xerox

Xerox® WorkCentre 3550

April 2010

English

Xerox WorkCentre 3550 Quick Use Guide

Thank you for choosing the Xerox WorkCentre 3550. If you work through the procedures in this book in the order they are presented, you will successfully:

- Connect the machine
- Setup the machine
- Operate the machine

Contents

Safety and Legal Information

To ensure you operate the equipment safely please carefully read the safety and regulatory notes in the User Guide supplied on the User Documentation CD before using this product.

Your Xerox machine and supplies have been 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 machine have been verified using Xerox materials only.

Unauthorized alterations, which may include the addition of new functions or connection of external machines, may impact the machine certification. Please contact your Xerox representative for more information.

This machine has been designed to provide operator access to safe areas only. Operator access to hazardous areas is restricted using covers or guards, which require a tool to enable removal. Never remove the covers or guards that protect hazardous areas.

Any operator machine maintenance procedures will be described in the user documentation supplied with the machine. Do not carry out any maintenance on this machine which is not described in the customer documentation.

Follow the electrical safety information as described in the customer documentation supplied with the product. The power cable is the disconnect device for this machine. It is attached to the back of the machine as a plug-in device. To remove all electrical power from the machine, disconnect the power cable from the electrical outlet.

Use of controls, adjustments or performance of procedure other than those specified in the customer documentation supplied with the product may result in hazardous light exposure.

Use supplies and cleaning materials only as directed in the user documentation. Do not remove covers or guards that are fastened with screws. There are no parts behind these covers that you can maintain or service.

This machine will produce ozone during normal operation. The ozone produced is heavier than air and is dependent on copy volume. Providing the correct environmental parameters as specified in the Xerox installation procedure will ensure that the concentration levels meet safe limits.

Store all consumables in accordance with the instructions given on the package or container.

This equipment has been tested and found to comply with the limits for a Class A digital machine, pursuant to part 15 of the FCC Rules. Shielded interface cables must be used with this equipment to maintain compliance with FCC regulations in the United States. This machine is certified by the following Agency using the Safety standards listed.

Agency	Standard
Underwriters Laboratories Inc.	UL60950-1 2nd Edition (USA/Canada)
	IEC/EN60950-1 2nd Edition

This machine has been manufactured under a registered ISO9001 Quality system.

For more information on Environment, Health, and Safety in relation to this Xerox machine and supplies, please contact the following customer help lines:
- USA: 1-800 828-6571
- Canada: 1-800 828-6571
- Europe: +44 1707 353 434

machine safety information is also available on the Xerox website:
    www.xerox.com/about-xerox/environment

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Document version 1.0: March 2010

Install the WorkCentre 3550

1. Unpack the machine and any hardware options and locate the Installation Instructions.
2. Follow the Installation Instructions to assemble the machine and hardware options:

| Standard Features	Copy, Fax, Print, Scan, E-mail Document Feeder Tray 1 Bypass Tray
Hardware Options	Tray 2 Stand 256 MB Extended Memory Foreign Device Interface

In addition you will have:

Power Cord, Software Installation CD (containing the software, printer drivers and user documentation), Quick Use Guide (this book), Print Cartridge, Control Panel labels, Product Enablement Key and a Telephone Cable.

Configure the Machine

Once the machine has been assembled it must be configured. This is done using the Product Enablement Key when the machine is switched on for the first time.

The Product Enablement Key is delivered in a plastic tube inside the box with the machine. The procedure to configure the machine is as follows:

1. Locate the tube containing the Product Enablement Key. Remove the plastic card and carefully press out the key.
2. Connect the Power Cord to the machine and a suitable power supply outlet.
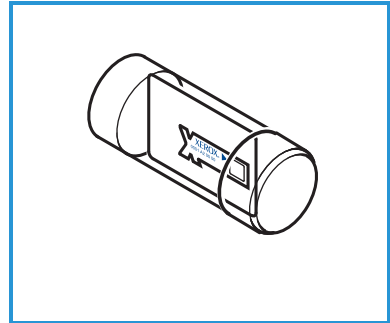
3. Connect the telephone line to the LINE Connector ❷ at the back of the machine. If you wish to attach a handset to the machine, connect the handset to the EXT Connector ❸.

4. Switch on the machine ❹ .

5. The Installation Wizard screen will be displayed. Follow the Installation Wizard instructions on the display and enter the settings required.

6. When the Product Key is requested, select **Key Available** and press **OK**. Install the Product Enablement Key into the Card Reader Slot ❶ at the back of the machine. Indicator lights on the Product Enablement Key card reader slot will highlight (first red, blinking green and then solid green). Remove the card when the green indicator light stops blinking and press **OK**.

7. In some locations a popup screen will appear asking for the Page Pack Passcode. If this occurs, enter the PagePack Code using the keypad. Press **OK**.

8. Continue to follow the wizard instructions and enter the settings required:
   - Date
   - Time
   - Default Paper Size
   - Metric Defaults
   - Fax Phone Number
   - Fax ID
   - Country

9. The *Installation Complete screen* will be displayed when you have successfully completed the Installation Wizard. Press the **Back** button to enter any skipped settings or **OK** to finish.
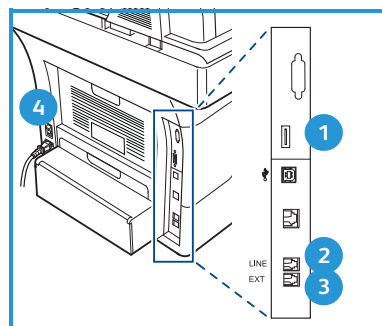
Your WorkCentre 3550
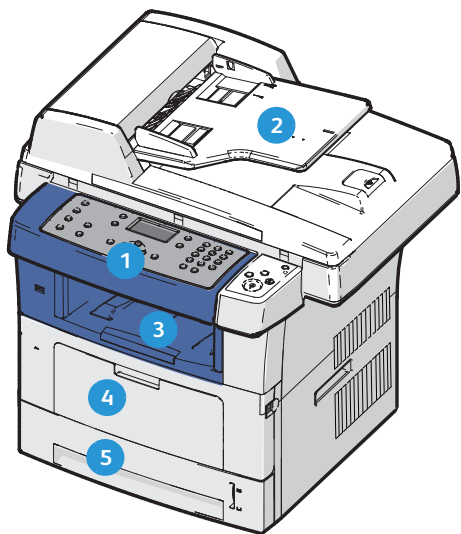
1	**Control Panel:** Display and alphanumeric keypad
2	**Document Feeder:** Used for scanning multiple documents. The Document Glass underneath is used for scanning single documents, bound documents etc.
3	**Output Tray:** Collects output
4	**Bypass Tray:** Used for non-standard printing media
5	**Paper Trays:** Tray 1 is standard and Tray 2 is optional

