the correct paper type and size on the control panel.
- When printing, in the print driver, select the correct type and size for the print job.
- Store paper in a dry location.
- Use only Xerox paper and transparencies designed for the printer.

Avoid the following:

- Polyester-coated paper that is specially designed for inkjet printers.
- Paper that is folded, wrinkled, or excessively curled.
- Loading more than one type, size, or weight of paper in a tray at the same time.
- Overfilling the trays.
- Allowing the output tray to overfill.

Locating Paper Jams



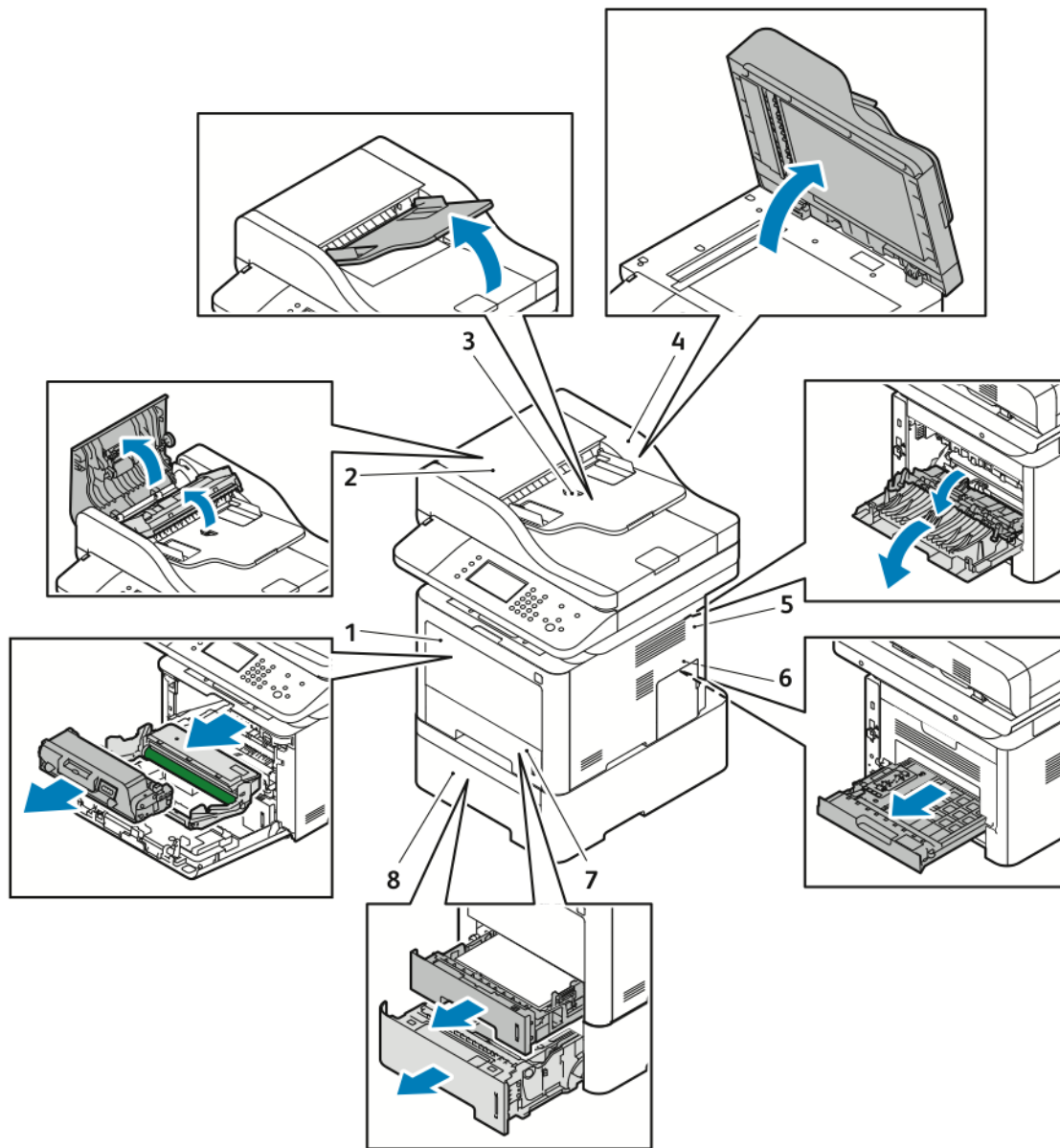
WARNING: To avoid injury, never touch a labeled area on or near the heat roller in the fuser. If a sheet of paper is wrapped around the heat roller, do not try to remove it immediately. Power off the printer immediately, then wait 30 minutes for the fuser to cool. After the printer cools, try to remove the jammed paper. If the error persists, contact your Xerox representative.



Caution: Do not attempt to clear any paper jams using tools or instruments. Tools and instruments can damage the printer permanently.

Troubleshooting

The following illustration shows where paper jams can occur along the paper path:

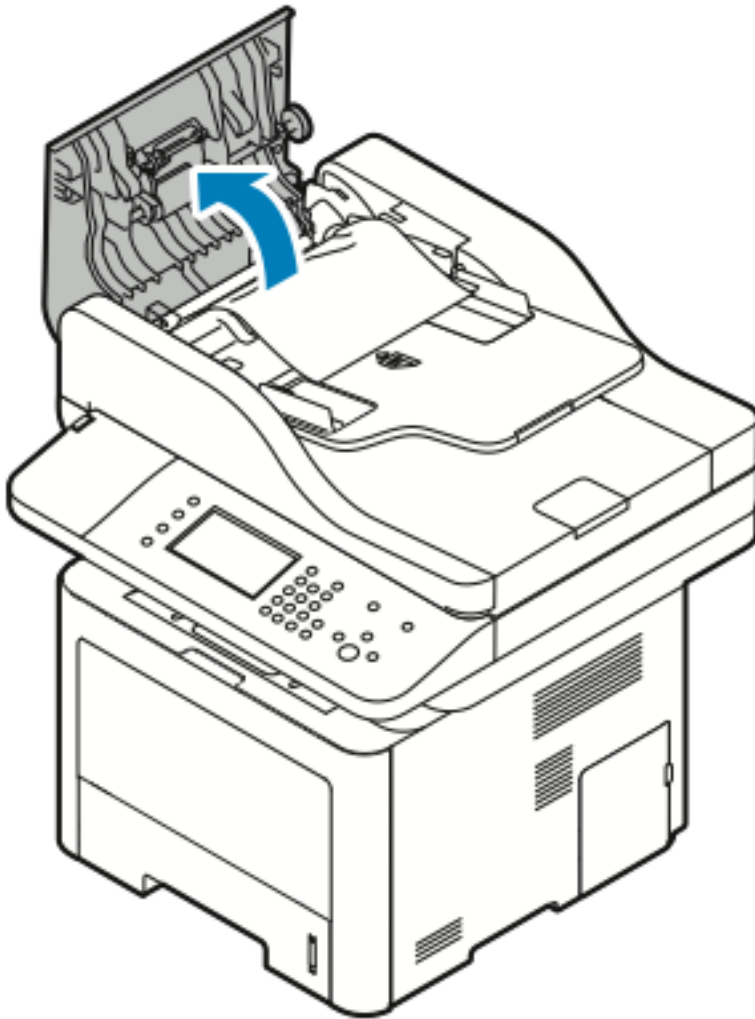


- | | |
|--|------------------------|
| 1. Bypass Tray and Inside the Front of the Printer | 5. Back of the Printer |
| 2. Document Feeder Top Cover | 6. Duplex Area |
| 3. Document Feeder Input Tray | 7. Tray 1 |
| 4. Document Feeder Inside Cover | 8. Optional Tray 2 |

Clearing Paper Jams

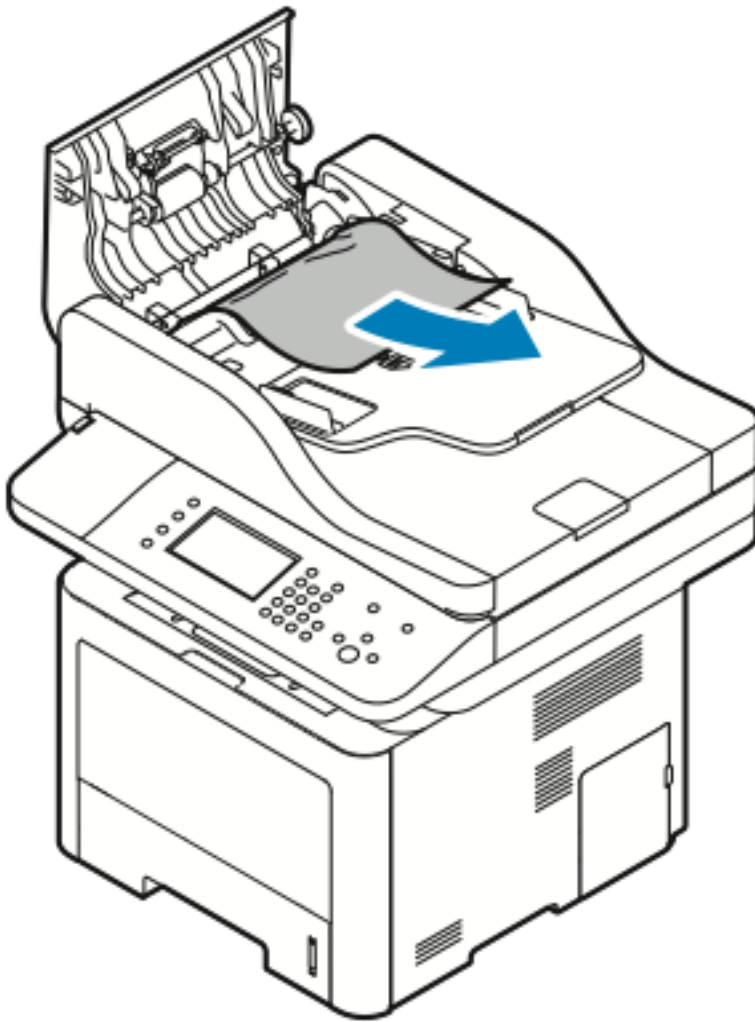
Clearing Paper Jams from the Document Feeder

1. Remove any documents from the document feeder.
2. Open the document feeder top cover.

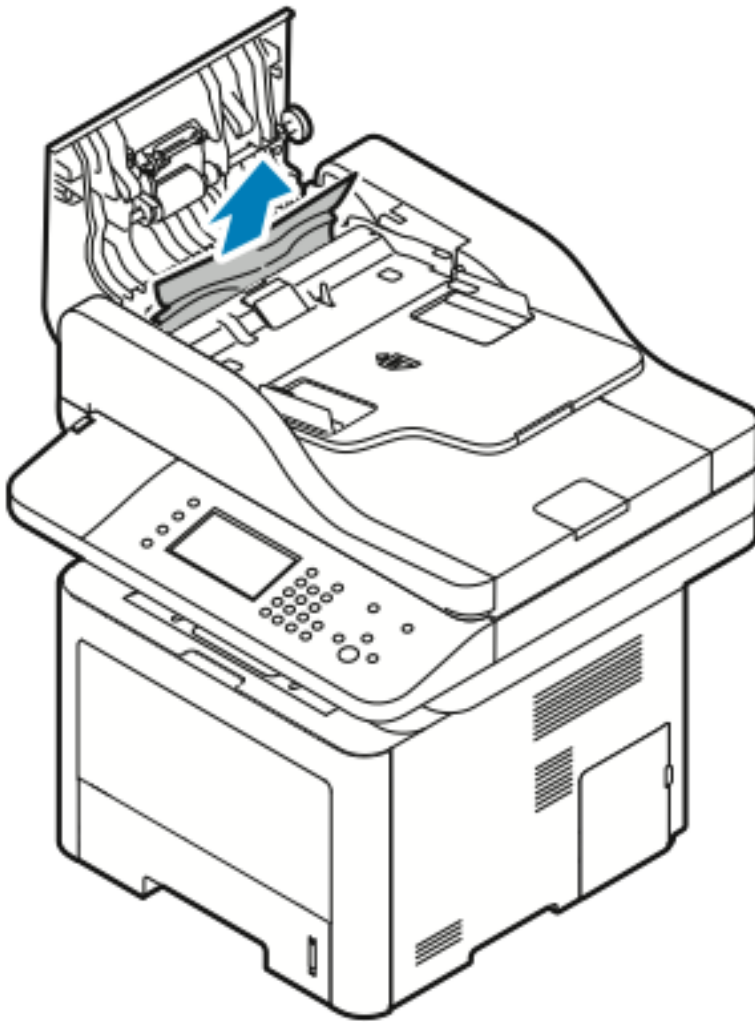


Troubleshooting

3. If the paper is jammed in the exit of the document feeder, gently pull it out in the direction shown.



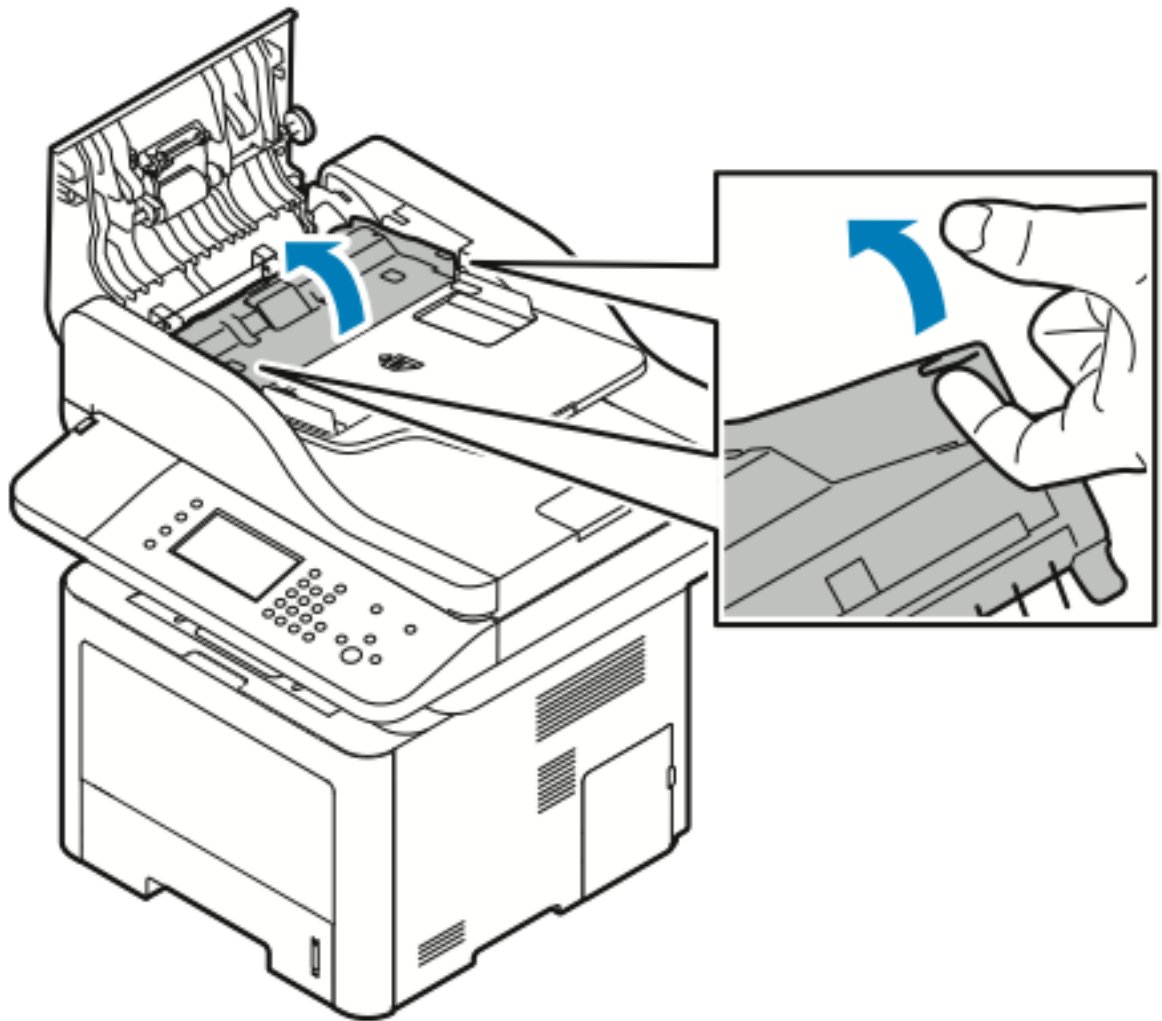
4. If the jammed paper is not caught in the entry of the document feeder, gently pull it out in the direction shown.



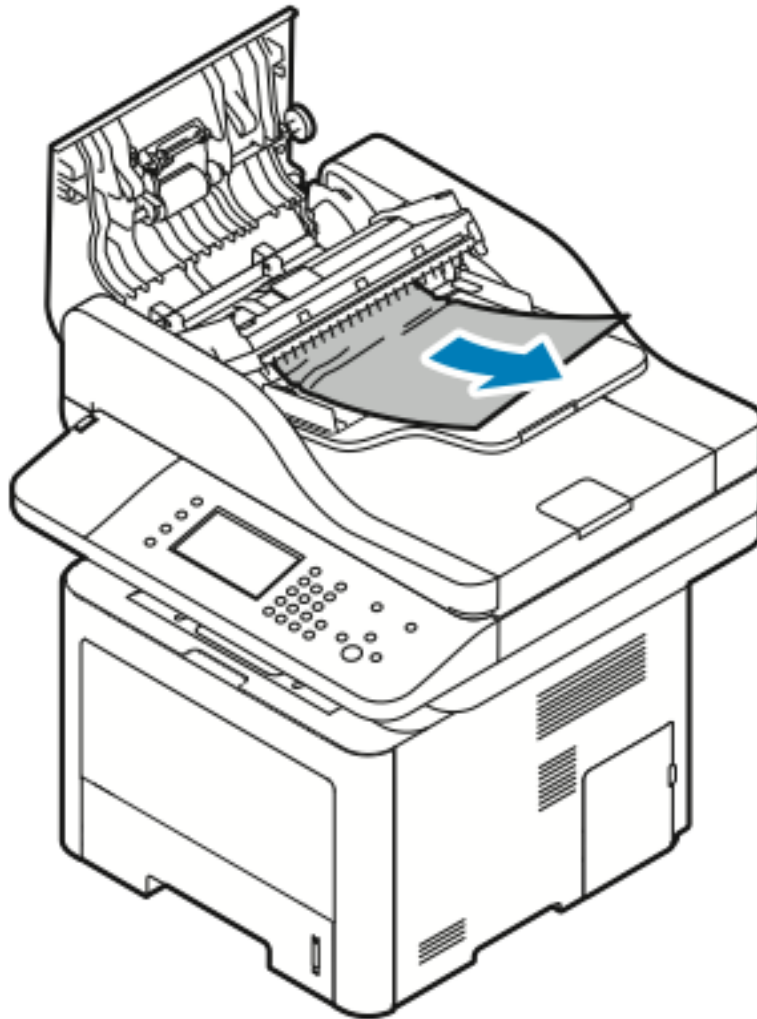
5. If the jammed paper cannot be seen, perform the following steps to remove it.

Troubleshooting

- a. Open the inner cover.