Inside the Machine

There is one Customer Replaceable Unit in the machine, the Print Cartridge.

The machine will display a message when the Print Cartridge needs to be replaced. Only replace the unit when a message instructs you to do so or when instructed by a Xerox representative. To replace a Customer Replaceable Unit, follow the instructions provided in the User Guide or with the consumable.
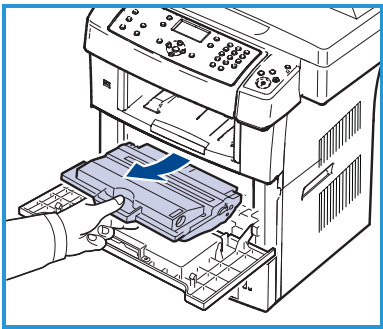
The Serial Number is on the inside of the front door.

Control Panel Overview

1	**Copy:** Activates Copy mode.
2	**E-mail:** Activates E-mail mode.
3	**Fax:** Activates Fax mode.
4	**Scan:** Activates Scan mode.
5	**Paper Supply:** Use to select a paper tray for the copy job.
6	**2 Sided:** Use to select whether your originals are 1 sided or 2 sided, or to produce 1 or 2 sided output.
7	**Job Status:** Displays job progress information.
8	**Machine Status:** Use to access machine information, status information, the machine serial number and to print reports.
9	**Display Screen:** Displays and selects all the available programming features, plus general machine information.
10	**Menu:** Enters Menu Mode and enables you to access options and settings.
11	**Arrows:** Use to scroll through the options available in the selected menu, and increase or decrease values.
12	**OK:** Confirms the selection on the screen.
13	**Back:** Sends you back one level in the menu.
14	**Address Book:** Allows you to search for stored fax numbers or e-mail addresses.
15	**Manual Dial and .com:** In Fax mode this button opens the fax line. In E-mail mode this button provides access to commonly used e-mail address text, for example *.com* or *.org*. The text available can be customized using CentreWare Internet Services.
16	**Pause / Redial:** In standby mode it is used to redial the last number. In edit mode it is used to insert a pause into a fax number.

|	
17	**'C' Cancel Entry:** Cancels the previous entry made on the keypad.
18	**Keypad:** Use to enter alphanumeric characters.
19	**Interrupt Printing:** Use to interrupt the current job to run a more urgent job.
20	**Clear All:** Press to clear the last selections made.
21	**Power Saver:** Sends the machine into power saver mode or power down. Press the button again to restart a powered off machine.
22	**Stop:** Pressing the Stop button once displays a confirmation message but does not stop the machine. Press Stop again to stop the job in progress. Pressing Stop also exits the Menu Mode. If you have logged in to use the machine, pressing Stop will bring up the Log Out option.
23	**Start:** Use to activate a job.

Load Paper into the Paper Tray
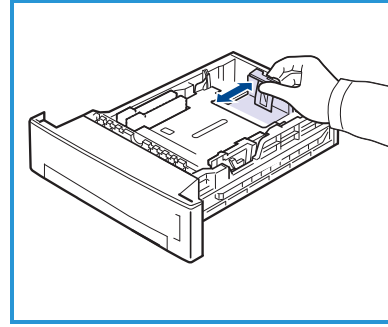
1. Open the paper tray.
   The paper level indicator on the front of tray 1 and the optional tray 2 shows the amount of paper currently left in the tray. When the tray is empty, the indicator of the bar is completely lowered.

   Note: Paper trays 1 and 2 can each hold a maximum of 500 sheets of 20 lb (80 g/m²) bond paper each. The bypass tray can hold 50 sheets of 20 lb (80 g/m²) bond paper.
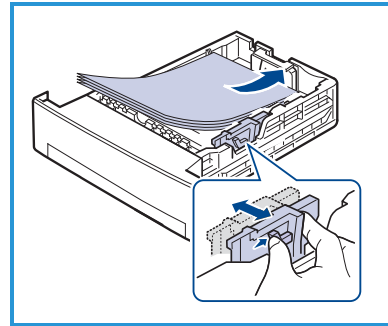
2. If loading Legal, Oficio and Folio open the back of the paper tray.
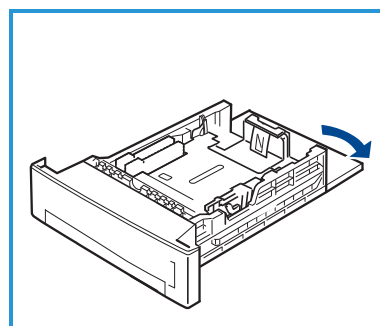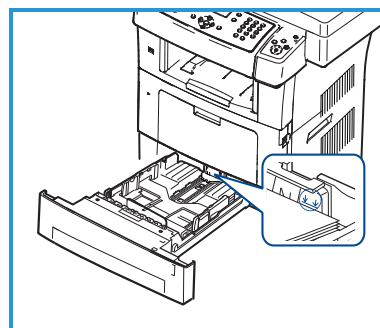
3. Squeeze the rear guide and move from the current position and into the correct position for the paper size. Make sure the guide clicks into place.