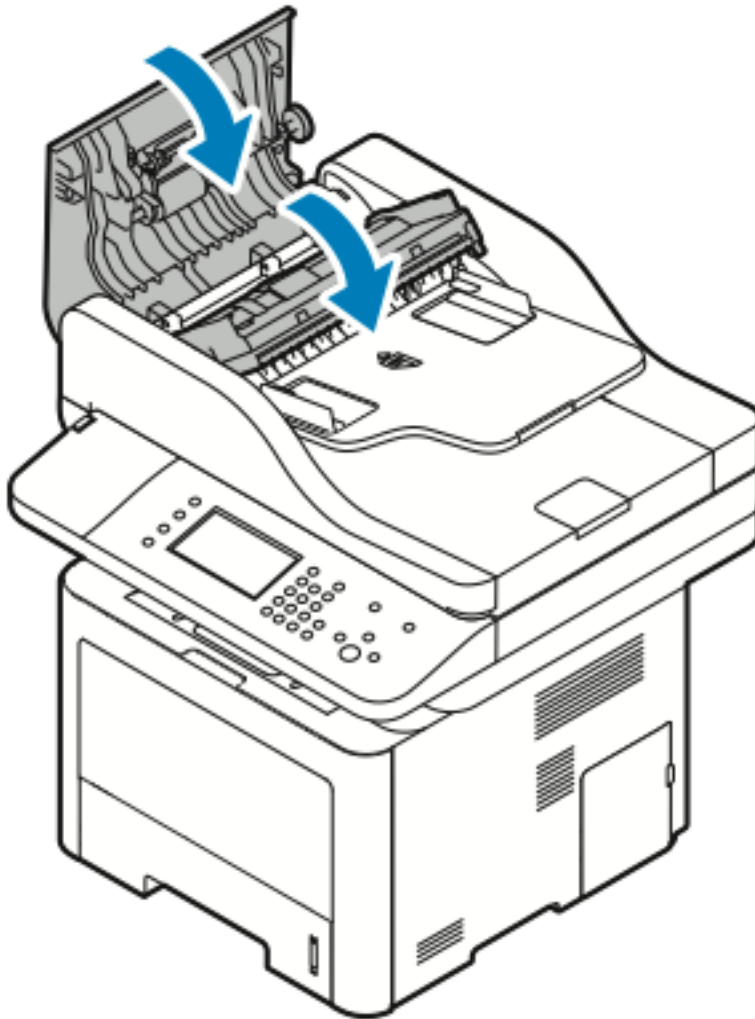


- b. Gently pull out the jammed paper in the direction shown.

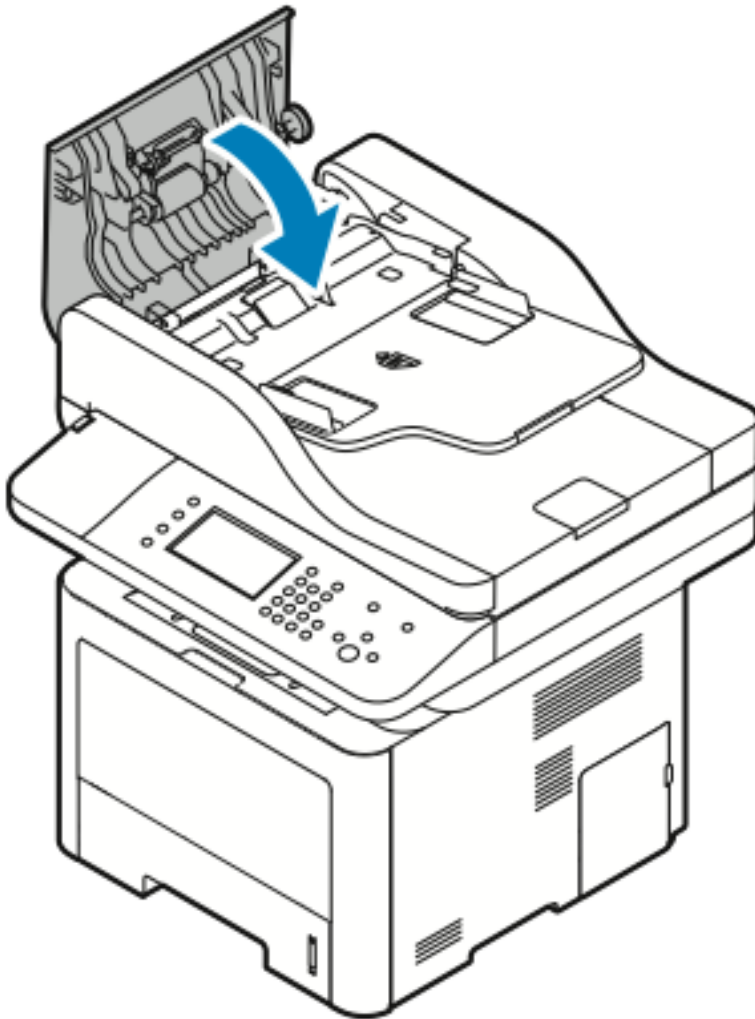


Troubleshooting

- c. Close the inner cover.



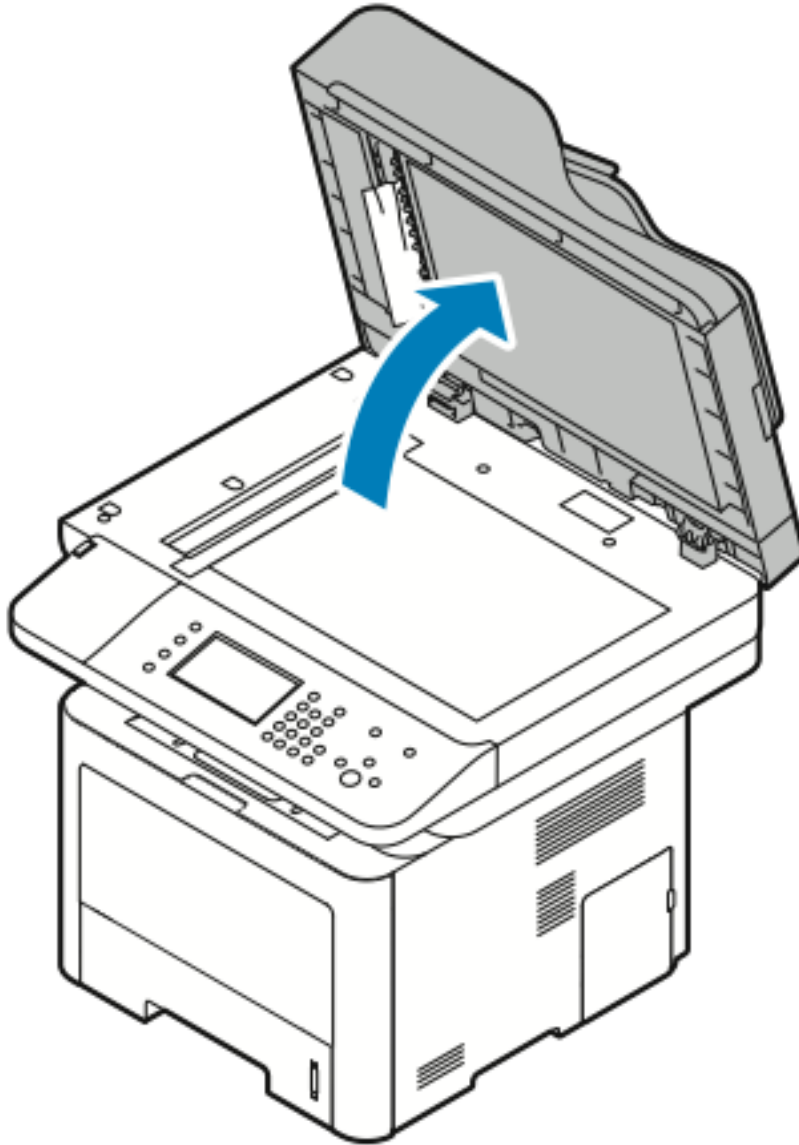
6. Close the document feeder top cover.



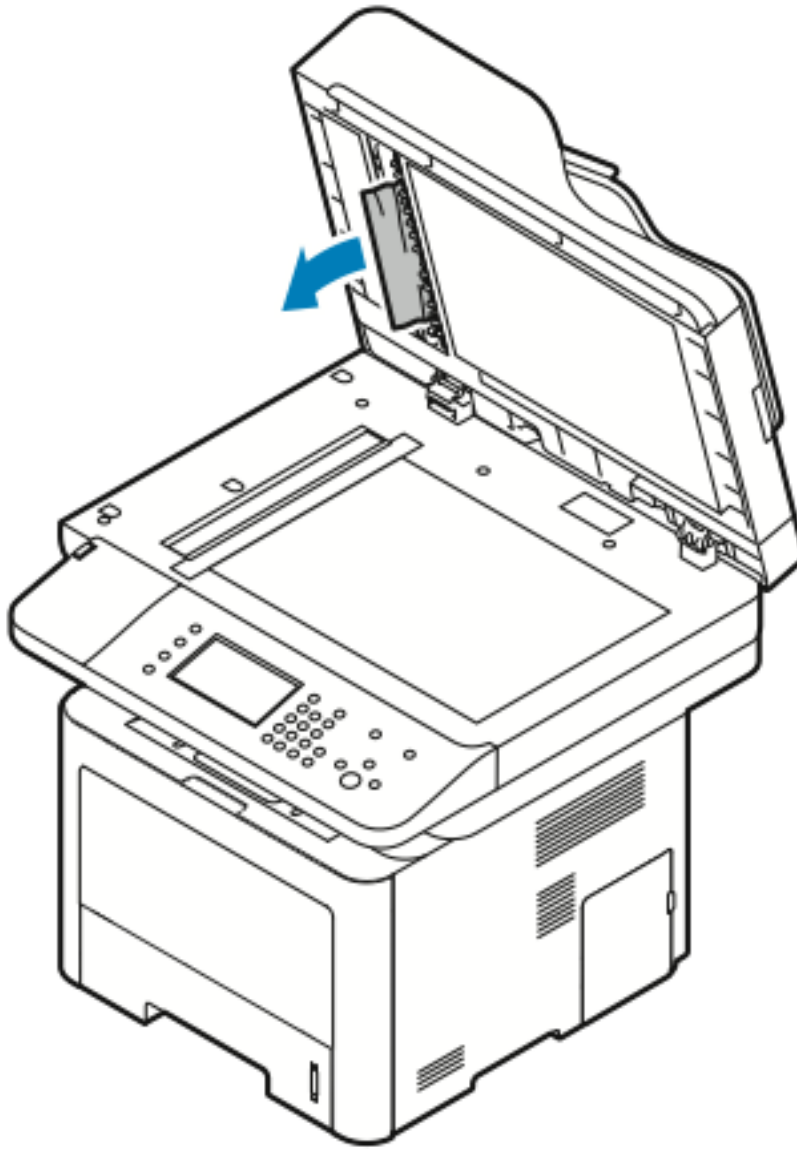
7. To remove paper from the document feeder inside cover, perform the following steps:

Troubleshooting

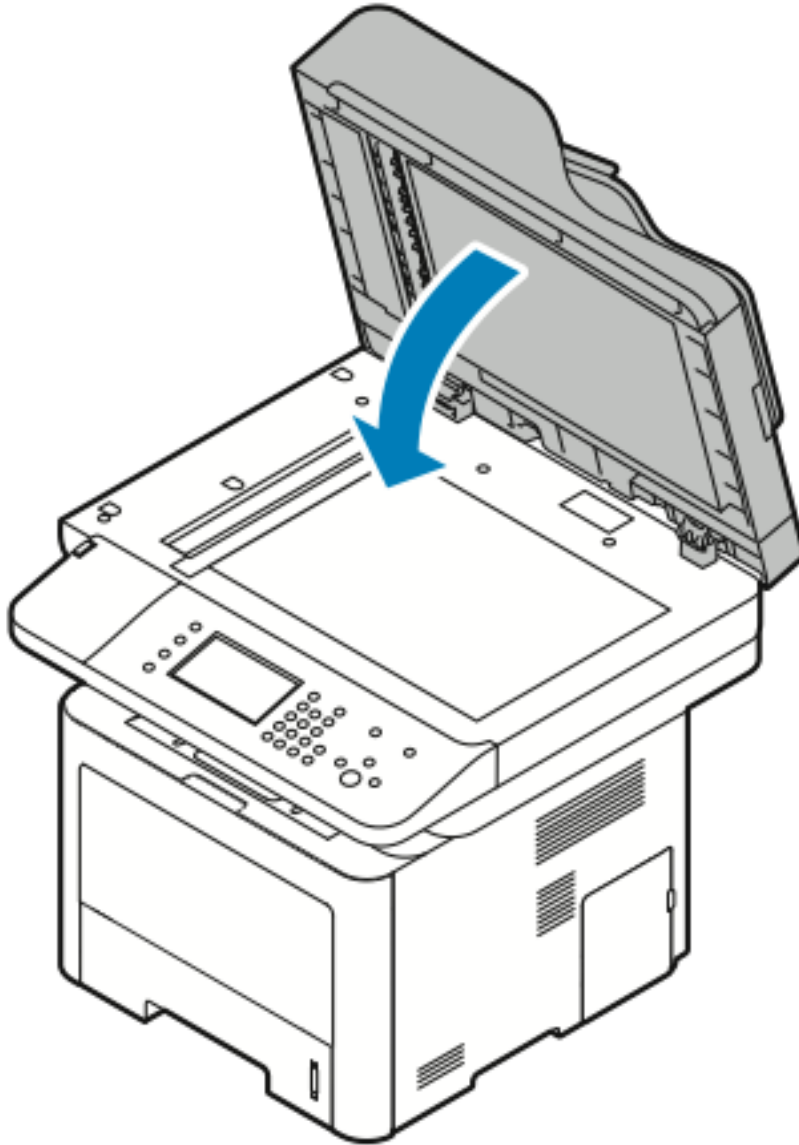
- a. Lift the document feeder.



- b. Gently pull out any jammed paper.

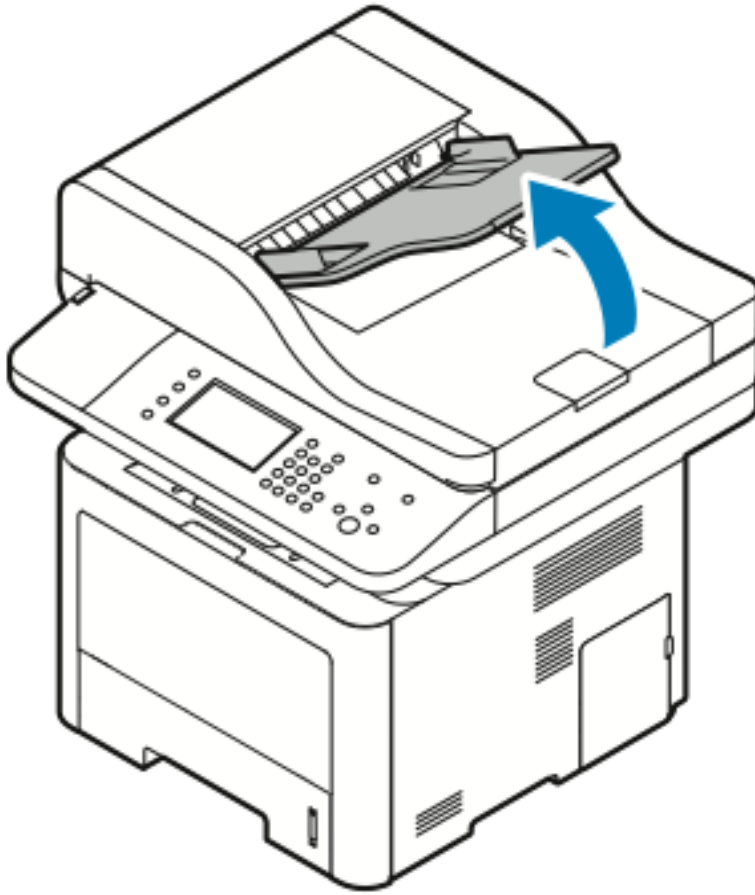


- c. Close the document feeder.

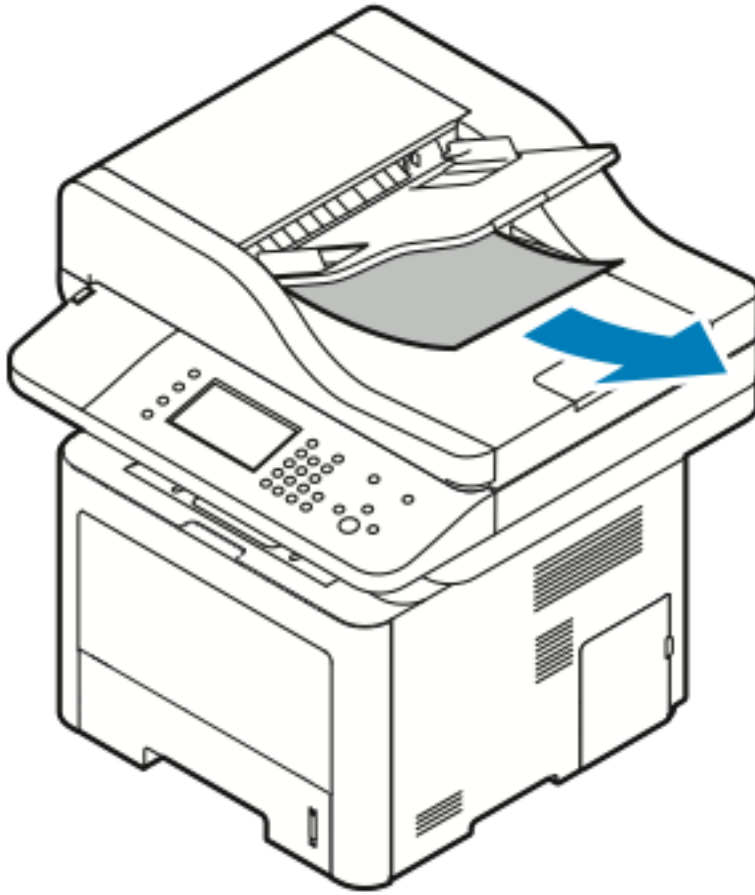


- 8. Remove any jammed paper from the document feeder output tray.

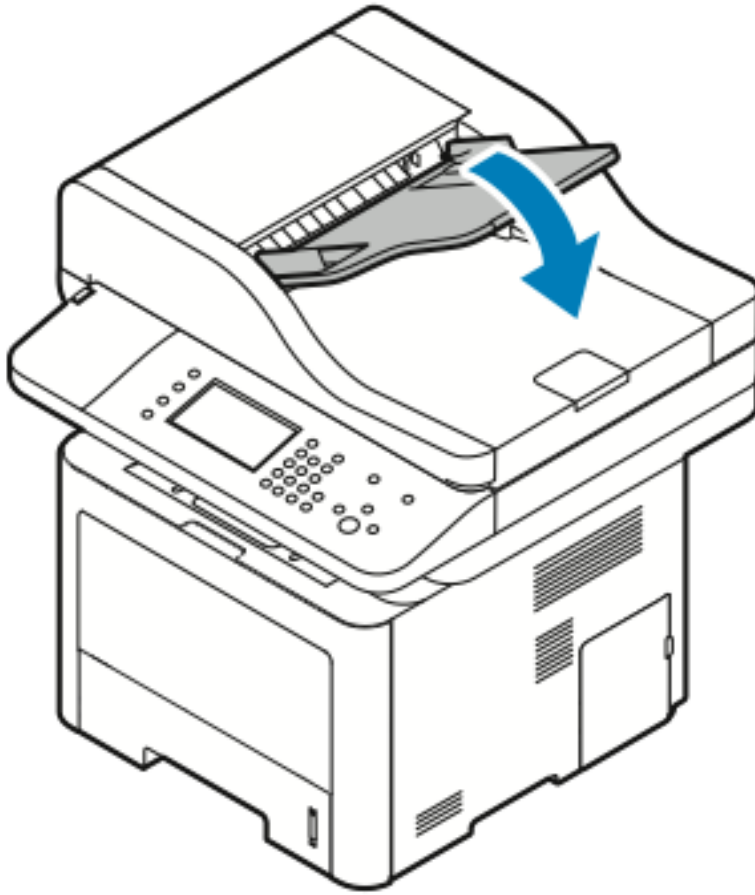
- a. Raise the document feeder input tray.