4. Load paper into the tray. Do not fill above the *28lb (105g)* line at the rear of the tray.
5. Position the side guide by squeezing the lever and sliding it towards the stack of paper, until it gently touches the side of the stack.
6. Insert the paper tray into the machine.
7. After loading paper in the paper tray, set the paper size and type using the control panel. Press **OK** to confirm the settings or **Stop** to change the settings. These settings will apply to Copy and Fax modes.
   For workstation printing, select the paper size and type in the application program you use on your workstation.

   Note: The settings made from the print driver override the settings on the control panel.

Loading Documents

Documents can be loaded into the Document Feeder or onto the Document Glass.

Document Feeder

1. Load documents to be scanned face up in the input tray of the Document Feeder with the top of the document to the left or rear of the tray.
2. Move the Document Guide to just touch both sides of the document.

    Note: Up to 60 sheets of 20 lb (80 g/m²) bond paper can be loaded. Weight ranges from 12.5 lb to 28 lb (50 - 120 g/m²).
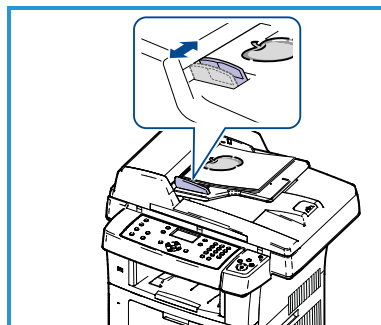
Document Glass

3. Open the Document Feeder and place single documents face down on the Document Glass aligned with the rear left corner.
4. The default document size is 8.5 x 11" or A4. For other sized documents, change the **Original Size** option. Refer to the User Guide for further information.

    Note: Documents are only scanned once even when several copies are selected.
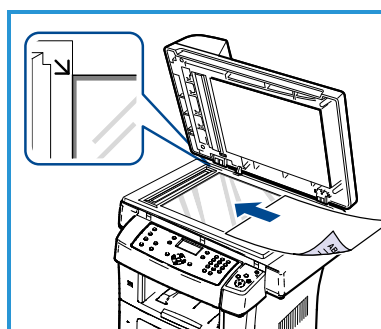
Connecting to the Network

Follow these instructions to connect the machine to an Ethernet TCP/IP network.

If you are connecting your machine to a different type of network, or you wish to use other protocols, refer to the System Administrator Guide.

Test the Machine

Before connecting the machine to your network, make sure that it is operating correctly as a copier.

1. Place a document in the Document Feeder and make 3 copies.
2. If the copies are made successfully, install the network connection as described in the next steps. If copying is not successful, refer to Troubleshooting on page 35.

Network Connection using TCP/IP

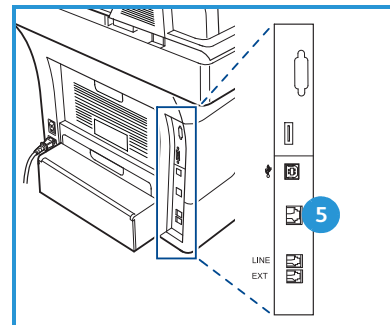You can set up the TCP/IP network connection using either of the following methods:

- **DHCP:** Use this method to allow a DHCP server to automatically assign an IP Address. This is the factory default setting.
- **Static IP Address:** Use this method to manually assign an IP Address provided by the network administrator.

When the machine is powered on, it automatically uses DHCP to obtain its network configuration. To use a static IP Address, DHCP must be turned off and the IP Address, Gateway Address, Subnet Mask, and DNS Server Address must be entered manually.

1. Connect the Ethernet Cable to the RJ45 Connector ⑤ on the back of the machine.

   Note: The Ethernet Cable is not supplied by Xerox.

2. To setup the address using DHCP, see Network Setup on page 14. If you want to set a static IP Address, see Network Setup Using a Static IP Address on page 15.

Network Setup

IP Address Assignment

After the machine starts, it negotiates with the DHCP server for an IP Address. Wait two minutes for the network setup to complete and then print the configuration page to check if an IP Address has been assigned. To print a configuration page:

1. Press **Machine Status** on the control panel.
2. Press the up/down arrows to highlight **Information Pages** and press **OK**.
3. Press the up/down arrows to highlight **Configuration Page** and press **OK**.
4. Highlight **Yes** and press **OK** to print the configuration page.
5. Confirm that an IP Address has been allocated and that it is an appropriate IP Address for your network.
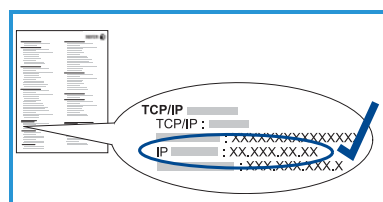
   Note: If the IP Address starts with 169.xxx.xxx.xxx, the DHCP server has not properly allocated an address or DHCP is not enabled on your network. Refer to Network Setup Using DHCP on page 14 or the Network Setup Using a Static IP Address on page 15 for instructions. If you need assistance, contact your System Administrator.

Network Setup Using DHCP

1. Press **Machine Status** on the control panel.
2. Press the up/down arrows to highlight **Network Settings** and press **OK**.
3. Enter the Administrator's Password using the keypad. The default is **1111**.

   Note: You may have to press the **1** key several times to enter the '1'.

   After entering a character press the **Right** arrow button to enable the next character to be entered, or wait 2 seconds between presses. Continue entering characters until the full password has been entered and press **OK**.
4. Press the up/down arrows to highlight **TCP/IPv4** and press **OK**.
5. Press the up/down arrows to highlight **DHCP** and press **OK**.
6. Print a configuration page to confirm that an IP Address has been allocated and that it is an appropriate IP Address for your network. Refer to IP Address Assignment on page 14 for instructions.
7. Press **Stop** to return to ready mode.

Network Setup Using a Static IP Address

Before you begin, obtain the following information from your network administrator:

- IP Address
- Gateway Address
- Subnet Mask
- DNS Server Address

Use the following instructions to enter a static IP Address:

1. Press **Machine Status** on the control panel.
2. Press the up/down arrows to highlight **Network Settings** and press **OK**.
3. Enter the Administrator's Password using the keypad. The default is **1111**.

   Note: You may have to press the **1** key several times to enter the '1'.

   After entering a character press the **Right** arrow button to enable the next character to be entered, or wait 2 seconds between presses. Continue entering characters until the full password has been entered and press **OK**.
4. Press the up/down arrows to highlight **TCP/IPv4** and press **OK**.
5. Press the up/down arrows to highlight **Static** and press **OK.**
6. Press the up/down arrows to highlight **IP Address** and press **OK**.
7. Enter the IP Address using the keypad and press **OK**.
8. Enter other parameters, such as the **Subnet Mask** and **Gateway** and press **OK**.

   If required, repeat the procedure and select the **DNS Server** option and enter the DNS Server details.
9. The static IP Address is now set. Press **Stop** to return to ready mode.

Install Printer Software

You can install the printer software for local printing and network printing. To install the printer software on the computer, perform the appropriate installation procedure depending on the printer in use. The printer software also provides the *Fax from PC* function if selected during the installation process.

A printer driver is software that lets your computer communicate with your printer. The procedure to install drivers may differ depending on the operating system you are using. All applications should be closed on your PC before beginning installation.

You can install the printer software using the typical or custom method. The instructions provided here are for the typical method. For custom install instructions or further information about installing software, refer to the System Administrator Guide.

Local Printer

A local printer is a printer directly attached to your computer using a printer cable, such as a USB cable. If your printer is attached to a network, refer to Networked Printer on page 18.

> Note: If the "New Hardware Wizard" window appears during the installation procedure, click **Close** or **Cancel**.

1. Make sure that the printer is connected to your computer and powered on.
2. Insert the supplied CD-ROM into your CD-ROM drive. The CD should automatically run, and an installation window appears.

   - If the installation window does not appear, click **Start** and then **Run**. Type **X:\Setup.exe**, replacing "X" with the letter which represents your CD drive and click **OK**.
   - If you use Windows Vista, click **Start > All programs > Accessories > Run**, and type **X:\Setup.exe**. If the *AutoPlay* window appears in Windows Vista, click **Run Setup.exe** in **Install or run program** field, and click **Continue** in the User Account Control window.
3. Click **Install Software**.

4. Click **Typical installation for a local printer** and follow the wizard instructions to install the local printer.

    Note: For **Custom** install instructions, refer to the System Administrator Guide.
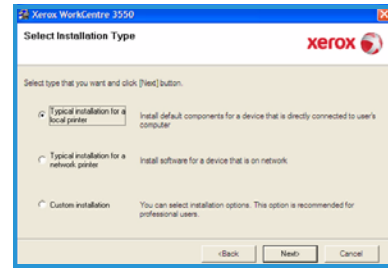
    If your printer is not already connected to the computer, the *Connect Device* screen will appear. After connecting the printer, click **Next**. If you don't want to connect the printer at this time, click **Next**, and **No** on the following screen. Then the installation will start and a test page will not be printed at the end of the installation.

5. After the installation is finished, click **Finish**.

If the Test Print operation is successful, continue on to the next setup procedure in this document. If the print operation failed, refer to Troubleshooting on page 35.
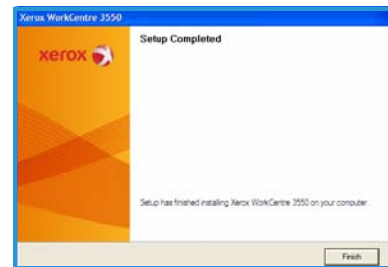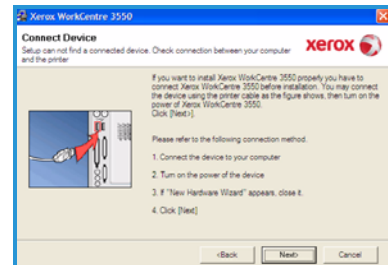
Networked Printer

When you connect your printer to a network, you must first configure the TCP/IP settings for the printer. After you have assigned and verified the TCP/IP settings, you are ready to install the software on each computer on the network.

1. Make sure that the printer is connected to your network and powered on. For details about connecting to the network, refer to Connecting to the Network on page 13.

2. Insert the supplied CD-ROM into your CD-ROM drive. The CD-ROM should automatically run, and an installation window appears.

    • If the installation window does not appear, click **Start** and then **Run**. Type **X:\Setup.exe**, replacing "X" with the letter which represents your CD drive and click **OK**.

    • If you use Windows Vista, click **Start** > **All programs** > **Accessories** > **Run**, and type **X:\Setup.exe**. If the *AutoPlay* window appears in Windows Vista, click **Run Setup.exe** in **Install or run program** field, and click **Continue** in the User Account Control window.

3. Click **Install Software**.

4. Click **Typical installation for a network printer** and follow the wizard instruction to select and install the printer.

    Note: For **Custom** install instructions, refer to the System Administrator Guide.

5. After the installation is finished, click **Finish**.

If the Test Print operation is successful, continue on to the next setup procedure in this document. If the print operation failed, refer to Troubleshooting on page 35.
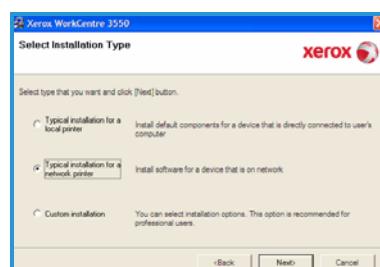
E-mail Setup

If you wish to setup the E-mail service follow this procedure. Before starting the setup procedure, please ensure the following items are available or the following actions have been performed:

- Ensure the machine is fully functioning on the network.
- Ensure that the TCP/IP and HTTP protocols are configured on the machine and fully functional. Refer to Network Setup on page 14.
- Obtain the IP Address of a functional SMTP mail server that accepts inbound mail traffic.
- Ensure the DNS settings are configured correctly and obtain the Domain Name address, if applicable.
- Create an E-mail account which the machine will use as the default *From* address.
- Test the E-mail account by sending an E-mail to the Xerox machine account. This task should be completed at a mail client (for example Microsoft Outlook) on your network that supports SMTP (Simple Mail Transfer Protocol) and POP3 (Post Office Protocol 3).