- b. Gently pull out the jammed paper in the direction shown.



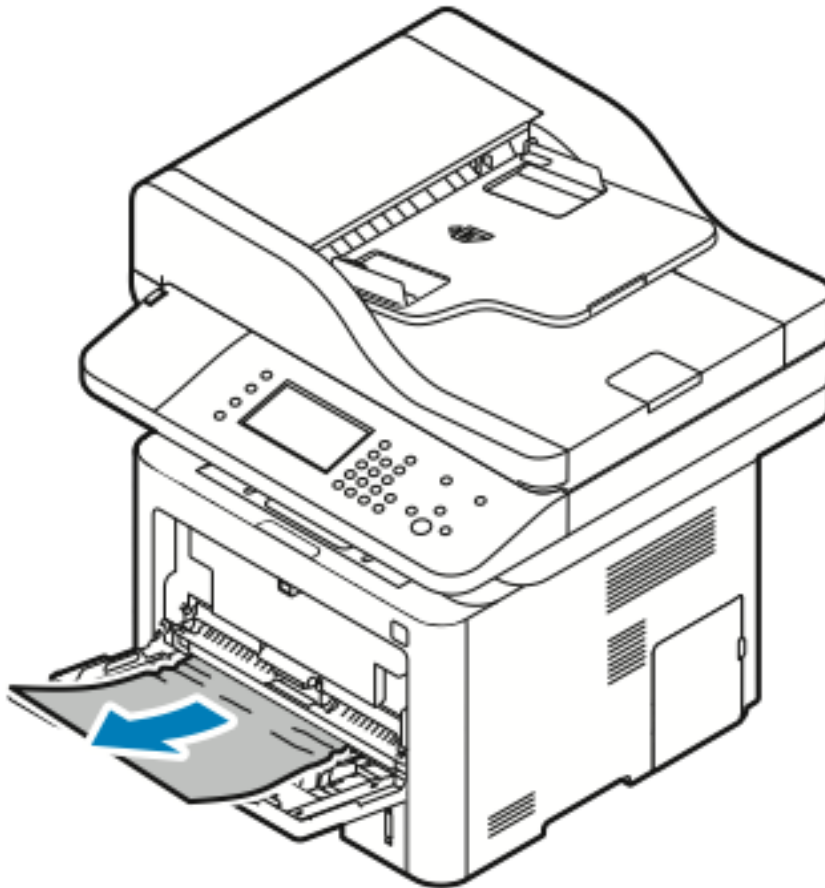
- c. Lower the document feeder input tray.



- d. Reload the documents in the document feeder input tray, and adjust the guides against the edges of the paper.

Clearing Paper Jams at the Bypass Tray

1. Remove any paper from the bypass tray.
2. Where the tray connects to the printer, clear any paper that is jammed.

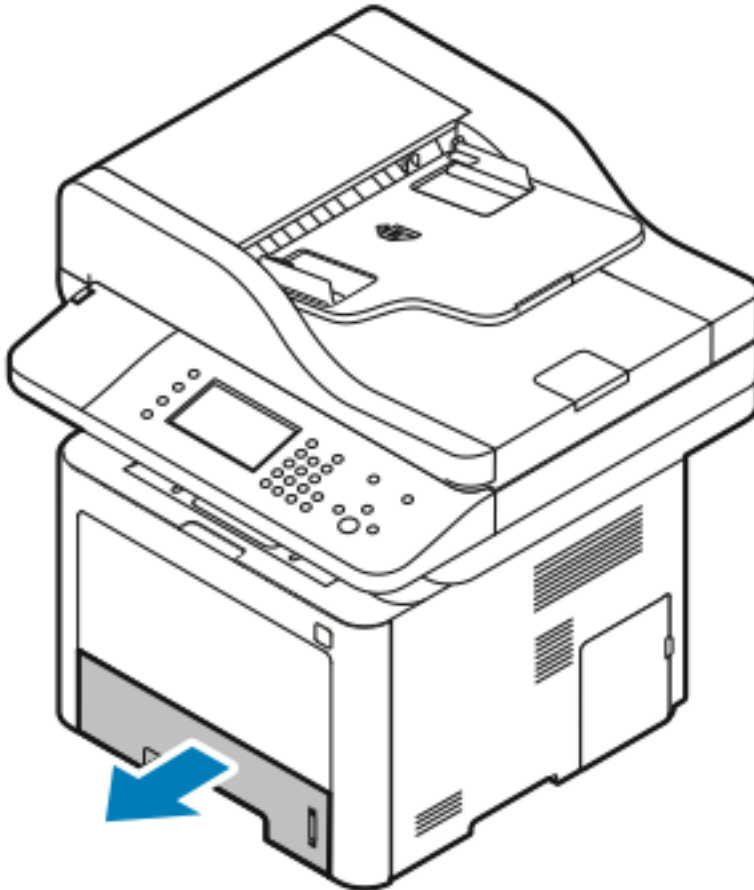


3. If the paper is torn, check inside the printer for pieces of paper, then gently remove them. If you cannot remove the paper fragments easily, contact your Xerox representative.
4. When you reload the bypass tray, fan the paper and ensure that all four corners align neatly.
5. If the control panel prompts you, verify the paper size and type on the screen.
6. Touch **Confirm**.

Clearing Paper Jams from Tray 1

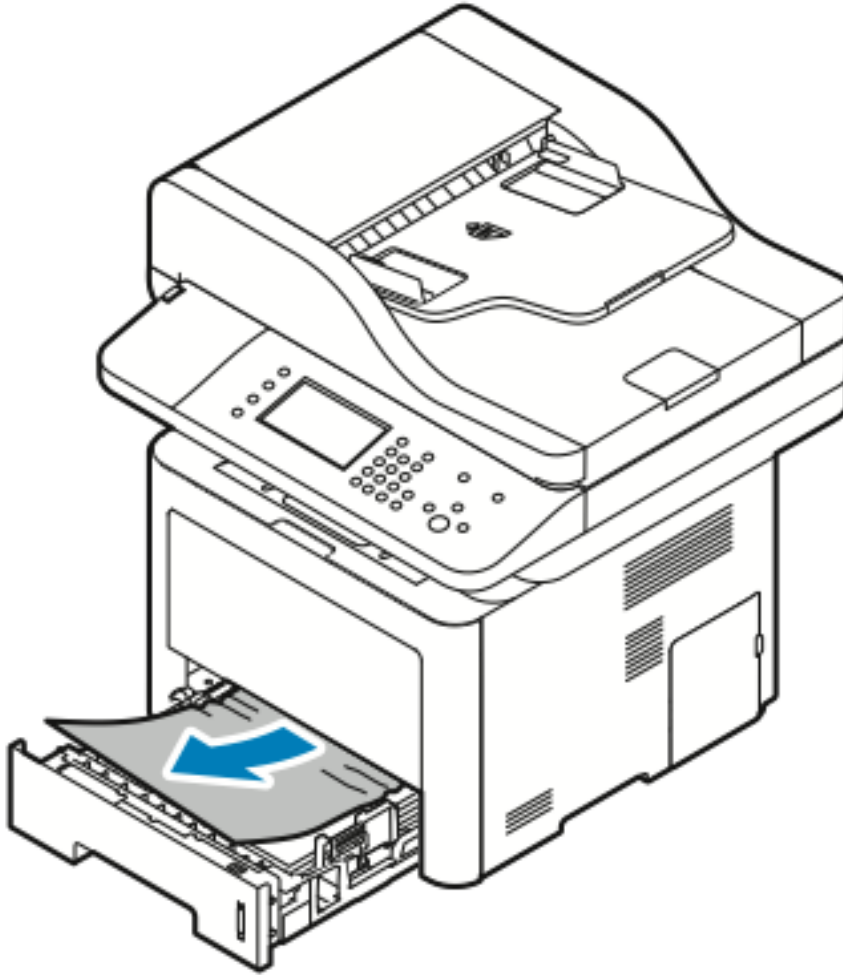
To resolve the error that appears on the control panel, clear all paper from the paper path.

1. Pull out tray 1 until it stops.



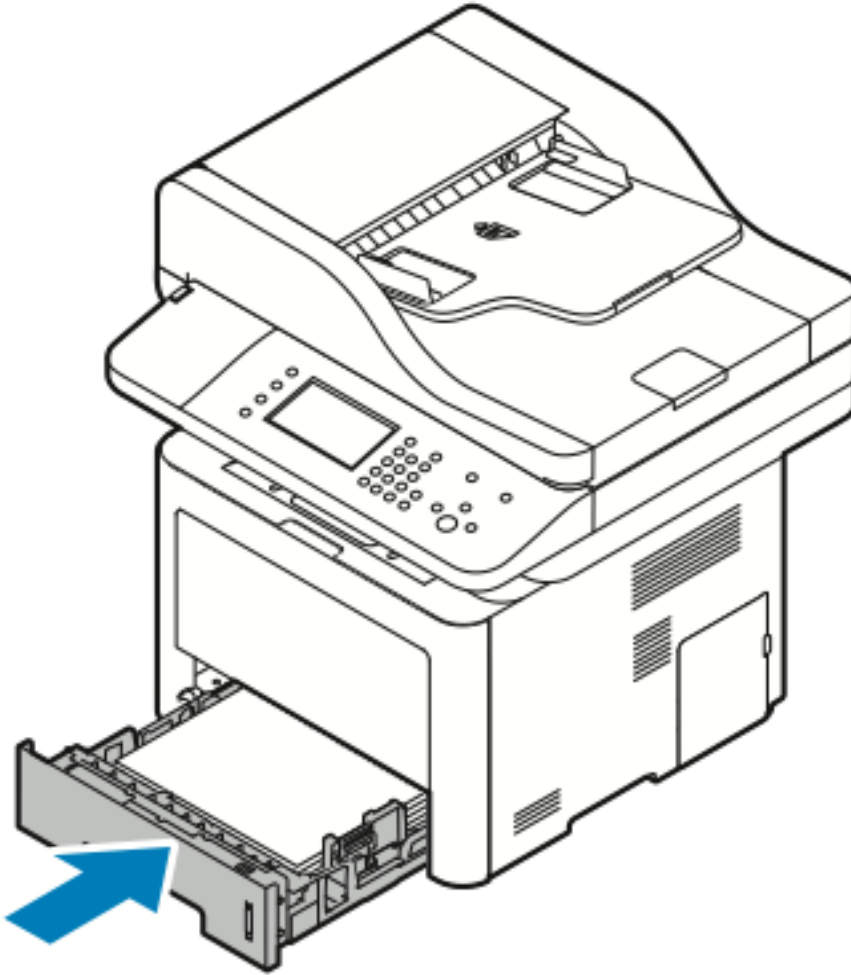
Troubleshooting

2. To remove any jammed paper, gently pull it straight out as shown.



If the paper does not move when you pull it, or if you do not see the paper in this area, refer to [Clearing Paper Jams from the Inside the Printer](#).

3. Close the tray.

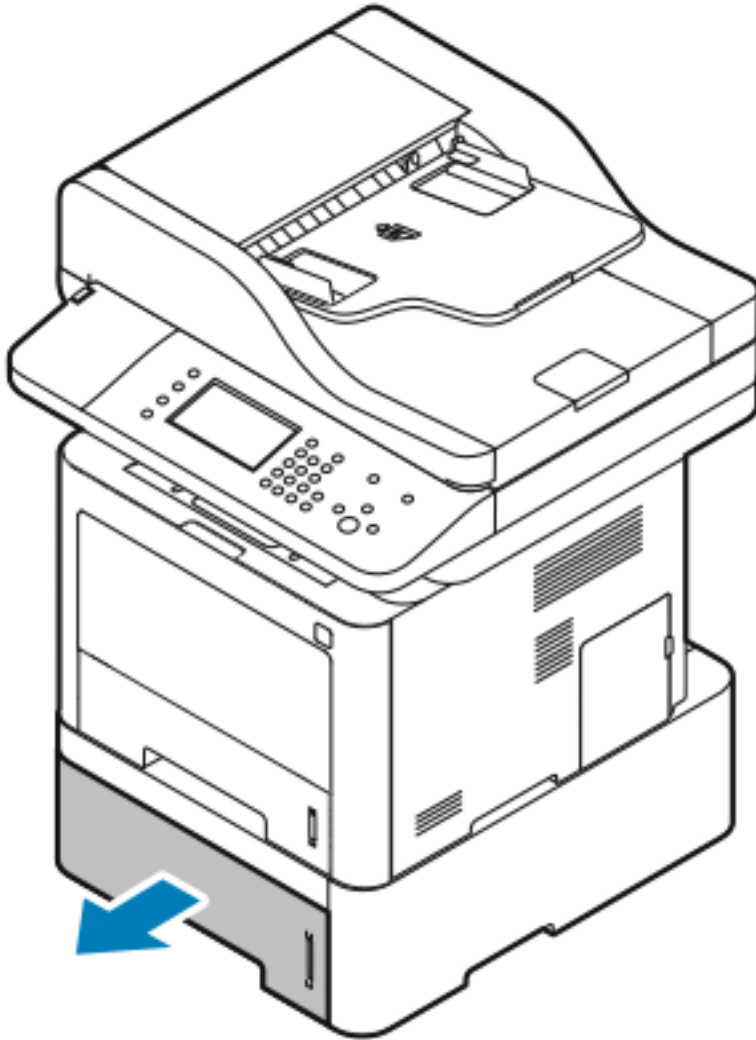


4. If the control panel prompts you, on the Paper Settings screen, verify the paper size, type, and color.
5. Touch **Confirm**.

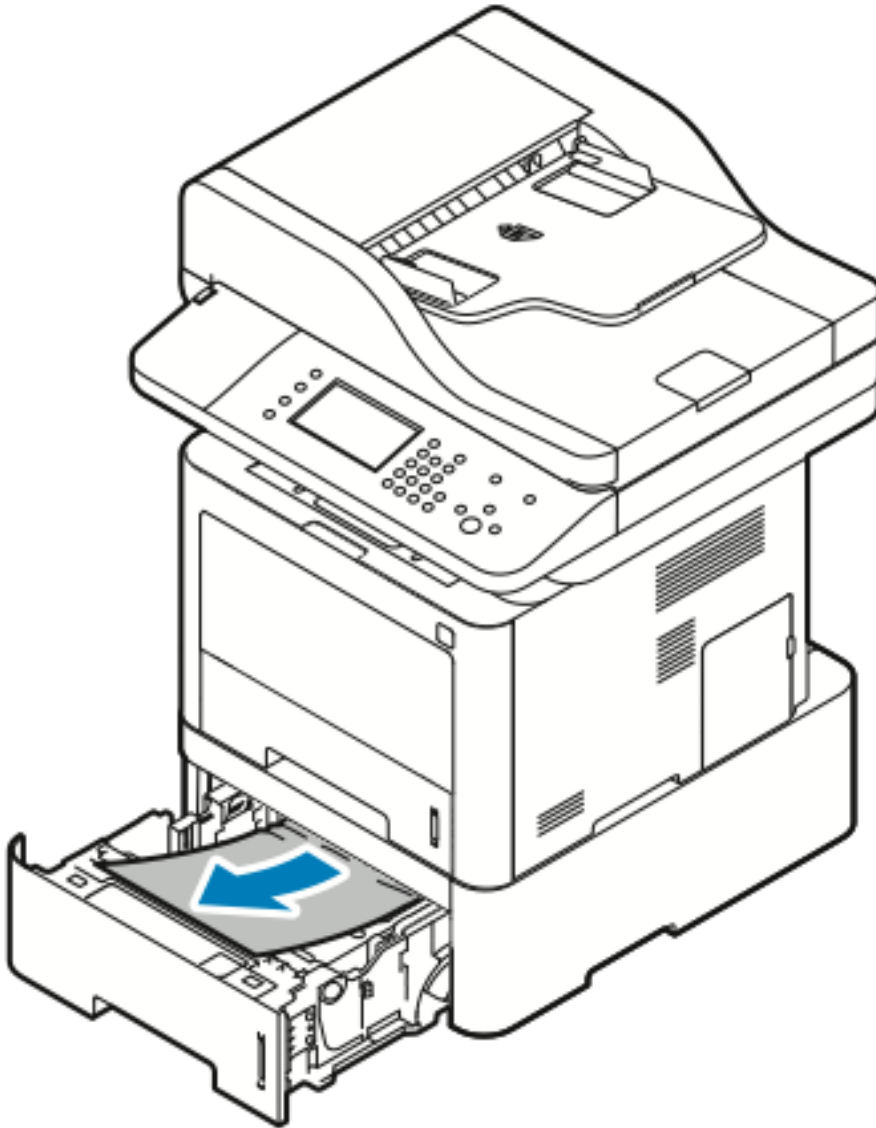
Clearing Paper Jams from Tray 2

To resolve the error that appears on the control panel, clear all paper from the paper path.

1. Pull out tray 2 until it stops.



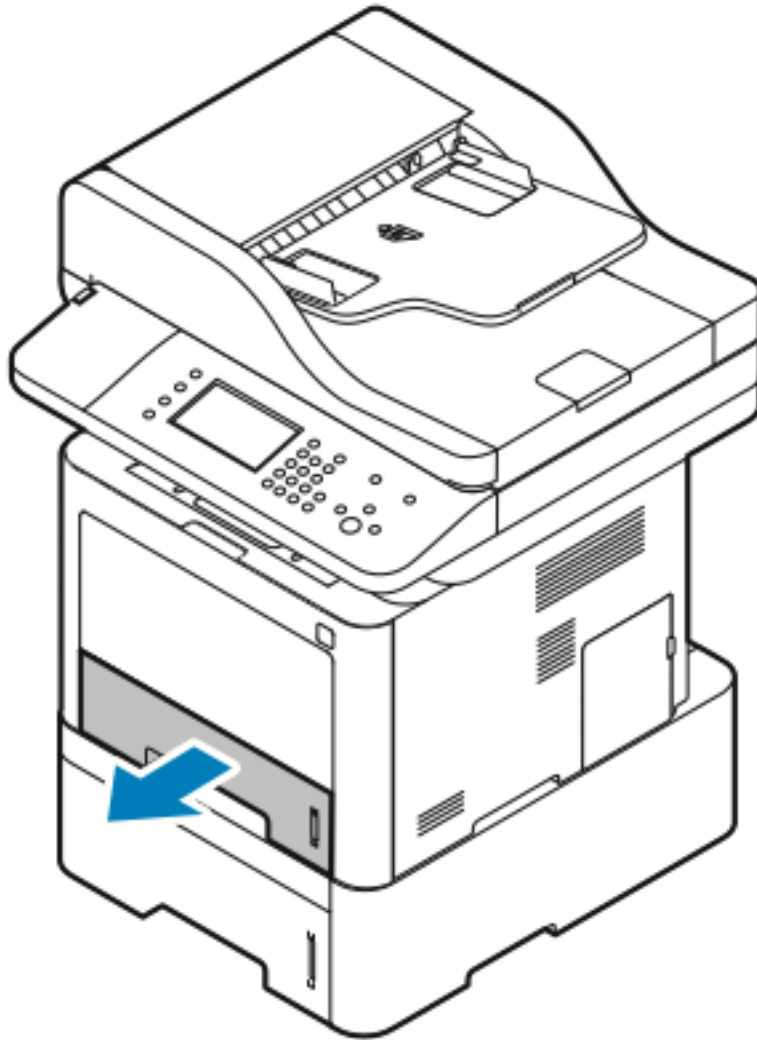
2. To remove any jammed paper, gently pull it straight out as shown.



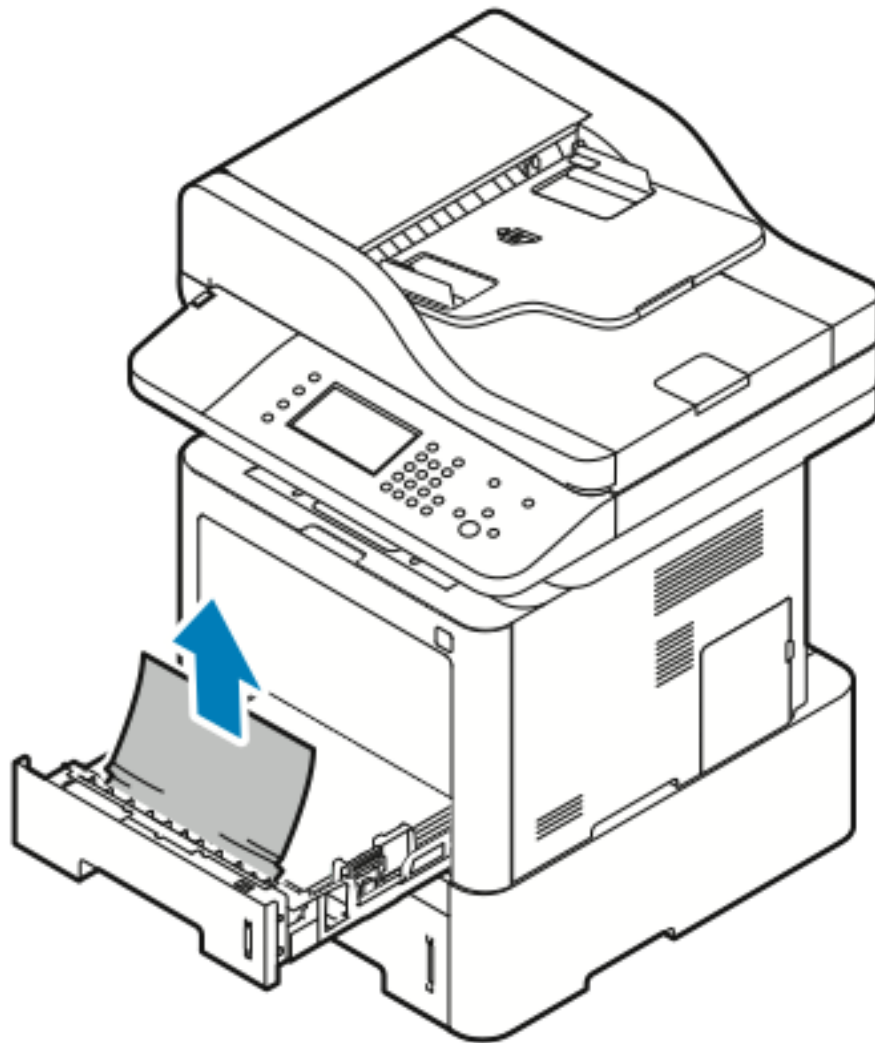
3. If the paper does not move when you pull it, or if you do not see the paper in this area, perform the following:

Troubleshooting

- a. Pull tray 1 out.

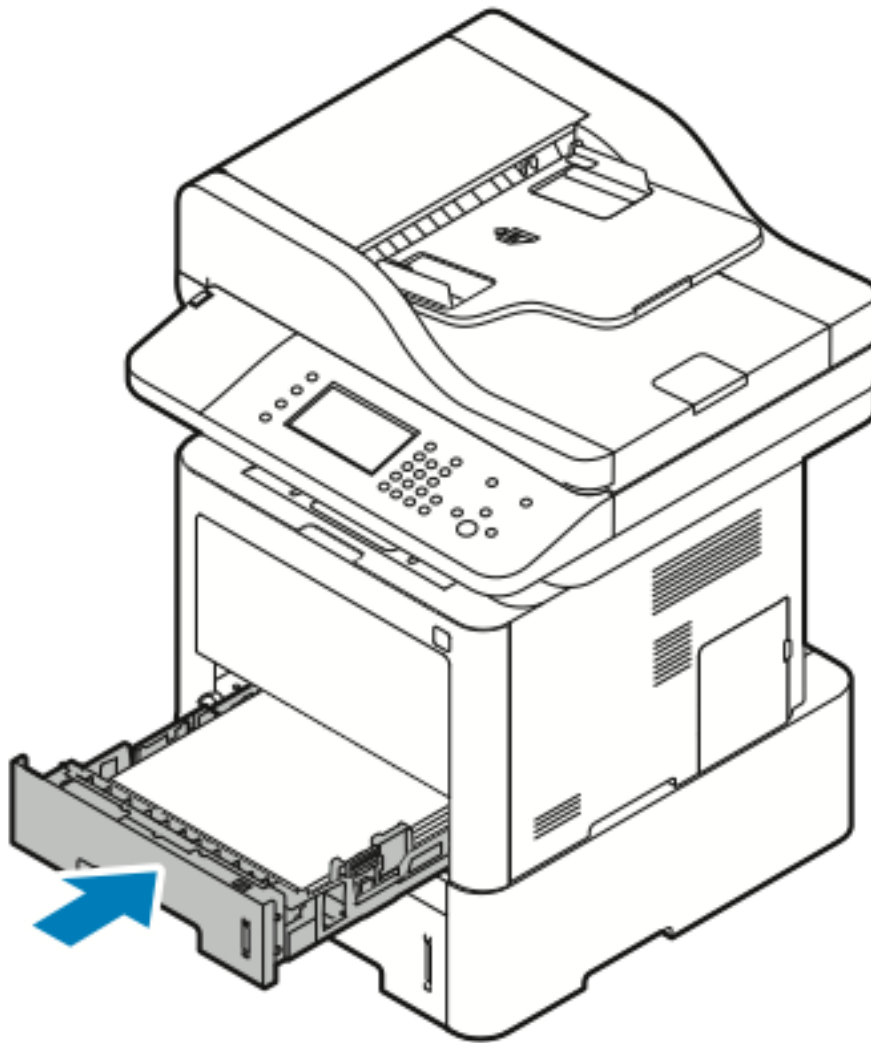


- b. To remove any jammed paper, gently pull it straight up and out as shown.

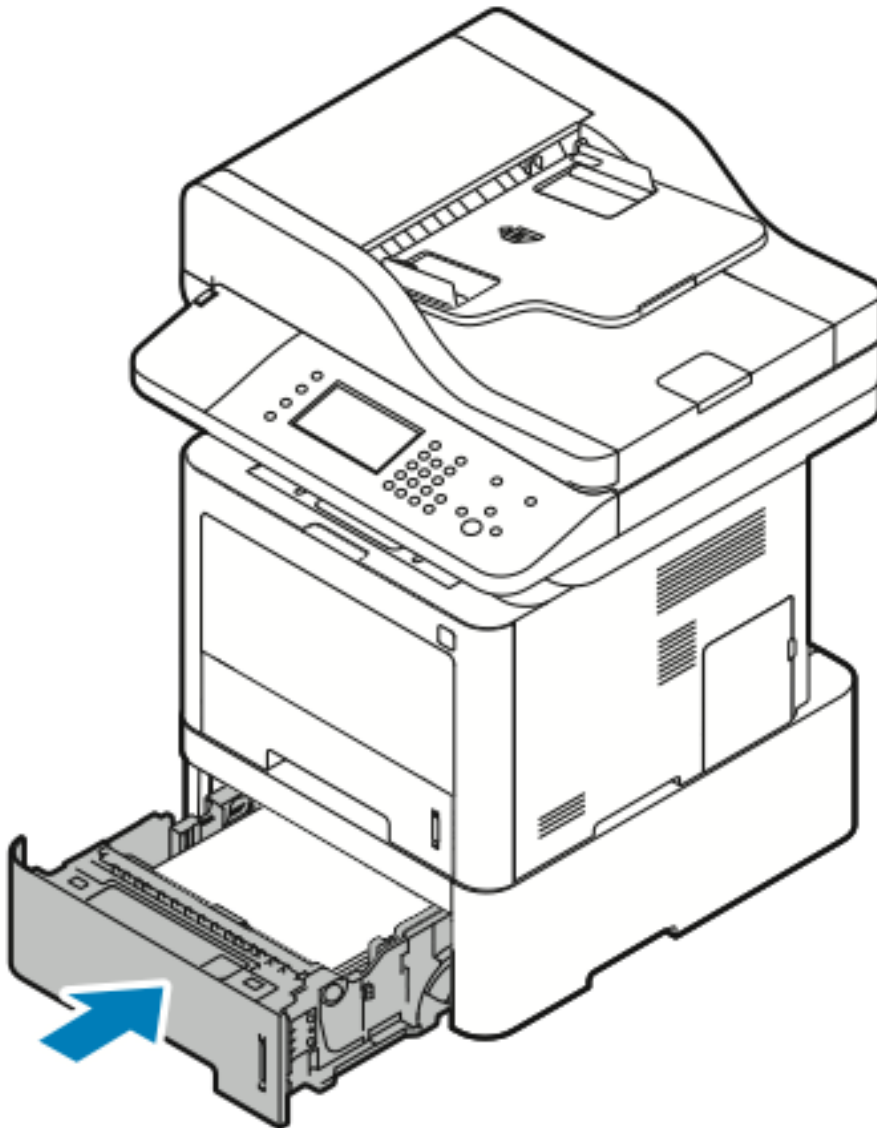


If the paper does not move when you pull, or if you do not see the paper in this area, refer to [Clearing Paper Jams from the Inside the Printer](#).

- c. Push in tray 1.



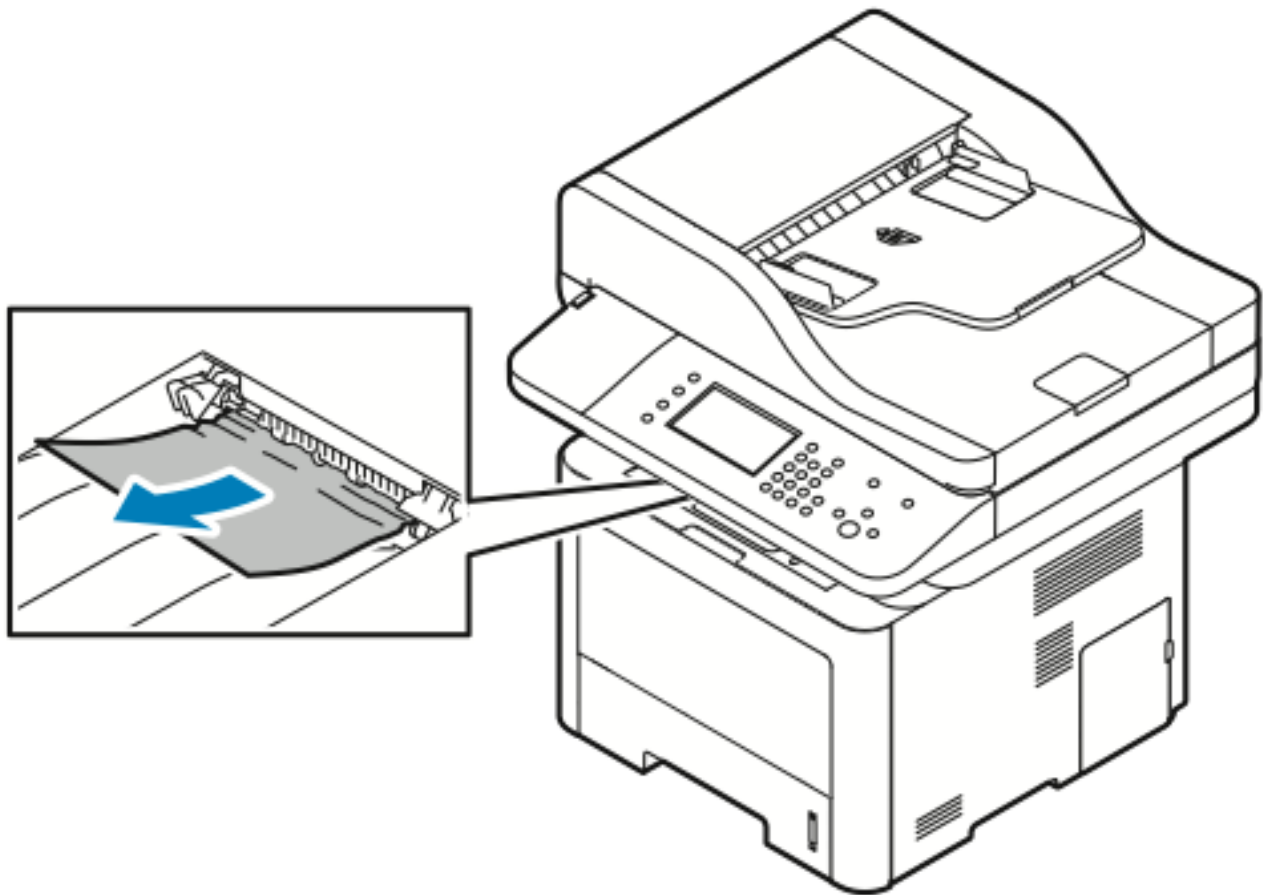
4. Push in tray 2.



5. If the control panel prompts you, in the Paper Settings screen, verify the paper size, type, and color.
6. Touch **Confirm**.

Clearing Paper Jams from the Output Tray

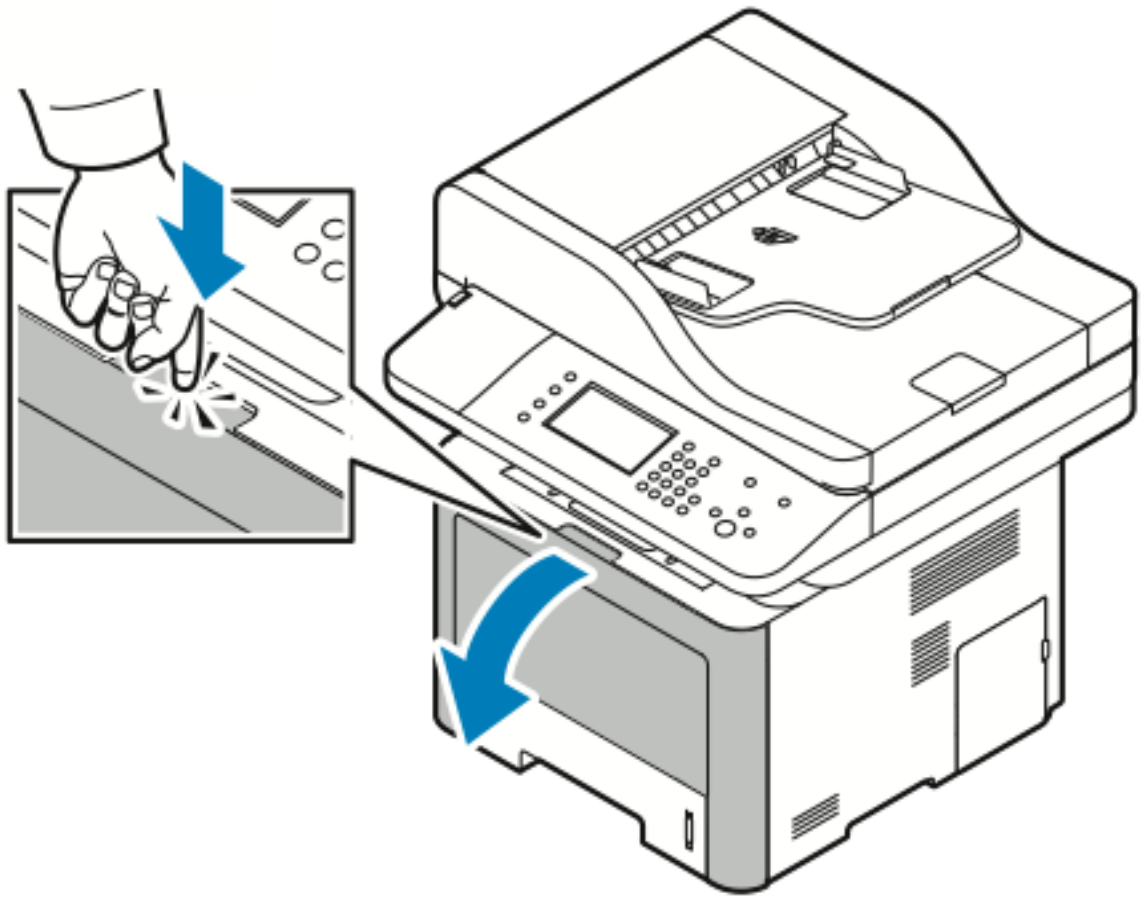
1. To clear any jammed paper from the output tray area, gently pull out the paper straight as shown.



2. If the paper tears or does not move when pulled, refer to [Clearing Paper Jams from the Back of the Printer](#).
3. If necessary, to resume printing, follow any remaining instructions on the printer control panel.