Refer to the System Administrator Guide for more information about setting up and configuring E-mail.

Automatic Setup of E-mail Server

The machine will attempt to Auto Discover your SMTP Server settings on initial startup. To check these settings, perform the following:

1. Open your web browser and enter the TCP/IP Address of the machine in the address bar. Press **Enter**.
2. Click **Properties > Protocol > SMTP Server**.
   - Enter the current administrator *User Name* and *Password*. The default is **admin** which is case sensitive, and **1111**.
   - Enter the domain name in the *Domain Name* box (for example: abc.xyz.company.com). It is only necessary to configure the DNS settings if Host Names are to be used.

3. If an SMTP Server has been discovered, the Host Name field will be filled with the SMTP Server Host Name.

    Test the Discovered SMTP Server by sending an e-mail from the machine to a valid e-mail address. A confirmation sheet will print informing you whether the e-mail send was successful.

    - If the confirmation sheet reports a successful send, the SMTP Server is setup correctly. You can modify some of the e-mail setting defaults, refer to Modifying E-mail Setting Defaults on page 21.
    - If the confirmation sheet reports a failure, refer to Manual Setup of E-mail Server on page 20 or contact your System Administrator for assistance.

Manual Setup of E-mail Server

1. Open your web browser and enter the TCP/IP Address of the machine in the address bar. Press **Enter**.
2. Click **Properties > Protocol > TCP/IP**.
    - Enter the current administrator *User Name* and *Password*. The default is **admin** which is case sensitive, and **1111**.
    - Enter the domain name in the *Domain Name* box (for example: abc.xyz.company.com). It is only necessary to configure the DNS settings if Host Names are to be used.

    Note: If Dynamic Addressing has been set on the machine (DHCP or BootP) the Domain Name will not be accessible. If you need to change it, click **Static** from the IP Address Resolution menu list.

    - Click the **Save Changes** button to implement any changes.
3. From the *Protocol* menu click **SMTP Server**.
    - Click either *IP Address* or *Host Name* and enter the *Host Name* or the *IP Address* and *Port Number* (1-65535) of the SMTP Server. The default Port is 25.
    - Check the *Server Requires SMTP Authentication* box if required. Enter the *Login Name* and *Password*.
    - Click **Save Changes** to confirm your settings.

Modifying E-mail Setting Defaults

To modify the e-mail settings defaults:

1. Open your web browser and enter the TCP/IP Address of the machine in the address bar. Press **Enter**.
2. Click **Properties > E-mail > E-mail Setup**.
   - Enter the current administrator *User Name* and *Password*. The default is **admin** which is case sensitive, and **1111**.
   - Enter the domain name in the *Domain Name* box (for example: abc.xyz.company.com). It is only necessary to configure the DNS settings if Host Names are to be used.
3. Amend the settings on the *E-mail Setup* screen.

   You can change settings such as **default subject** and setup *Smart Key* text which is accessed by pressing the **.com** key. Setting up the *Smart Key* settings can make entering e-mail addresses much easier, refer to the User Guide for further information.
4. When you have made your selections click **Save Changes.**

For more information on all of the E-mail features including setting up address books, please refer to the User Guide.

Making Copies

1. Load the documents to be copied face up in the Document Feeder or face down to the rear left corner of the Document Glass.
2. Press the **Copy** button on the control panel.
3. Select the control panel features required:
   - Press the **Paper Supply** button and use the up/down arrows to select the paper tray required for the job or to select **Auto**. Select **OK**.
   - Press the **2 Sided** button and use the up/down arrows to select the 2 Sided option required for the job. Select **OK**.
4. Select the additional Copy features required for the job.

   Press **Menu** and use the up/down arrows to highlight the feature required and press **OK**. Select the setting required and press **OK**. The following features are available:

Reduce/Enlarge	Using this option, originals can be reduced or enlarged between 25 % and 400 %.
Lighten/Darken	Adjusts the lightness or darkness of the output.
Original Type	Use to enhance the copy quality of the output based on the type of original being copied.
Background Suppression	Use to automatically reduce or eliminate the dark background resulting from scanning colored paper or newspaper originals.
Layout	This provides access to Normal, 2 Up, 4 Up, ID Card Copy, Book Copy, Booklet Creation, Poster Copy and Clone Copy.
Collation	Use to select collated or uncollated output.
Original Size	Use to specify the size of the image to be copied.

   Press **Back** to return to the Copy screen.
5. Enter the number of copies required using the keypad and then press **Start**.

Press the **Job Status** button on the Control Panel to display status information about the job or to delete the job from the list.

Printing a Document

1. Ensure that the correct Xerox WorkCentre 3550 print driver has been installed on your workstation. To install the print drivers refer to Install Printer Software on page 16.

    You can also access the print drivers by referring to the Software CD supplied with your machine, or you can download the latest versions from the Xerox website at www.xerox.com/support.

2. Open the document to be printed. Click **File > Print** and select the *Xerox WorkCentre 3550* from the list of printers displayed.

3. To change the default printing properties click **Properties**.

    The print driver has various tabs that contain options and properties.

    -   Use the **Basic** tab to choose the image size and orientation, the image quality setting required, layout options such as poster and booklet creation, and 2 sided printing options.

    -   Use the **Paper** tab to select the number of copies and the paper size and type required. Scaling options can also be selected.