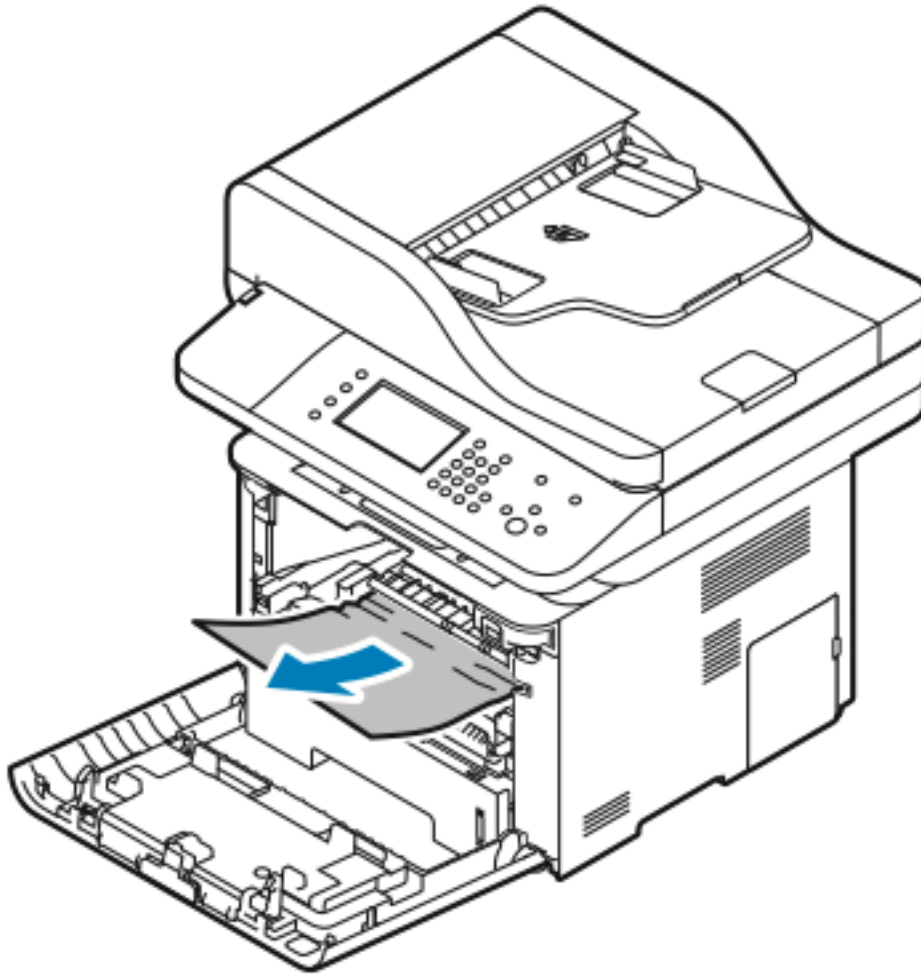
Clearing Paper Jams from the Inside the Printer

1. Press the release lever, then open the front cover of the printer.

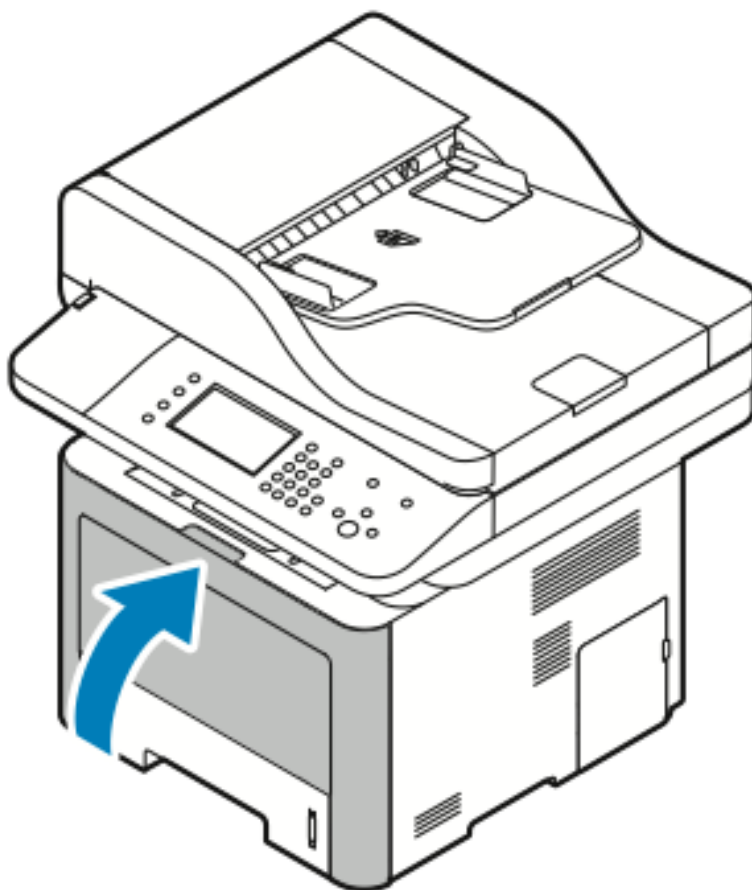


Troubleshooting

2. To remove any jammed paper from inside the printer, gently pull it straight out as shown.

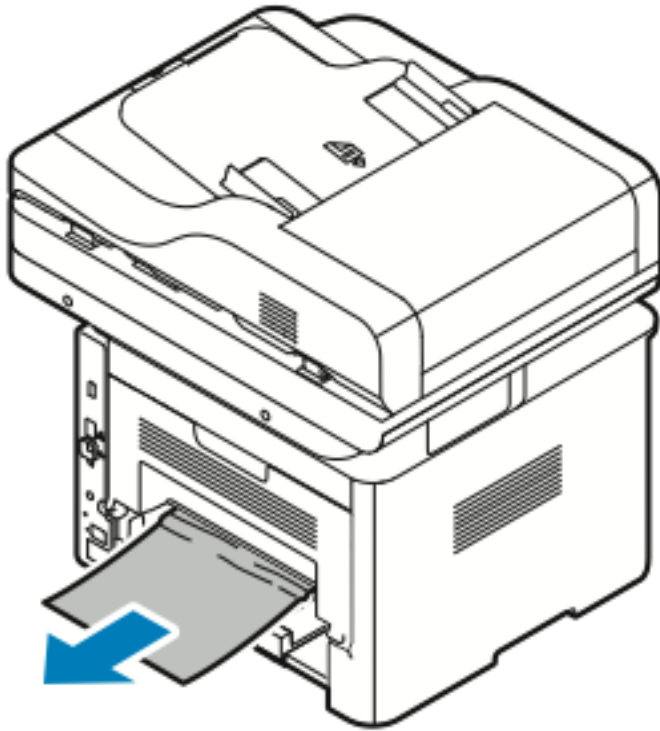


3. Close the front cover.



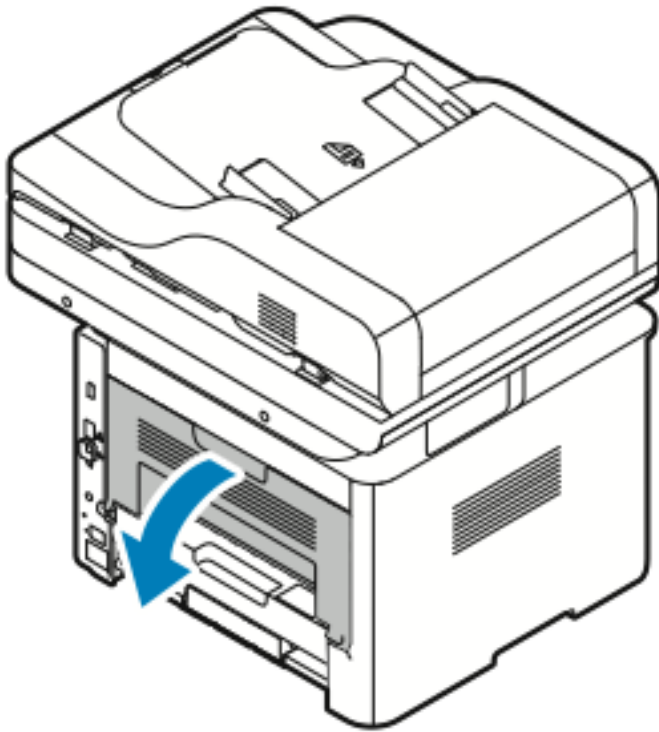
Clearing Paper Jams from the Back of the Printer

1. At the back of the printer, remove any jammed paper from the exit area.

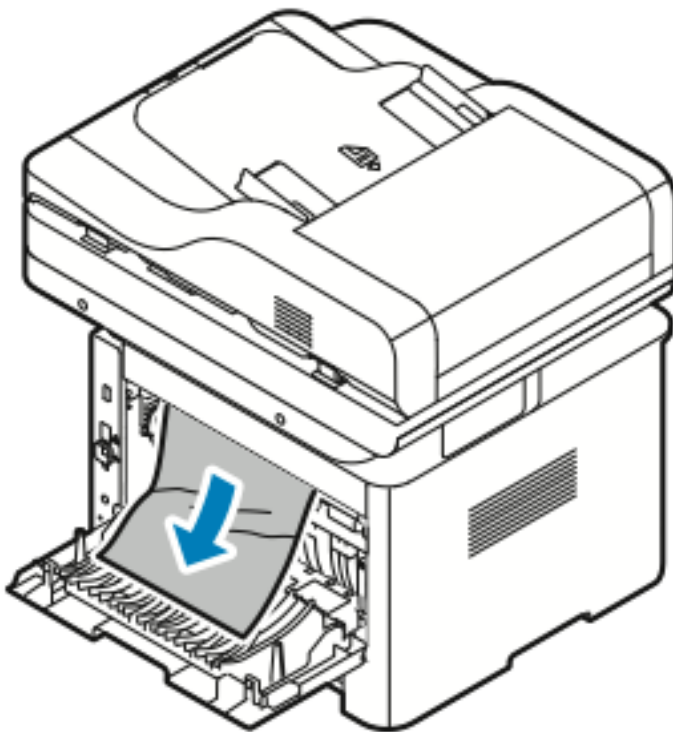


If the paper does not move when you pull it, continue to the next step.

2. Press the release lever, then open the back cover of the printer.



3. Gently remove any jammed paper from the back of the printer.

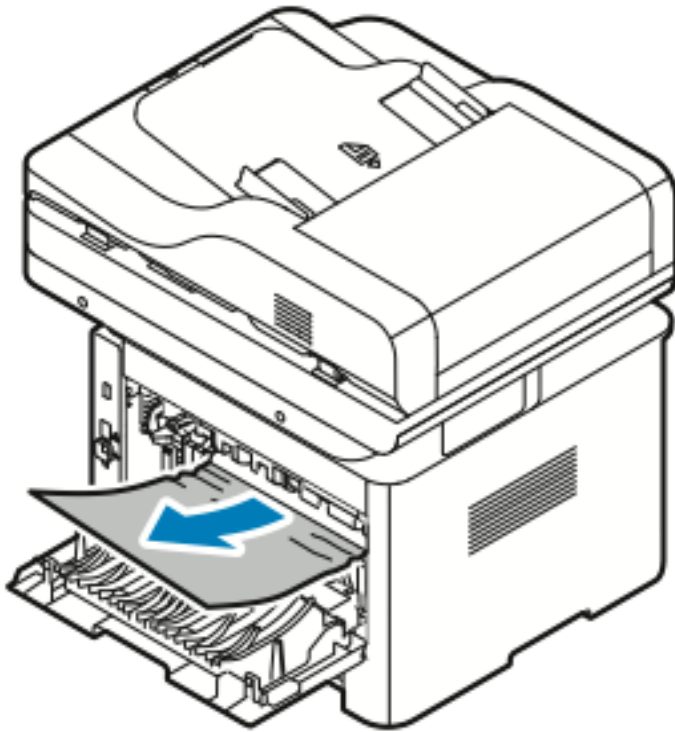


Troubleshooting

4. Gently remove any jammed paper from the fuser area.

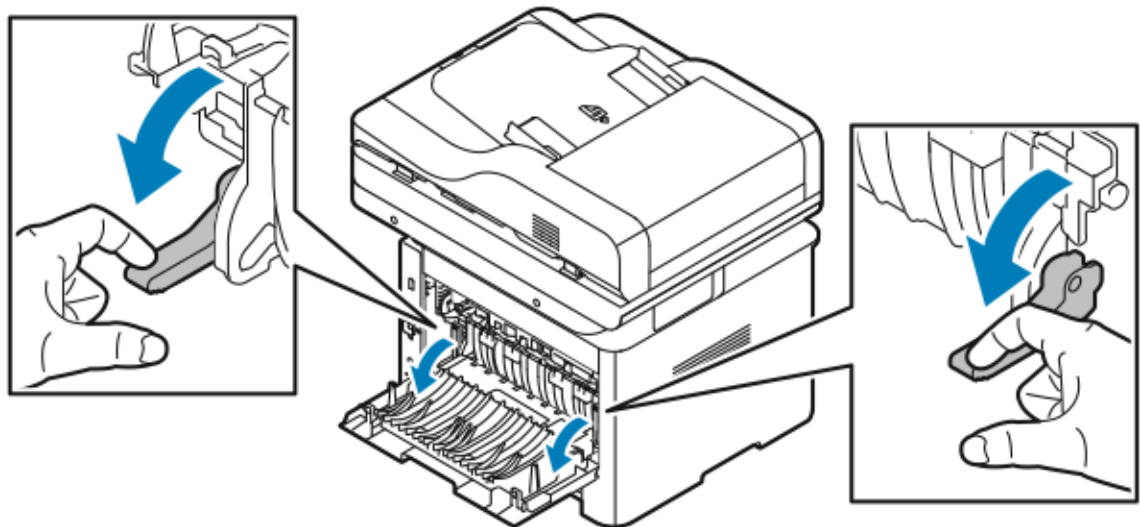


WARNING: The area around the fuser can be hot. To avoid injury, use caution.



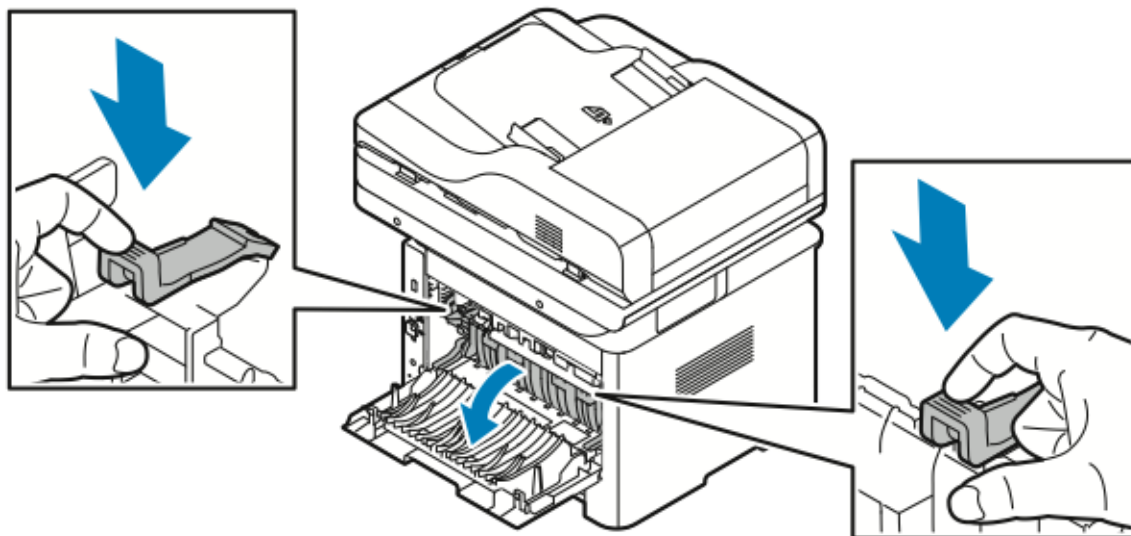
If the paper does not move when you pull it, continue to the next step.

5. If paper is jammed in the fuser, perform the following steps:
 - a. Lower both green levers, then open the fuser.

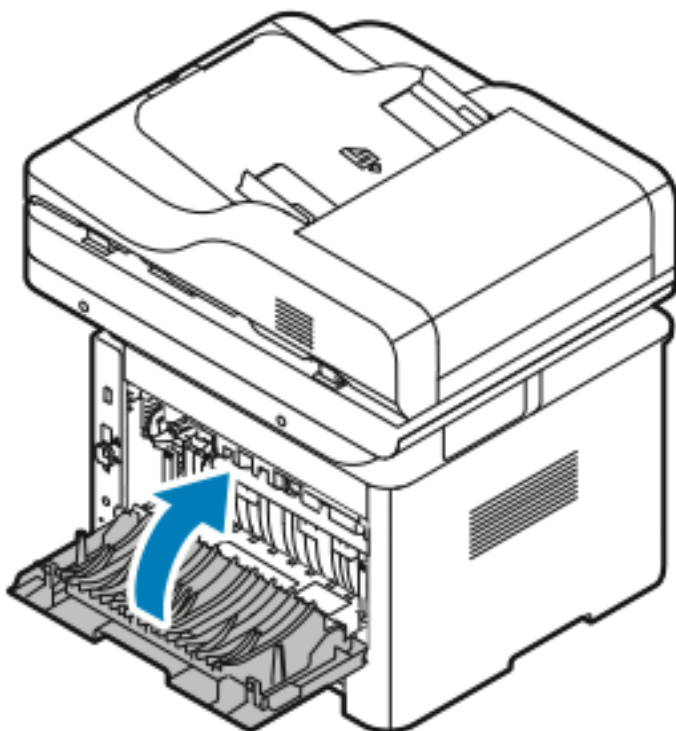


- b. Remove the jammed paper.

- c. To open the paper guide and release the latches, press down both tabs, then lower the paper guide.

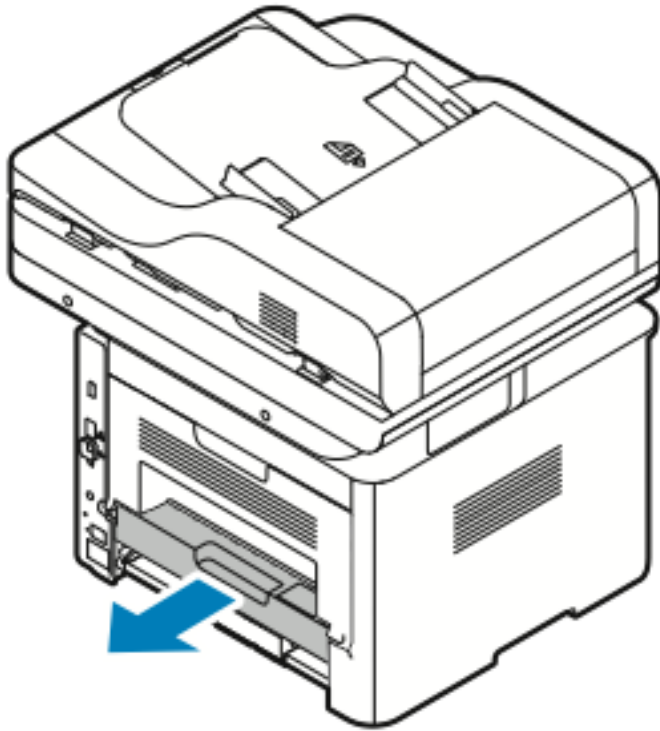


- d. Remove any jammed paper from the paper guide area.
 - e. Close the paper guide.
 - f. Close the fuser.
6. Close the back cover.

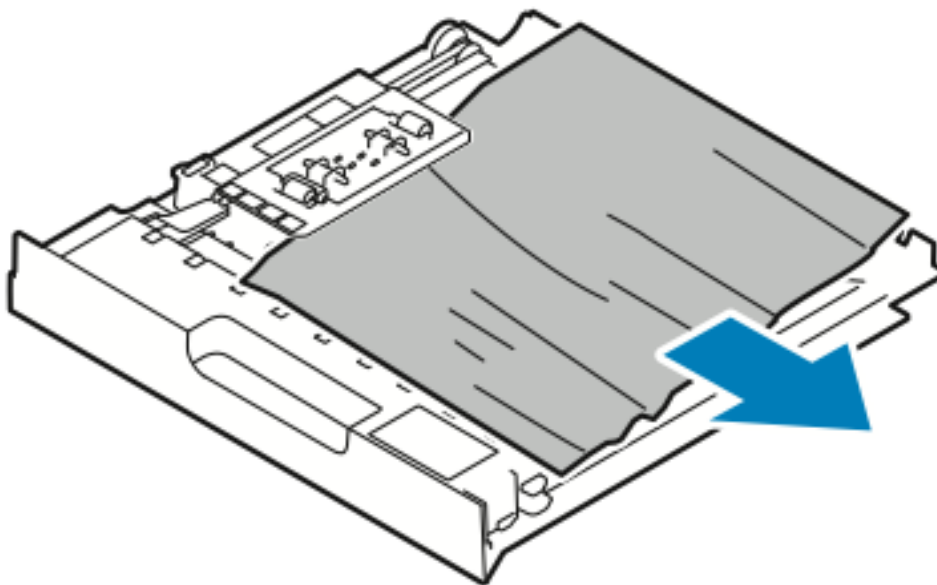


Clearing Paper Jams from the Duplex Area

1. To access paper jams in the duplex area, pull out the duplex unit from the printer.



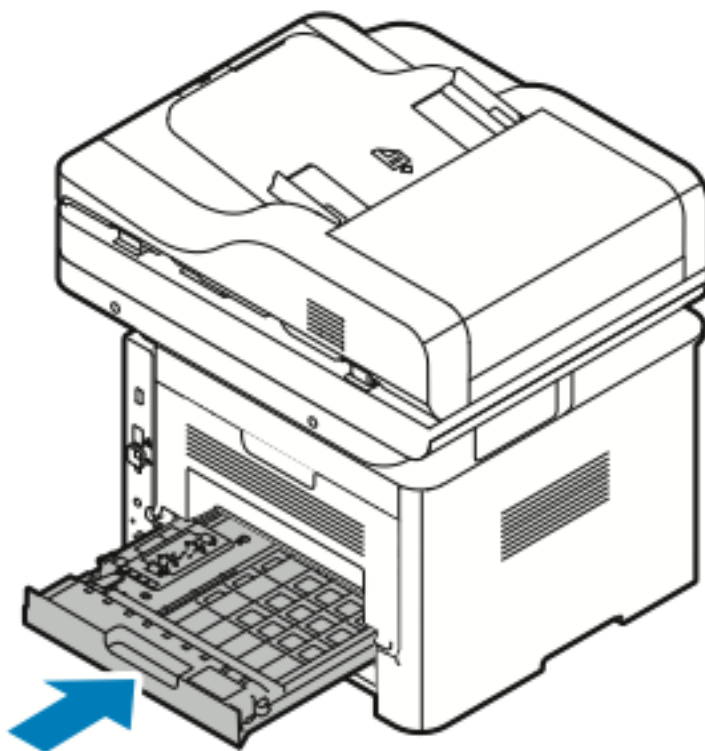
2. Gently remove any jammed paper from the duplex area.