    -   The **Graphics** tab enables you to adjust the look of your prints. You can darken text, print text in black only, adjust True Type font settings and use the Toner Save option.

    -   Use the **Advanced** tab to add watermarks or overlay text to pages, change the print order, or to access the Job Settings to change the print mode to **Proof** or **Secure Print**.

    -   The **Xerox** tab provides version and copyright information and a link to the Xerox Website.
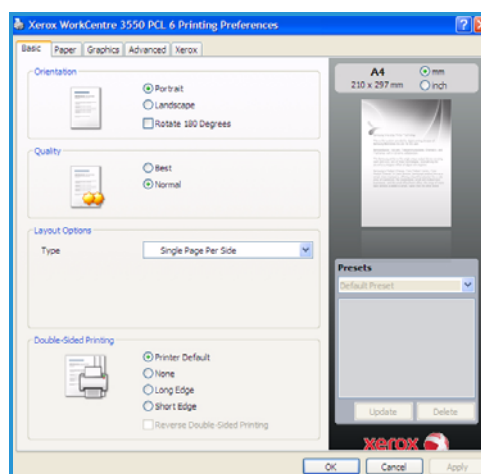
    Choose the options required for your Print job and click **OK** to print the document.

4. The print job will be sent to the machine and will appear in the job list.

Press the **Job Status** button on the Control Panel to display status information about the job or to delete the job from the list.

Banner Sheet

The machine can print a banner sheet with every print job. Use the following instructions to enable or disable the Banner Sheet at the machine.

1. Press **Machine Status** on the control panel.
2. Press the up/down arrows to highlight **System Setup** and press **OK**.
3. Enter the Administrator's Password using the keypad. The default is **1111**.

    Note: You may have to press the **1** key several times to enter the '1'.

    After entering a character press the **Right** arrow button to enable the next character to be entered, or wait 2 seconds between presses. Continue entering characters until the full password has been entered and press **OK**.
4. Press the up/down arrows to highlight **Machine Settings** and press **OK**.
5. Press the up/down arrows to highlight **Banner Sheet** and press **OK**.
6. Press the up/down arrows to highlight **Enable** or **Disable** and press **OK**.
7. Press **Stop** to save and exit.

Sending a Fax

1. Load the documents to be faxed face up in the Document Feeder or face down to the rear left corner of the Document Glass.
2. Press the **Fax** button on the control panel.
3. Select the Fax features required for the job.

   Press **Menu** and use the up/down arrows to highlight the feature required and press **OK**. Select the setting required and press **OK**. The following features are available:

Lighten/Darken	This provides manual control to adjust the lightness or darkness of the scanned images.
Background Suppression	Use to automatically reduce or eliminate the dark background resulting from scanning colored paper or newspaper originals.
Resolution	A higher resolution produces better quality for photos. A lower resolution reduces communication time.
Original Size	Use to specify the size of the image to be scanned.
Multi Send	Use this feature to send a fax to multiple locations.
Delayed Start	Use to set your machine to send a fax at a later time.
Priority Send	Use when a high priority fax need to be sent ahead of reserved operations.
Forward	Use to set the machine to forward a received or sent fax to another fax, e-mail or server destination.
Secure Receive	Use to restrict printing of received faxes when the machine is unattended.
Add Page	Use to add additional documents to a delayed fax job which is saved in memory.

   Press **Back** to return to the Fax screen.
4. If the originals are 2 Sided, press the **2 Sided** button on the control panel. Select the **2 Sided** option required using the up/down arrows and press **OK**.
5. Enter the recipient's fax number by:
   - **Keypad Dial:** Enter the number using the keypad.
   - **Manual Dial:** Allows you to get the dial tone before entering the fax number.
   - **Pause / Redial:** Allows you to send to the last number or list of numbers dialed.

- **Address Book:** Select the **Address Book** button to access the fax address book and add recipients. Select **Search & Dial** and then **Speed Dial** or **Group Dial**. Enter an ID using the keypad and select **OK**. A list of matching entries is displayed. Select an entry to add to the recipient list.

6. Press **Start** to transmit your fax.

Press the **Job Status** button on the Control Panel to display status information about the job or to delete the job from the list.

Scanning

Scanning enables you to scan your hard copy documents and store them as electronic files.

Refer to the System Administrator Guide for information about Scanning setup.

1. Load the documents to be scanned face up in the Document Feeder or face down to the rear left corner of the Document Glass.
2. Press the **Scan** button on the control panel. The following Scan options are available:
   - **USB:** Using this option, you can scan an image and store it to a USB Memory Device.
   - **Local PC:** This option is used if the machine is connected to a PC via USB cable. The scanned data will be stored in the connected computers **My Documents** folder.
   - **Network PC:** Using this option the scanned data will be stored to a networked PC, in the **My Documents** folder.
   - **SMB:** Using this option, you can scan an image and upload it to a shared folder on an SMB server.
   - **FTP:** Using this option, you can scan an image and upload it to an FTP server.

   Press the up/down arrows until the scan option required highlights.
3. If the originals are 2 Sided, press the **2 Sided** button on the control panel. Select the **2 Sided** option required using the up/down arrows and press **OK**.
4. Press **Menu** to customize Scan settings. Use the up/down arrows to highlight the feature required and press **OK**. Select the setting required and press **OK**.

The following features are available:

File Format	Sets the file format in which the image is to be saved.
Output Color	Sets the color mode.
Lighten/Darken	This provides manual control to adjust the lightness or darkness of the scanned images.
Background Suppression	Use to automatically reduce or eliminate the dark background resulting from scanning colored paper or newspaper originals.
Original Type	Use to improve the image quality by selecting the document type for the originals.
Resolution	A higher resolution produces better quality for photos. A lower resolution reduces communication time.
Original Size	Use to specify the size of the image to be scanned.