3. Push the duplex unit back into the printer.



Note: Ensure that the duplex unit is fully pushed in.



Troubleshooting Paper Jams

Multiple Sheets Pulled Together

Probable Causes	Solutions
The paper tray is too full.	Remove some of the paper. Do not load paper past the fill line.
The edges of the paper are not even.	Remove the paper, align the edges, then reload it.
The paper is moist from humidity.	Remove the paper from the tray, then replace it with new dry paper.
Too much static electricity is present.	Try a new ream of paper. Do not fan transparencies before loading them in tray.

Probable Causes	Solutions
Using unsupported paper.	Use only Xerox-approved paper. For details, refer to Supported Paper .
Humidity is too high for coated paper.	Feed paper one sheet at a time.

Paper Misfeeds

Probable Causes	Solutions
The paper is not correctly positioned in the tray.	<ul style="list-style-type: none"> Remove the misfed paper and reposition it properly in the tray. Adjust the paper guides in the tray to match the size of the paper.
The paper tray is too full.	Remove some of the paper. Do not load paper past the fill line.
The paper guides are not correctly adjusted to the paper size.	Adjust the paper guides in the tray to match the size of the paper.
The tray contains warped or wrinkled paper.	Remove the paper, smooth it out, and reload it. If it still misfeeds, do not use that paper.
The paper is moist from humidity.	Remove the moist paper and replace it with new, dry paper.
Using paper of the wrong size, thickness, or type.	Use only Xerox approved paper. For details, refer to Supported Paper .

Label and Envelope Misfeeds

Probable Causes	Solutions
Labels are missing, curled, or are pulling away from the backing sheet.	Do not use any sheet where labels are missing, curled, or pulled away from the backing sheet.
The label sheet is facing the wrong way in the tray.	<ul style="list-style-type: none"> Load label sheets according to the instructions from the manufacturer. Load labels print side up in the bypass tray. Do not load labels in the high-capacity feeder.

Probable Causes	Solutions
Envelopes are loaded incorrectly in the bypass tray.	<ul style="list-style-type: none"> Load envelopes in the bypass tray with the print side up, flaps closed, and the short edge leading into the printer. Ensure that the width guides rest loosely against the edge of the envelopes without restricting their movement.
Envelopes are wrinkling.	The heat and pressure of the laser printing process can cause wrinkling. Use supported envelopes. For details refer to Guidelines for Printing Envelopes .

Paper Jam Message Stays On

Probable Causes	Solutions
Some paper remains jammed in the printer.	Recheck the paper path. Ensure that you have removed all of the jammed paper.
One of the printer doors is open.	Check the doors on the printer. Close any door that is open.

 **Note:** Check for any torn pieces of paper in the paper path, then remove the paper.

Jams During Automatic 2-Sided Printing

Probable Causes	Solutions
Using paper of the wrong size, thickness, or type.	<ul style="list-style-type: none"> Use only Xerox-approved paper. For details, refer to Supported Paper Types and Weights for Automatic 2-Sided Printing. For automatic 2-sided printing, do not use transparencies, envelopes, labels, reused paper, damaged paper, or paper heavier than 105 g/m².
Paper is loaded in the wrong tray.	Load paper into the correct tray. For details, refer to Supported Paper .
Tray is loaded with mixed paper.	Load the tray with only one type and size of paper.

Print-Quality Problems

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this section to troubleshoot the problem. For more information, go to:

- www.xerox.com/office/WC3335support
- www.xerox.com/office/WC3345support



Caution: The Xerox Warranty, Service Agreement, or Xerox Total Satisfaction Guarantee does not cover damage caused by using unsupported paper or specialty media. The Xerox Total Satisfaction Guarantee is available in the United States and Canada. Coverage can vary outside of these areas. For details, contact your local Xerox representative.



Note: To ensure consistent print quality, the toner cartridges and imaging units for many models of equipment are designed to cease functioning at a predetermined point.

Controlling Print Quality

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

Temperature and humidity affect the quality of the printed output. The guaranteed range for optimal print quality is 10–30°C (50–90°F) and 20–80 % relative humidity.


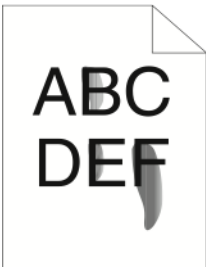
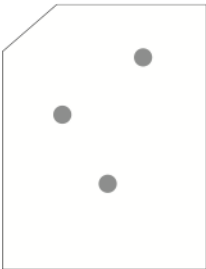
Solving Print-Quality Problems

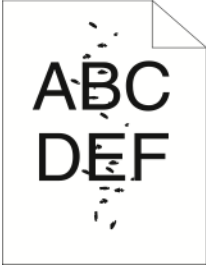
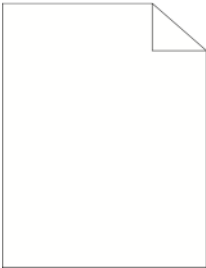
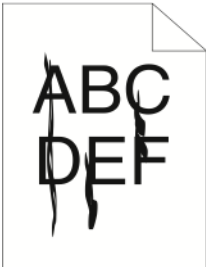

When the print quality is poor, select the closest symptom from the following table and see the corresponding solution to correct the problem. You can also print a Demo Page to determine the print-quality problem more precisely.



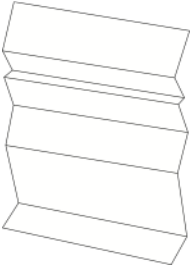
If the print quality does not improve after carrying out the appropriate action, contact your Xerox representative.





Note: To maintain print quality, when toner becomes low, a warning message appears on the control panel. When the toner cartridge is empty, the printer stops printing, and a warning message appears that prompts you to replace the toner cartridge. The printer stops printing until you install a new toner cartridge.

Symptom	Solutions
<p>The output is too light.</p> 	<ul style="list-style-type: none"> • To check the toner level, check the control panel, use the print driver, or Xerox®CentreWare® Internet® Services. If the toner cartridge is almost empty, replace it. • Verify that the toner cartridge is approved for use in this printer, and replace it as needed. For best results, use a genuine Xerox® toner cartridge. • Ensure that the print quality mode is not set to Toner Saver. Toner Saver is useful for draft-quality output. • Replace the paper with a recommended size and type, then confirm that your printer and print driver settings are correct. • Verify that the paper is dry and that supported paper is used. If not, change the paper. • Change the Paper Type settings in the print driver. • In the print driver, open the Printing Preferences menu, select the Paper/Output tab, then change the Paper Type setting. • If printer is located in a high-altitude environment, adjust the altitude setting of the printer. For details, refer to the <i>System Administrator Guide</i> at: <ul style="list-style-type: none"> – www.xerox.com/office/WC3335docs – www.xerox.com/office/WC3345docs
<p>Toner smears or print comes off.</p> <p>The output has stains on the back side.</p>  	<ul style="list-style-type: none"> • Change the Paper Type settings in the print driver. For example, change Plain to Lightweight Cardstock. • In the print driver, open the Printing Preferences menu, select the Paper/Output tab, then change the Paper Type setting. • Verify that the paper is the correct size, type, and weight. If not, change the paper settings. • Verify that the printer is plugged into an outlet that is providing the correct voltage and power. Review the electrical specification of the printer with an electrician if necessary. • For details, refer to Electrical Specifications.
<p>Random spots on the output, or the image is blurry.</p>	<ul style="list-style-type: none"> • Ensure that the toner cartridge is installed correctly.

Symptom	Solutions
	<ul style="list-style-type: none"> • Verify that the toner cartridge is approved for use in this printer, and replace it as needed. For best results, use a genuine Xerox® toner cartridge. • Use the Heavyweight or Cardstock paper type setting, or use a paper type with a smoother surface. • Ensure that the humidity in the room is within specifications. For details, refer to Relative Humidity. • For details, refer to Selecting a Location for the Printer.
<p>The output is blank.</p> 	<p>Turn off the printer, then turn it on again.</p> <p>If the error persists, contact your Xerox representative.</p>
<p>Streaks appear in the output.</p> 	<p>Replace the Smart Kit Drum Cartridge.</p> <p>Contact your Xerox representative.</p>
<p>The output has a mottled appearance.</p> 	<ul style="list-style-type: none"> • Verify that the paper is the correct size, type, and weight. If not, change the paper settings. • Ensure that the humidity is within specifications. For details, refer to Selecting a Location for the Printer.
<p>Ghosting appears in the printed output.</p>	<ul style="list-style-type: none"> • Verify that the paper is the correct size, type, and weight. If not, change the paper settings. • Change the Paper Type settings in the print driver. • In the print driver, open the Printing Preferences menu, select the Paper/Output tab, then change the Paper Type setting.

Symptom	Solutions
	<ul style="list-style-type: none"> • Replace the Drum Cartridge.
<p>Auger marks appear on the printed output.</p> 	<ul style="list-style-type: none"> • To check the toner level, check the control panel, use the print driver, or Xerox®CentreWare® Internet® Services. If the toner cartridge is almost empty, replace it. • Verify that the toner cartridge is approved for use in this printer, and replace it as needed. For best results, use a genuine Xerox® toner cartridge. • Replace the Drum Cartridge.
<p>The output print is wrinkled or stained.</p> 	<ul style="list-style-type: none"> • Verify that the paper is the correct size, type, and weight for the printer and that it is loaded properly. If not, change the paper. • Try a new ream of paper. • Change the Paper Type settings in the print driver. • In the print driver, open the Printing Preferences menu, select the Paper/Output tab, then change the Paper Type setting.
<p>Envelopes are wrinkled or creased when printed.</p>	<ul style="list-style-type: none"> • Verify that envelopes are loaded properly in the bypass tray. • Follow the guidelines for printing on envelopes. For details, refer to Guidelines for Printing Envelopes.

Symptom	Solutions
<p>The top margin is incorrect.</p> 	<ul style="list-style-type: none"> • Verify that the paper is loaded properly. • Verify that the margins are set correctly in the application that you are using.
<p>The printed surface of the paper is bumpy.</p> 	<ol style="list-style-type: none"> 1 Print a solid image over the entire surface of one sheet of paper. 2 Load the printed sheet into the tray with the printed side face down. 3 Print five blank pages to remove debris from the fuser rollers.

Copy and Scan Problems


If the copy or scan quality is poor, refer to the following table.

Symptoms	Solutions
Lines or streaks are present in copies only made from the document feeder.	There is debris on the document glass. When scanning, the paper from the document feeder passes over the debris creating lines or streaks. Clean all glass surfaces with a lint-free cloth.
Spots are present in copies taken from the document glass.	There is debris on the document glass. When scanning, the debris creates a spot on the image. Clean all glass surfaces with a lint-free cloth.
The reverse side of the original appears on the copy or scan.	Turn on Background Suppression .
The image is too light or too dark.	To lighten or darken the image, use the Lighten/Darken tab in either the Scan To or Copy function.

If the problem persists, for online support information, go to:

- www.xerox.com/office/WC3335support
- www.xerox.com/office/WC3345support

Fax Problems

 **Note:** If you cannot send and receive faxes, ensure that you are connected to an approved analog or digital telephone line.

If you cannot send or receive faxes correctly, refer to the following tables.

Problems Sending Faxes

Symptoms	Causes	Solutions
The document is not scanned using the document feeder.	The document is too thick, too thin, or too small.	Use the document glass to send the fax.
The document is scanned at an angle.	The document feeder guides are not adjusted to the width of the document.	Adjust the document feeder guides to fit the width of the document.
The fax that the recipient received is blurry.	The document is incorrectly positioned.	Position the document correctly.
	The document glass is dirty.	Clean the document glass.
	The text in the document is too light.	Adjust the resolution. Adjust the contrast.
	There is a problem with the telephone connection.	Verify that the telephone line is working, then resend the fax.
	There is a problem with the fax machine of the caller.	Make a copy to verify that your printer is operating correctly. If the copy was printed correctly, have the recipient verify the condition of the receiving fax machine.
The fax received by the recipient is blank.	The document was loaded incorrectly.	<ul style="list-style-type: none"> Document feeder: Place the original document face up. Document glass: Place the original document face down.
Fax was not transmitted.	The fax number is wrong.	Verify the fax number.
	The telephone line is incorrectly connected.	Verify the telephone line connection. If it is disconnected, connect it.
	There is a problem with the fax machine of the recipient.	Contact the recipient.
	The fax is not installed or is not enabled.	Verify that the fax is installed and enabled.

Symptoms	Causes	Solutions
	Server Fax is enabled.	Ensure that Server Fax is disabled.

If the problem persists, for online support information, go to:

- www.xerox.com/office/WC3335support
- www.xerox.com/office/WC3345support

Problems Receiving Faxes

Symptoms	Causes	Solutions
The received fax is blank.	There is a problem with the telephone connection or with the fax machine of the caller.	Verify that the printer can make clean copies. If it can, request the caller resend the fax.
	The sender loaded the pages incorrectly.	Contact the sender.
The printer answers the call, but does not accept incoming data.	Not enough memory.	If the job contains several graphics, the printer may not have enough memory. The printer does not answer if memory is low. Delete stored documents and jobs then wait for the existing job to complete. This increases available memory.
The received fax size is reduced.	The paper supply in the printer does not match the document size sent.	Confirm the original size of the documents. Documents can be reduced based on the available paper supply in the printer.
Faxes cannot be received automatically.	The printer is set to receive faxes manually.	Set the printer to automatic reception.
	The memory is full.	Load paper if it is empty, and then print the faxes stored in the memory.
	The telephone line is incorrectly connected.	Verify the telephone line connection. If it is disconnected, connect it.
	There is a problem with the fax machine of the sender.	Make a copy to verify that your printer is operating correctly. If the copy prints correctly, request the recipient to verify that the fax machine is operating correctly.

Troubleshooting

If the problem persists, for online support information, go to:

- www.xerox.com/office/WC3335support
- www.xerox.com/office/WC3345support

Getting Help

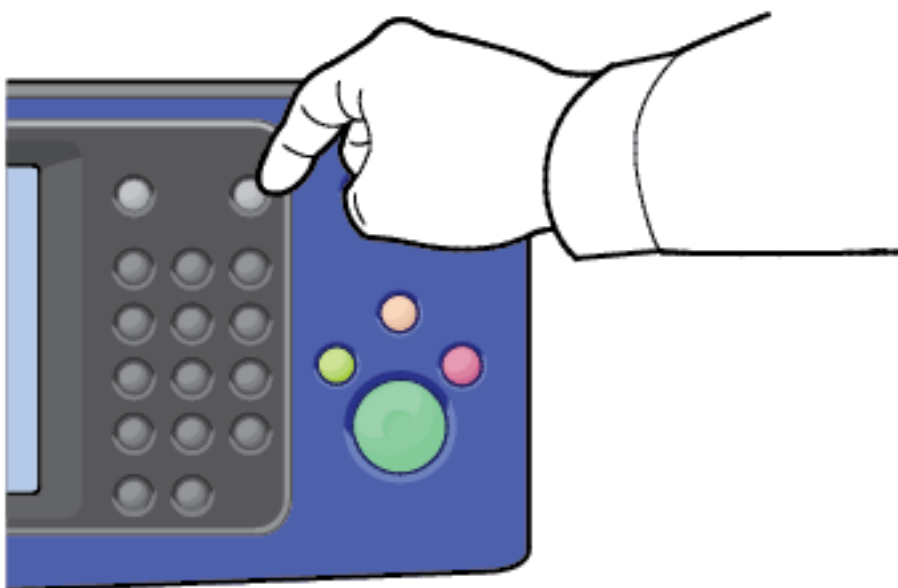
Xerox provides several automatic diagnostic utilities to help you maintain printer productivity and print quality.

Control Panel Messages

The printer control panel provides information and troubleshooting help. When a fault or warning condition occurs, the control panel displays a message informing you of the problem. In many cases, the control panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam. For many status and warning messages, the control panel Help provides additional information.

Control Panel Help

To view more information about error or status messages on the control panel, touch the **Help** button.



The control panel menu items also have associated help text that describes the menu item.

Viewing Warning Messages on the Control Panel

When a warning condition occurs, a message appears on the control panel to inform you of the problem. Warning messages inform you about printer conditions, such as low supplies or open doors, that require your attention. If more than one warning condition occurs, only one appears on the control panel.

Viewing Error and Alert Messages on the Control Panel

When an error condition occurs, a message appears on the control panel to inform you of the problem. Error messages warn you about printer conditions that prevent the printer from printing or degrade printing performance. If more than one error occurs, only one is displayed on the control panel.

To view a list of the current errors on the control panel:

1. Press the **Machine Status** button, then touch the **Active Messages** tab.
2. Touch the **Faults and Alerts** menu, then choose an option.
 - **Faults:** This menu shows the error messages that affect the operation of the printer and the corresponding fault codes.
 - **Alerts:** This menu shows alert messages regarding the current job status of the printer and the corresponding alert codes.

Viewing Job Status on the Control Panel

To view current or saved jobs on the control panel:

1. At the control panel, press the **Job Status** button.
2. To view a list of active jobs, touch **Active Jobs**.
3. To view a list of personal and secure jobs, touch **Personal & Secure Jobs**.
4. To view a list of completed jobs, touch **Completed Jobs**.

Using the Integrated Troubleshooting Tools

Your printer has a printable set of reports. Two of them, the Demo Page and the Error Message Report, can help with troubleshooting certain problems. The Demo Page prints an image to show the current ability of the printer to print. The Error Message Report prints information on the most recent printer errors.

Accessing and Printing the Information Pages

To access the full list of information pages for your printer:

1. At the printer control panel, press the **Help** button.

A list of information pages that you can print appears.

2. To scroll through the list of available pages, touch and drag your finger up or down on the menu. Touch the desired page, then touch **Print**.



Note: To print all of the information pages, at the bottom of the list, touch **All Information Pages**, then touch **Print**.

3. To return to the Home screen, touch **(X)**.

Setting Access Rights for the Configuration Report and Information Pages

Use the following procedures to prevent the Configuration Report from printing automatically whenever the device powers on, or to change access rights for the Configuration Report and Information Pages.

1. At the printer control panel, press the **Machine Status** button, then touch the **Tools** tab.
2. Touch **Device Settings** → **Information Pages**.