5. Press **OK**. If *Not Available* is displayed, check the connection.
6. If necessary, press the up/down arrows to highlight the **Login ID** you want and press **OK**. Enter the **Password** using the keypad and press **OK**.
7. Press the up/down arrows to highlight the scan destination or server you want and press **OK**. For **Local PC** and **Network PC** scanning, the default setting is **My Documents**.
8. Press **OK** to scan your originals.
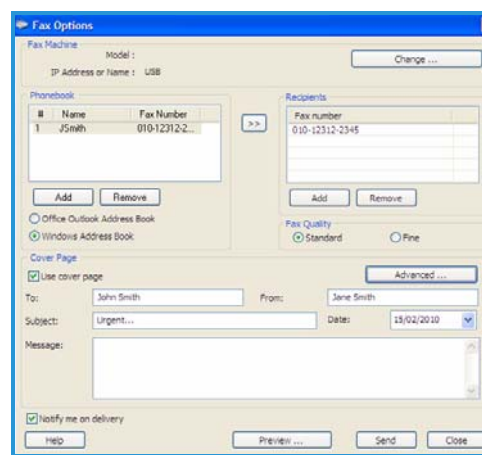
Press the **Job Status** button on the Control Panel to display status information about the job or to delete the job from the list.

Sending an E-mail

1. Load the documents to be e-mailed face up in the Document Feeder or face down to the rear left corner of the Document Glass.
2. Press the **E-mail** button on the control panel.

   If Authentication is enabled, enter your **Login ID** and **Password** (if required).
3. When **Enter From Address:** appears, enter the sender's e-mail address and press **OK**.

   If **Send to Myself?** appears, press the left/right arrows to highlight **Yes** or **No** and press **OK**.
4. When **Enter Destination Addresses:** appears, enter the recipient's e-mail address and press **OK**.

   Use the **.com** button to add commonly used address text to the e-mail address, for example *.com* or *@yourdomainname.com*. Press the **.com** key repeatedly until the text required is displayed and press **OK**.

   Note: The *Smart Key* text can be customized using CentreWare Internet Services, refer to the User Guide for instructions.

   Press the down arrow and enter additional e-mail addresses if required and press **OK**.
5. If **File Format** appears, highlight the file format required and press **OK**.
6. Enter an e-mail subject and press **OK**.
7. When **Ready to E-mail** appears you can add additional recipients, press **Menu** to select additional features or press **Start** to scan your originals.

   To add additional recipients, highlight **Add Another Address** and enter the address required.
8. To customize E-mail settings, press the **Menu** button. Use the up/down arrows to highlight the feature required and press **OK**. Select the setting required and press **OK**.

   The following features are available:

File Format	Sets the file format in which the image is to be saved.
Lighten/Darken	This provides manual control to adjust the lightness or darkness of the scanned images.
Output Color	Sets the color mode.
Original Type	Use to improve the image quality by selecting the document type for the originals.
Background Suppression	Use to automatically reduce or eliminate the dark background resulting from scanning colored paper or newspaper originals.

Resolution	A higher resolution produces better quality for photos. A lower resolution reduces communication time.
Original Size	Use to specify the size of the image to be scanned.

Press **Back** to return to the E-mail screen.

9. If the originals are 2 Sided, press the **2 Sided** button on the control panel. Select the **2 Sided** option required using the up/down arrows and press **OK**.

10. Press **Start** to scan your originals.

Note: You can press **Start** at anytime after entering a sender and a recipient e-mail address.

If you logged in as an authenticated user, press the **Stop** button to logout.

Press the **Job Status** button on the Control Panel to display status information about the job or to delete the job from the list.

Fax from PC

You can send a fax from your PC without going to the Xerox WorkCentre 3550. To send a fax from your PC, you need to install the Printer software. The Fax from PC function is installed at the same time as the printer driver. Refer to Install Printer Software on page 16 for instructions.

1.   Open the document you want to send. Click **File > Print** and select the **Xerox MFP PC Fax** from the list of printers displayed.
2.   Select **OK**.
3.   Select the options required for the fax job:
    - **Phonebook**: If using the *Windows Address Book*, select a recipient from the list or add a new recipient using the **Add** button. Select the arrow button to add recipients to the Recipient list. If using the *Outlook Office Address Book*, select a recipient from the list and use the arrow button to add recipients to the Recipient list. Use the **Add** and **Remove** buttons to edit your Recipient list.
    - **Fax Quality**: Select *Standard* or *Fine* fax quality.
    - **Cover Page**: If a cover page is required, select the **Cover Page** checkbox. Enter the cover page details required. Use the **Advanced** button to import a cover page.
    - **Date**: Select a date for the fax job.
    - **Notify on Delivery**: Select this checkbox to receive notification that your fax has been delivered to the recipients.
    - **Preview**: Use this option to view the cover page and fax document which will be sent.
4.   Click **Send** to send the fax.
    The fax job is sent to the machine over the network or USB connection, then faxed to the destination using the machine's fax line.

Using the USB Port

USB memory devices are available with a variety of memory capacities to give you more room for storing documents, music and videos, high resolution photographs, and other files.

You can scan a document and store it on your USB memory device, or you can print files directly from the USB memory device. You can print TIFF, JPEG, PDF, PCL, PS, TXT and PRN files.

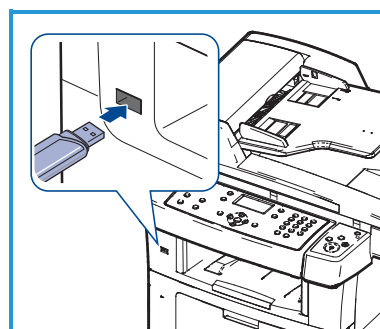Refer to the System Administrator Guide for information about USB Port setup.

Check your USB Memory Device is within specification. Your machine supports USB memory devices with FAT16/FAT32 and sector size of 512 bytes.