Note: If this feature does not appear, log in as a system administrator. For details, refer to the *System Administration Guide* at:

- WorkCentre® 3335: www.xerox.com/office/WC3335docs
- WorkCentre® 3345: www.xerox.com/office/WC3345docs

3. Choose one of the following:
 - To restrict users from printing the Information Pages, touch **System Administrator Only**.
 - To allow all users access, touch **All Users**.
4. Touch **OK**.

Available Information Pages

Information pages provide important details to help you troubleshoot issues or analyze printer use. You can print information pages from the printer control panel.

Information Page	Description
Configuration Report	The Configuration Report provides product information including, installed options, network settings, port setup, tray information, and more.
Customer Assistance Report	The Customer Assistance Report provides a summary of relevant information that you can provide to a Xerox support representative when you call for assistance.
Demo Page	The Demo page provides a demonstration of the current print quality.
Supplies Usage Report	Prints the supplies information page.

Information Page	Description
Email Sent Report	The Email Sent Report provides a record of emails sent, including From, To, Date & Time, Subject, and Result.
Error Message Report	The Error Message Report provides a record of errors, including fault and alert codes and date and time of the error.
Fax Broadcast Report	The Fax Broadcast Report provides a record of broadcast faxes, including total pages scanned, remote station, start time, and result.
Fax Options Report	The Fax Options Report displays the current fax settings.
Fax Phone Book	The Fax Phone Book displays a list of names and fax numbers.
Fax Protocol Report	The Fax Protocol Report provides fax control field data, fax information field data, and Send/Receive information.
Fax Receive Report	The Fax Receive Report provides a record of faxes received.
Fax Transmission Report	The Fax Transmission Report provides a record of faxes sent.
Group Address Book	The Group Address Book displays contents of the Group Address Book, including group number, group name, user name, and email address.
Junk Fax Report	The Junk Fax Report displays a record of junk faxes received and the numbers from which they were sent.
Last 40 Error Messages Report	The Last 40 Error Messages Report is a log of the last 40 error messages, with number, code, name, date, and time.
Email address book	The Email Address Book displays contents of the email address book.
Pending Jobs Report	The Pending Jobs Report provides a record of pending outbound and inbound jobs.
User Authentication Report	The User Authentication Report provides a list of authenticated users and login IDs.

For information on how to print information pages, refer to [Accessing and Printing the Information Pages](#).

Online Support Assistant

The Online Support Assistant is a knowledge base that provides instructions and troubleshooting help to solve your printer problems. You can find solutions for print-quality problems, paper jams, software installation issues, and more.

To access the Online Support Assistant, go to:

- www.xerox.com/office/WC3335support
- www.xerox.com/office/WC3345support

More Information

You can obtain more information about your printer from these sources:

Resource	Location
Installation guide	<p>The installation guide is packaged with the printer. To download the installation guide for your printer, select the link::</p> <ul style="list-style-type: none"> • www.xerox.com/office/WC3335docs • www.xerox.com/office/WC3345docs
Other documentation for your printer	<ul style="list-style-type: none"> • www.xerox.com/office/WC3335docs • www.xerox.com/office/WC3345docs
Technical support information for your printer, including online technical support, Online Support Assistant, and driver downloads.	<ul style="list-style-type: none"> • www.xerox.com/office/WC3335support • www.xerox.com/office/WC3345support
Information pages	<p>At the printer control panel, press Help.</p> <p>In Xerox® CentreWare® Internet Services, click Properties→General Setup→Configuration→Print System Data List.</p>
Xerox® CentreWare® Internet Services documentation	In Xerox® CentreWare® Internet Services, click Help .
Order supplies for your printer	<ul style="list-style-type: none"> • www.xerox.com/office/WC3335supplies • www.xerox.com/office/WC3345supplies
A resource for tools and information, including interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs.	www.xerox.com/office/businessresourcecenter
Local sales and support center	<ul style="list-style-type: none"> • WorkCentre® 3335: www.xerox.com/office/worldcontacts • WorkCentre® 3345: www.xerox.com/office/worldcontacts
Printer registration	<ul style="list-style-type: none"> • WorkCentre® 3335: www.xerox.com/office/register • WorkCentre® 3345: www.xerox.com/office/register
Xerox® Direct online store	www.direct.xerox.com/

A

Specifications

This appendix contains:

• Printer Configurations and Options	204
• Physical Specifications	207
• Environmental Specifications	211
• Electrical Specifications.....	212
• Performance Specifications	213

Printer Configurations and Options

Available Configurations

This printer is available in the following configurations:

- **WorkCentre® 3335:** This configuration is a network printer and includes the following features and options:
 - Copy
 - Print
 - Scan
 - Fax
 - Automatic Document Feeder (ADF)
 - 50-sheet bypass tray
 - Tray 1 with 250-sheet capacity
 - Optional tray 2 with 550-sheet capacity
- **WorkCentre® 3345:** This configuration is a network printer and includes the following features and options:
 - Copy
 - Print
 - Scan
 - Fax
 - Reversing Automatic Document Feeder (RADF)
 - 50-sheet bypass tray
 - Tray 1 with 250-sheet capacity
 - Optional tray 2 with 550-sheet capacity

Standard Features

Print speed	WorkCentre® 3335 Printer: <ul style="list-style-type: none"> • Letter (8.5 x 11 in.): Maximum 35 prints-per-minute (ppm) • A4: Maximum 33 ppm WorkCentre® 3345 Printer: <ul style="list-style-type: none"> • Letter (8.5 x 11 in.): Maximum 42 ppm • A4: Maximum 40 ppm
2-Sided print speed	WorkCentre® 3335 Printer: <ul style="list-style-type: none"> • Letter (8.5 x 11 in.): Maximum 17 ppm • A4: Maximum 16 ppm WorkCentre® 3345 Printer:

	<ul style="list-style-type: none"> Letter (8.5 x 11 in.): Maximum 21 ppm A4: Maximum 20 ppm
Print resolution	<ul style="list-style-type: none"> Standard print-quality mode: 600 x 600 dpi Enhanced print-quality mode: 1200 x 1200 dpi
Standard Memory (DRAM)	1.5 Gbytes
Flash Memory (ROM)	512 Mbytes
Storage	3-Gbyte internal hard drive
Paper capacity	<ul style="list-style-type: none"> Bypass tray: 50-sheet capacity Tray 1: 250-sheet capacity Optional Tray 2: 550-sheet capacity
Maximum print size	Legal: 216 x 356 mm (8.5 x 14 in.)
2-Sided Printing	Standard
Copy speed	<p>1-Sided copy:</p> <ul style="list-style-type: none"> WorkCentre® 3335 Printer: 30 copies per minute WorkCentre® 3345 Printer: 40 copies per minute <p>2-Sided copy:</p> <ul style="list-style-type: none"> WorkCentre® 3335 Printer: 12 copies per minute WorkCentre® 3345 Printer: 12 copies per minute <p>These specifications are for Single Document, Multiple Copy (SDMC)</p>
Copy resolution	600 x 600 dpi
Maximum copy size	Legal 216 x 356 mm (8.5 x 14 in.)
Document feeder	<ul style="list-style-type: none"> WorkCentre® 3335 Printer: Automatic Document Feeder WorkCentre® 3345 Printer: Reversing Automatic Document Feeder
Document feeder capacity	50 sheets
Scan resolution	<ul style="list-style-type: none"> Optical: 600 x 600 dpi Enhanced: Up to 4800 x 4800 dpi
Supported scanning	<ul style="list-style-type: none"> USB Email Computer
Maximum scan size	<ul style="list-style-type: none"> Document Glass: 216 x 297 mm (8.5 x 11.7 in.) Document Feeder: 216 x 356 mm (8.5 x 14 in.)

Specifications

Email and scan file formats	<ul style="list-style-type: none">• JPEG• TIFF• PDF• XPS
Control panel	109 mm (4.3 in.) LCD touch screen and keypad navigation
Connectivity	<ul style="list-style-type: none">• Universal Serial Bus: USB 2.0• USB Flash drive• Ethernet 10/100/1000 Base-T• Wireless• WiFi• Mopria• AirPrint
Remote Access	Xerox® CentreWare® Internet Services

Physical Specifications

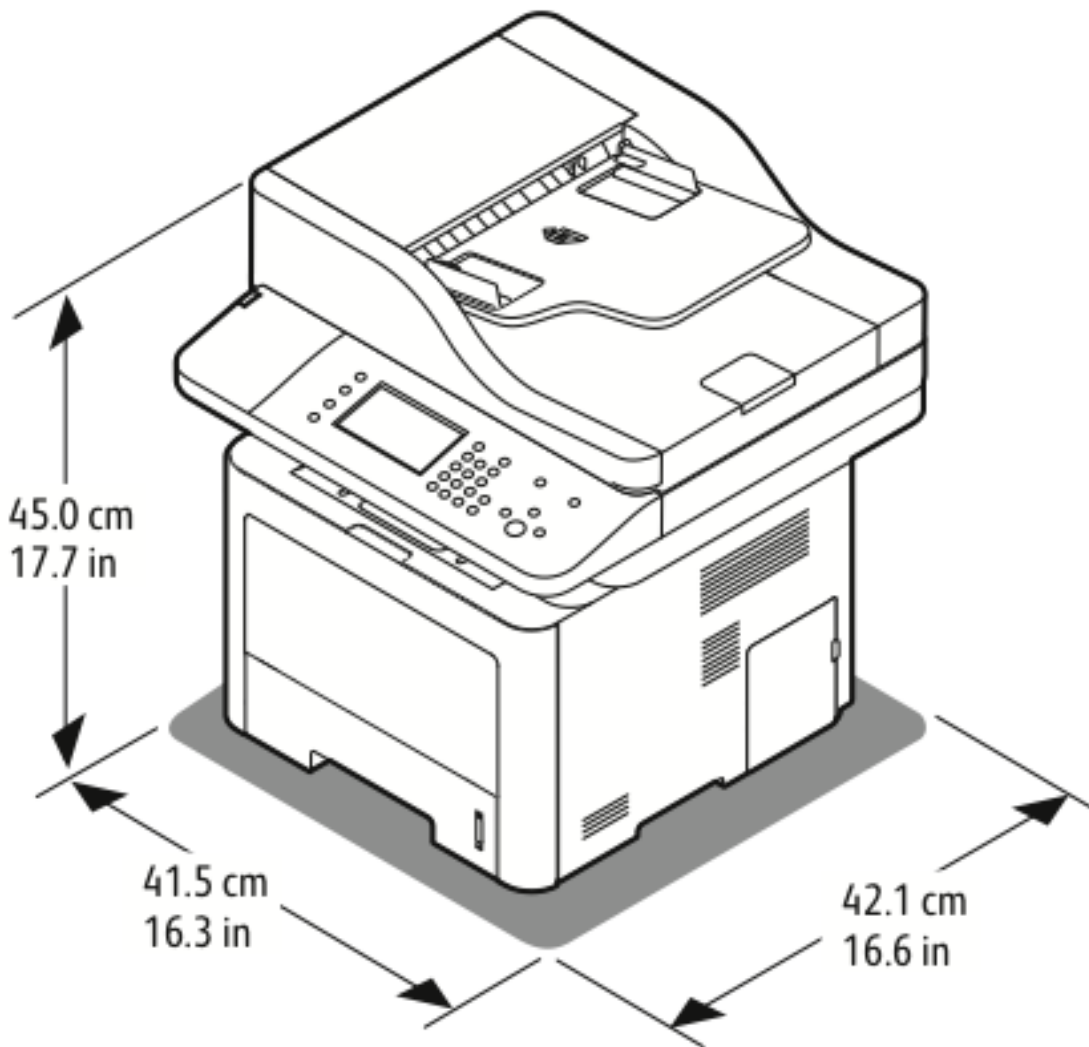
WorkCentre® 3335 Printer Configuration Weights and Dimensions

	Standard Configuration with Tray 1 only	Optional Configuration with Tray 1 and Tray 2
Width	41.5 cm (16.3 in.)	41.5 cm (16.3 in.)
Depth	42.1 cm (16.6 in.)	47.7 cm (18.80 in.)
Height	45.0 cm (17.7 in.)	59.4 cm (23.4 in.)
Weight	15.54 kg (34.26 lb.)	21.06 kg (46.44 lb.)

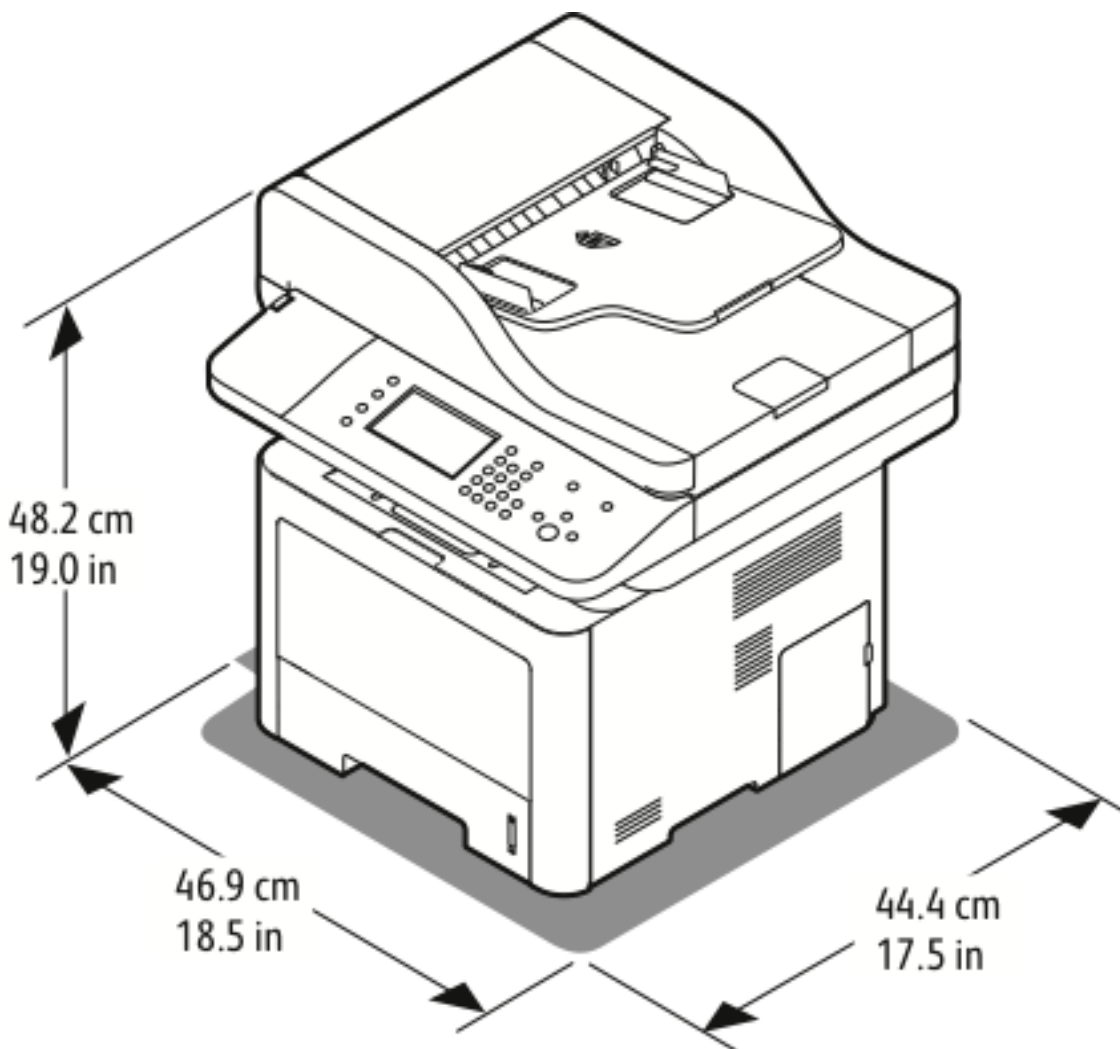
WorkCentre® 3345 Printer Configuration Weights and Dimensions

	Standard Configuration with Tray 1 only	Optional Configuration with Tray 1 and Tray 2
Width	46.9 cm (18.5 in.)	46.9 cm (18.5 in.)
Depth	44.4 cm (17.5 in.)	50.0 cm (19.7 in.)
Height	48.2 cm (19.0 in.)	62.5 cm (24.5 in.)
Weight	17.34 kg (38.23 lb.)	22.9 kg (50.41 lb.)

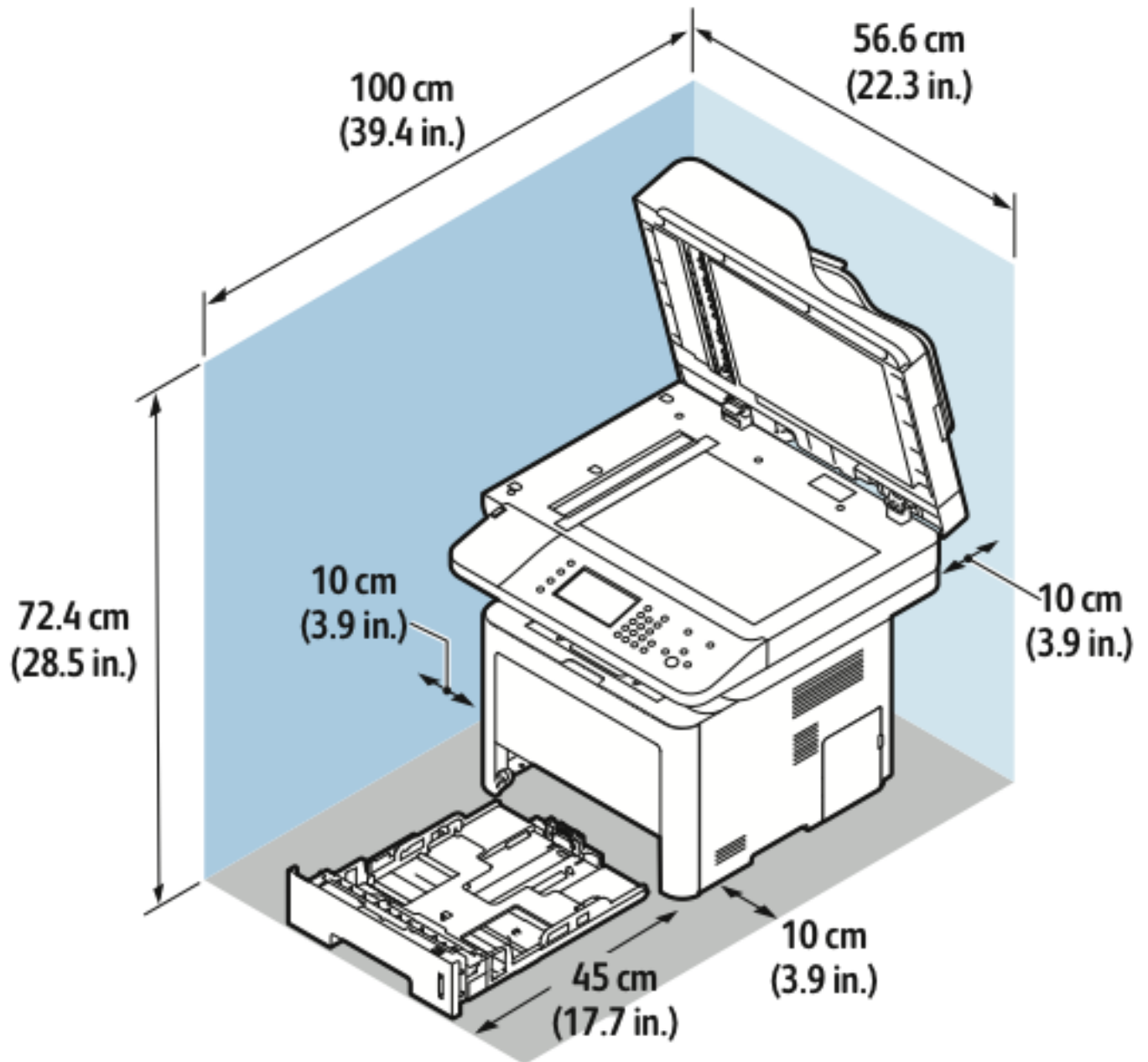
Physical Specifications for WorkCentre® 3335 Standard Configuration



Physical Specifications for WorkCentre® 3345 Standard Configuration



Clearance Requirements for Standard Configuration



Environmental Specifications


Temperature

- Optimum Temperature: 16–30°C (61–86°F)
- Storage Temperature: from –20 through 40°C (from –4 through 104°F)

Relative Humidity

Minimum–Maximum Humidity Range: 10–90 %, less than 90 % when in the packaging

- Optimum Humidity: 30–70 %
- Operating Humidity: 20–80 % Relative Humidity

 **Note:** Under extreme environmental conditions, such as 10°C (50°F) and 85 % relative humidity, defects can occur due to condensation.

Elevation

For optimum performance, use the printer at elevations below 2500 m (8,202 ft.).

Electrical Specifications

Power Supply Voltage and Frequency

Power Supply Voltage	Power Supply Frequency
110–127 VAC +/-10 %, (99–135 VAC)	50 Hz
	60 Hz
220–240 VAC +/-10 %, (198–264 VAC)	50 Hz
	60 Hz

Power Consumption

- Energy Saver Mode (Sleep): Less than 3.5W
- Continuous printing: Less than 700W
- Ready/Standby: Less than 50W

This printer does not consume electric power when the power switch is turned off even if the printer is connected to an AC outlet.

Performance Specifications

Print Warm-up Time

- Power on:
- Recovery from Sleep Mode:

Print Speed

- WorkCentre® 3335: up to 35 ppm for Letter and 33 ppm for A4.
- WorkCentre® 3345: up to 42 ppm for Letter and 40 ppm for A4.

Several factors affect print speed:

- 2-sided printing:
 - WorkCentre® 3335: up to 17 ppm for Letter (8.5 x 11 in.) and 16 ppm for A4 (210 x 297 mm)
 - WorkCentre® 3345: up to 21 ppm for Letter (8.5 x 11 in.) and 20 ppm for A4 (210 x 297 mm)
- Print mode: Standard is the fastest print mode. Enhanced is half speed or slower.
- Paper size: Letter (8.5 x 11 in.) and A4 (210 x 297 mm) sizes share the fastest print speed.
- Paper type: Plain paper prints faster than Cardstock or Heavyweight.
- Paper weight: Lightweight prints faster than heavier paper, such as Cardstock and Labels.

B

Regulatory Information

This appendix contains:

• Basic Regulations	216
• Copy Regulations	221
• Fax Regulations.....	224
• Material Safety Data Sheets	228

Basic Regulations

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

ENERGY STAR® Qualified Product



The WorkCentre® 3345 Printer is ENERGY STAR® qualified under the ENERGY STAR Program Requirements for Imaging Equipment.

The ENERGY STAR and ENERGY STAR mark are registered United States trademarks. The ENERGY STAR Imaging Equipment Program is a team effort between the United States, European Union, and Japanese governments and the office equipment industry to promote energy-efficient copiers, printers, fax, multifunction printers, personal computers, and monitors. Reducing product energy consumption helps combat smog, acid rain, and long-term changes to the climate by decreasing the emissions that result from generating electricity.

Xerox ENERGY STAR equipment is preset at the factory. Your printer is delivered with the timer, for switching to Power Saver Mode from the last copy/print out, set at 1 or 2 minutes.

For a more detailed description of this feature, refer to the [Power Saver Mode](#) section of this guide.

United States FCC Regulations

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

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Changes or modifications to this equipment not approved by Xerox can void the authority of the user to operate this equipment.



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

European Union



The CE mark applied to this product symbolizes a declaration of conformity by Xerox with the following applicable Directives of the European Union as of the dates indicated:

- February 26, 2014: Low Voltage Directive 2014/35/EU
- February 26, 2014: Electromagnetic Compatibility Directive 2014/30/EU
- March 9, 1999: Radio & Telecommunications Terminal Equipment Directive 1999/5/EC

This printer, if used properly in accordance with the instructions, is not dangerous for the consumer or for the environment.

To ensure compliance with European Union regulations, use shielded interface cables.

A signed copy of the Declaration of Conformity for this printer can be obtained from Xerox.

European Union Lot 4 Imaging Equipment Agreement Environmental Information

Environmental Information Providing Environmental Solutions and Reducing Cost

The following information has been developed to assist users and has been issued in relation to the European Union (EU) Energy Related Products Directive, specifically the Lot 4 study on Imaging Equipment. This requires manufacturers to improve environmental performance of in scope products and supports the EU action plan on energy efficiency.

In scope products are Household and Office equipment that meet the following criteria.

- Standard monochrome format products with a maximum speed less than 66 A4 images per minute
- Standard color format products with a maximum speed less than 51 A4 images per minute

Introduction

The following information has been developed to assist users and has been issued in relation to the European Union (EU) Energy Related Products Directive, specifically the Lot 4 study on Imaging Equipment. This requires manufacturers to improve environmental performance of in scope products and supports the EU action plan on energy efficiency.

In scope products are Household and Office equipment that meet the following criteria.

- Standard monochrome format products with a maximum speed less than 66 A4 images per minute
- Standard color format products with a maximum speed less than 51 A4 images per minute

Environmental Benefits of Duplex Printing

Most Xerox products have duplex printing, also known as 2-sided printing, capability. This enables you to print on both sides of the paper automatically, and therefore helps to reduce the use of valuable resources by reducing your paper consumption. The Lot 4 Imaging Equipment agreement requires that on models greater than or equal to 40 ppm color or greater than or equal to 45 ppm monochrome the duplex function has been auto enabled, during the setup and driver installation.

Some Xerox models below these speed bands may also be enabled with 2-sided printing settings defaulted on at the time of install. Continuing to use the duplex function will reduce the environmental impact of your work. However, should you require simplex/1-sided printing, you may change the print settings in the print driver.

Paper Types

This product can be used to print on both recycled and virgin paper, approved to an environmental stewardship scheme, which complies with EN12281 or a similar quality standard. Lighter weight paper (60 g/m²), which contains less raw material and thus save resources per print, may be used in certain applications. We encourage you to check if this is suitable for your printing needs.

ENERGY STAR (European Union Information)

The ENERGY STAR program is a voluntary scheme to promote the development and purchase of energy efficient models, which help to reduce environmental impact. Details on the ENERGY STAR program and models qualified to ENERGY STAR can be found at the following website: www.energystar.gov/find_a_product

Power Consumption and Activation Time

The amount of electricity a product consumes depends on the way the device is used. This product is designed and configured to enable you to reduce your electricity costs. After the last print, the device switches to Ready mode. In this mode, the device can print again immediately. If the product is not used for a period of time, the device switches to a Power Saver mode. In these modes, to enable reduced product power consumption, only essential functions remain active.

The product takes slightly longer to produce the first print after it exits Power Saver mode than it takes in Ready mode. This delay is the result of the system waking up from Power Saver mode and is typical of most imaging products on the market.

You can set a longer activation time or completely deactivate the Power Saver mode. This device can take longer to switch to a lower energy level.

To learn more about Xerox participation in sustainability initiatives, go to: www.xerox.com/about-xerox/environment/enus.html.

Environmental Choice Certified to Office Machines CCD-035



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

Germany

Germany - Blue Angel



RAL, the German Institute for Quality Assurance and Labeling, has awarded this device the Blue Angel Environmental Label. This label distinguishes it as a device that satisfies Blue Angel criteria for environmental acceptability in terms of device design, manufacture, and operation. For more information, go to: www.blauer-engel.de.

Blendschutz

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Lärmemission

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN ISO 7779.

Importeur

Xerox GmbH
Hellersbergstraße 2-4
41460 Neuss
Deutschland

Brasil

Este produto contém a placa SDGOB-1391 código de homologação ANATEL 01693-03269.



Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Turkey RoHS Regulation

In compliance with Article 7 (d), we hereby certify “it is in compliance with the EEE regulation.”

“EEE yönetmeliğine uygundur.”

Regulatory Information for 2.4 GHz Wireless Network Adapter

This product contains a 2.4-GHz Wireless LAN radio transmitter module which complies with the requirements specified in FCC Part 15, Industry Canada RSS-210 and European Council Directive 99/5/EC.

Operation of this device is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

Copy Regulations

United States

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

1. Obligations or Securities of the United States Government, such as:
 - Certificates of Indebtedness.
 - National Bank Currency.
 - Coupons from Bonds.
 - Federal Reserve Bank Notes.
 - Silver Certificates.
 - Gold Certificates.
 - United States Bonds.
 - Treasury Notes.
 - Federal Reserve Notes.
 - Fractional Notes.
 - Certificates of Deposit.
 - Paper Money.
 - Bonds and Obligations of certain agencies of the government, such as FHA and so on.
 - Bonds. United States Savings Bonds may be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.
 - Internal Revenue Stamps. If it is necessary to reproduce a legal document on which there is a canceled revenue stamp, this may be done provided the reproduction of the document is performed for lawful purposes.
 - Postage Stamps, canceled or uncanceled. For philatelic purposes, Postage Stamps may be photographed, provided the reproduction is in black and white and is less than 75 % or more than 150 % of the linear dimensions of the original.
 - Postal Money Orders.
 - Bills, Checks, or Drafts of money drawn by or upon authorized officers of the United States.
 - Stamps and other representatives of value, of whatever denomination, which have been or may be issued under any Act of Congress.
 - Adjusted Compensation Certificates for Veterans of the World Wars.
2. Obligations or Securities of any Foreign Government, Bank, or Corporation.
3. Copyrighted materials, unless permission of the copyright owner has been obtained or the reproduction falls within the "fair use" or library reproduction rights provisions of the copyright law. Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. Ask for Circular R21.

Regulatory Information

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

Reproducing the following is also prohibited in certain states:

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

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

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

Canada

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

- Current bank notes or current paper money
- Obligations or securities of a government or bank
- Exchequer bill paper or revenue paper
- The public seal of Canada or of a province, or the seal of a public body or authority in Canada, or of a court of law
- Proclamations, orders, regulations, or appointments, or notices thereof (with intent to falsely cause same to purport to have been printed by the Queens Printer for Canada, or the equivalent printer for a province)
- Marks, brands, seals, wrappers, or designs used by or on behalf of the Government of Canada or of a province, the government of a state other than Canada or a department, board, Commission, or agency established by the Government of Canada or of a province or of a government of a state other than Canada

- Impressed or adhesive stamps used for the purpose of revenue by the Government of Canada or of a province or by the government of a state other than Canada
- Documents, registers, or records kept by public officials charged with the duty of making or issuing certified copies thereof, where the copy falsely purports to be a certified copy thereof
- Copyrighted material or trademarks of any manner or kind without the consent of the copyright or trademark owner

This list is provided for your convenience and assistance, but it is not all-inclusive, and no liability is assumed for its completeness or accuracy. In case of doubt, consult your solicitor.

Other Countries

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

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

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

Fax Regulations

United States

Fax Send Header Requirements

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including a fax machine, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.

Data Coupler Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). On the cover of this equipment is a label that contains, among other information, a product identifier in the format US:AAAF##BXXXX. If requested, this number must be provided to the Telephone Company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It connects to a compatible modular jack that is also compliant. See installation instructions for details.

You can safely connect the printer to the following standard modular jack: USOC RJ-11C using the compliant telephone line cord (with modular plugs) provided with the installation kit. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices that can be connected to a telephone line. Excessive RENs on a telephone line could result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that can be connected to a line, as determined by the RENs, contact the local Telephone Company. For products approved after July 23, 2001, the REN is part of the product identifier that has the format US:AAAF##BXXXX. The digits represented by ## are the REN without a decimal point (for example, 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

To order the correct service from the local Telephone Company, you could also have to quote the codes in the following list:

- Facility Interface Code (FIC) = 02LS2
- Service Order Code (SOC) = 9.0Y



Caution: Ask your local Telephone Company for the modular jack type installed on your line. Connecting this machine to an unauthorized jack can damage telephone company equipment. You, not Xerox, assume all responsibility and/or liability for any damage caused by the connection of this machine to an unauthorized jack.

If this Xerox® equipment causes harm to the telephone network, the Telephone Company could temporarily discontinue service to the telephone line to which it is connected. If advance notice is not practical, the Telephone Company notifies you of the disconnection as soon as possible. If the

Telephone Company interrupts your service, they can advise you of your right to file a complaint with the FCC if you believe that it is necessary.

The Telephone Company could change its facilities, equipment, operations, or procedures which could affect the operation of the equipment. If the Telephone Company changes something that affects the operation of the equipment, they should notify you in order for you to make necessary modifications to maintain uninterrupted service.

If you experience trouble with this Xerox® equipment, please contact the appropriate service center for repair or warranty information. Contact information is contained in the Machine Status menu on the printer and in the back of the Troubleshooting section of the *User Guide*. If the equipment is causing harm to the telephone network, the Telephone Company may request you to disconnect the equipment until the problem is resolved.

Only a Xerox Service Representative or an authorized Xerox Service provider are authorized to make repairs to the printer. This applies at any time during or after the service warranty period. If unauthorized repair is performed, the remainder of the warranty period is null and void.

This equipment must not be used on party lines. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

Your office could have specially wired alarm equipment connected to the telephone line. Make sure that the installation of this Xerox® equipment does not disable your alarm equipment.

If you have questions about what could disable alarm equipment, consult your Telephone Company or a qualified installer.

Canada

This product meets the applicable Industry Canada technical specifications.

A representative designated by the supplier should coordinate repairs to certified equipment. Repairs or alterations made by the user to this device, or device malfunctions, could cause the telecommunications company to request you to disconnect the equipment.

For user protection, make sure that the printer is properly grounded. The electrical ground connections of the power utility, telephone lines, and internal metallic water pipe systems, if present, must be connected together. This precaution could be vital in rural areas.



WARNING: Do not attempt to make such connections yourself. Contact the appropriate electric inspection authority, or electrician, to make the ground connection.

The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface could consist of any combination of devices. The only limitation to the number of devices is the requirement that the sum of the RENs of the devices does not exceed 5. For the Canadian REN value, please see the label on the equipment.


European Union

Radio Equipment and Telecommunications Terminal Equipment Directive

The Facsimile has been approved in accordance with the Council Decision 1999/5/EC for pan-European single terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not give an unconditional assurance of successful operation on every PSTN network terminal point.

In the event of a problem you should contact your authorized local dealer.

This product has been tested to and is compliant with ES 203 021-1, -2, -3, a specification for terminal equipment for use on analog-switched telephone networks in the European Economic Area. This product provides a user-adjustable setting of the country code. The country code should be set prior to connecting this product to the network. Refer to the customer documentation for the procedure for setting the country code.

 **Note:** Although this product can use either loop disconnect (pulse) or DTMF (tone) signaling, we recommend that you set it to use DTMF signaling for more reliable and faster call setup. Modification of this product, connection to external control software, or connection to an external control apparatus not authorized by Xerox ® will invalidate its certification.

South Africa

This modem must be used in conjunction with an approved surge protection device.

New Zealand

1. The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, it does not provide any sort of warranty, and it does not imply that any Telepermitted product is compatible with all Telecom network services. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model.

The equipment may not be capable of correct operation at the higher data speeds designated. 33.6kbps and 56kbps connections are likely to be restricted to lower bit rates when connected to some PSTN implementations. Telecom will accept no responsibility for difficulties that arise in such circumstances.

2. Immediately disconnect this equipment should it become physically damaged, then arrange for its disposal or repair.
3. This modem shall not be used in any manner which could constitute a nuisance to other Telecom customers.
4. This device is equipped with pulse dialing, while the Telecom standard is DTMF tone dialing. There is no guarantee that Telecom lines will always continue to support pulse dialing.
5. Use of pulse dialing, when this equipment is connected to the same line as other equipment, may give rise to 'bell tinkle' or noise and cause a false answer condition. If you encounter such problems, do not contact the Telecom Faults Service.

6. DTMF tones dialing is the preferred method because it is faster than pulse (decadic) dialing and is readily available on almost all New Zealand telephone exchanges.



WARNING: No '111' or other calls can be made from this device during a mains power failure.

7. This equipment may not provide for the effective hand-over of a call to another device connected to the same line.
8. Some parameters required for compliance with Telecom Telepermit requirements are dependent on the equipment (computer) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom Specifications:

For repeat calls to the same number:

- There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and
 - For automatic calls to different numbers:
 - The equipment shall be set to ensure that automatic calls to different numbers are spaced such that there is no less than five seconds between the end of one call attempt and the beginning of another.
9. For correct operation, total of the RNs of all devices connected to a single line at any time should not exceed five.

Material Safety Data Sheets

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

- North America:
 - WorkCentre® 3335: www.xerox.com/msds
 - WorkCentre® 3345: www.xerox.com/msds
- European Union:
 - WorkCentre® 3335: www.xerox.com/environment_europe
 - WorkCentre® 3345: www.xerox.com/environment_europe

For the Customer Support Center phone numbers, go to:

- WorkCentre® 3335: www.xerox.com/office/worldcontacts
- WorkCentre® 3345: www.xerox.com/office/worldcontacts

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Recycling and Disposal

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All Countries

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

North America

Xerox operates an equipment take-back and reuse/recycle program. Contact your Xerox representative (1-800-ASK-XEROX) to determine if this Xerox product is part of the program. For more information about Xerox environmental programs, visit www.xerox.com/environment for WorkCentre® 3335 or www.xerox.com/environment for WorkCentre® 3345, or for recycling and disposal information, contact your local authorities.

European Union

Some equipment may be used in both a domestic/household and a professional/business application.

Domestic/Household Environment



Application of this symbol on your equipment is confirmation that you should not dispose of the equipment in the normal household waste stream.

In accordance with European legislation, end-of-life electrical and electronic equipment subject to disposal must be segregated from household waste.

Private households within EU member states may return used electrical and electronic equipment to designated collection facilities free of charge. Please contact your local disposal authority for information.

In some member states, when you purchase new equipment, your local retailer may be required to take back your old equipment free of charge. Please ask your retailer for information.

Professional/Business Environment



Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures.

In accordance with European legislation, end-of-life electrical and electronic equipment subject to disposal must be managed within agreed procedures.

Prior to disposal, please contact your local reseller or Xerox representative for end-of-life take-back information.

Collection and Disposal of Equipment and Batteries



- These symbols on the products and/or accompanying documents mean that used electrical and electronic products and batteries should not be mixed with general household waste.
- For proper treatment, recovery, and recycling of old products and used batteries, please take them to applicable collection points, in accordance with your national legislation and the Directive 2002/96/EC and 2006/66/EC.
- By disposing of these products and batteries correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.
- For more information about collection and recycling of old products and batteries, please contact your local municipality, your waste disposal service, or the point of sale where you purchased the items.
- Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

Business Users in the European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

Disposal Outside of the European Union

These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

Battery Symbol Note



This wheeled-bin symbol may be used in combination with a chemical symbol. This establishes compliance with the requirements set out by the Directive.

Battery Removal

Batteries should only be replaced by a manufacturer-approved service facility.

Other Countries

Please contact your local waste management authority to request disposal guidance.