- You must use only an authorized USB memory device with an A plug type connector.
- Use only an USB memory device with metal-shielded connector.
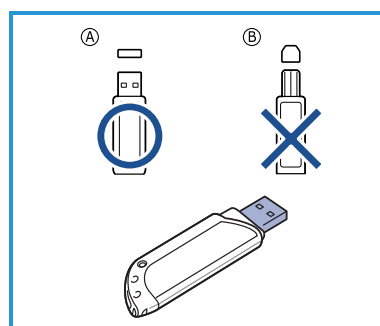
Scan to USB

1. Insert the USB memory device into the USB memory port on your machine.
2. Load the documents to be scanned face up in the Document Feeder or face down to the rear left corner of the Document Glass.
3. Press the **Scan** button on the control panel.
4. Press the up/down arrows to highlight **USB** and press **OK**.
5. If the originals are 2 Sided, press the **2 Sided** button on the control panel. Select the **2 Sided** option required using the up/down arrows and press **OK**.
6. When the device is in the ready state, either press **Start** to scan your originals or press **Menu** to customize Scan settings. Use the up/down arrows to highlight the feature required and press **OK**. Select the setting required and press **OK**.

The following features are available:

File Format	Sets the file format in which the image is to be saved.
Output Color	Sets the color mode.
Lighten/Darken	This provides manual control to adjust the lightness or darkness of the scanned images.
Background Suppression	Use to automatically reduce or eliminate the dark background resulting from scanning colored paper or newspaper originals.
Original Type	Use to improve the image quality by selecting the document type for the originals.
Resolution	A higher resolution produces better quality for photos. A lower resolution reduces communication time.
Original Size	Use to specify the size of the image to be scanned.

7.   Press **Start** to scan your originals.

The job is saved to the USB memory device. After scanning is complete, you can remove the USB memory device from the machine.

Print from USB

1.   Insert the USB memory device into the USB memory port on your machine.
2.   Press the up/down arrows to highlight **Print from USB** and press **OK**.
   Your machine automatically detects the device and reads data stored on it.
3.   Press the up/down arrows until the folder or file you want highlights and press **OK**.
     If you see **+** in the front of a folder name, there are one or more files or folders in the selected folder.
     If you selected a folder, press the up/down arrows until the file you want highlights and press **OK**.
4.   Press the up/down arrows to select the number of copies to be printed or enter the number.
5.   Press **OK** or **Start** to start printing the selected file.
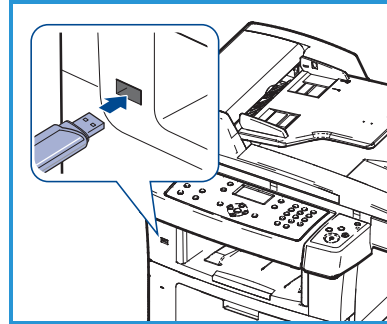
Enhance Productivity

The WorkCentre 3550 is a powerful multi-function machine with many digital functions integrated into one system. It is designed to support small or large workgroups in different production environments. You can do more with less and streamline your workflow with these productivity enhancing features.

Excellent Quality and Speed

- You can print with a resolution of up to 1200 dpi effective output.
- Your machine prints A4-sized paper at up to 33 ppm, and letter-sized paper at up to 35 ppm.
- For 2 sided printing, your machine prints A4-sized paper at up to 17 ipm and letter-sized paper at up to 18 ipm.

Create Professional Documents

- Print Watermarks. You can customize your documents with words, such as "Confidential".
- Print Posters. The text and pictures of each page of your document are magnified and printed across several sheets of paper and can then be taped together to form a poster.
- You can use pre-printed forms.

Save Time and Money

- To save paper, you can print multiple pages on one single sheet of paper.
- To save paper, you can print on both sides of the paper.
- This machine automatically conserves electricity by substantially reducing power consumption when not in use.

Scan and Retrieve Images

- Scan in color and use the precise compressions of JPEG, TIFF and PDF formats.
- Quickly scan and send files to multiple destinations using Scan.

Send E-mails

- Scanned documents can be sent as E-mail attachments to a specified E-mail recipient or recipients.
- Access to the E-mail features is gained using the E-mail button on the Control Panel.
- This is an excellent feature for scanning documents for your own use. Simply select the E-mail button, enter your own E-mail address and scan the document. Moments later it will be in your E-mail Inbox.

Set a Fax Transmission Time

- You can specify a certain time to transmit the fax and also send the fax to several stored destinations.
- After the transmission, the machine may print out the fax reports according to the setting.

USB Memory Devices

- If you have a USB memory device, you can use it in various ways with your machine.
- You can scan documents and save them on the USB memory device.
- You can directly print from the USB memory device.

Remote Administration

- Your machine contains its own CentreWare Internet Services site. The site is accessed from your web browser.
- As a user, you can obtain information about the machine, and any jobs sent to the machine, from the comfort of your own desktop.
- The various tabs on the web page contain different options to access status information, media information and the administrator setups.
- You can even send a print-ready job over the Internet with this feature.
- Simply open your web browser and enter the IP Address of the machine.

Troubleshooting

A variety of situations can affect the quality of your output. For optimal performance, ensure the guidelines in the User Guide are followed. The documentation and the fault messages on the machine help to locate and resolve a problem easily.

Some problems can be resolved by switching the machine off and on. Wait approximately 20 seconds before switching the machine on. If after rebooting your machine the problem has not been resolved, use the information below to identify solutions.

Problem	Solution
The machine will not power on	• Check to see that the machine is not in Power Saver Mode as indicated by the green light on the Control Panel. Press a control panel button to reactivate. • Check to see that the Power Cord is correctly installed. • Locate the ON/OFF button at the rear of the machine. Press the ON/OFF button to ON (I).
Documents will not feed through the Document Feeder	• Ensure that all staples or paper clips have been removed from the originals. • Ensure the Document Feeder is not overloaded. Maximum 60 documents. • Ensure that the edge guides are adjusted to touch the sides of the originals.
The machine will not print from a workstation	• Make sure that the machine is connected to a workstation via a USB cable, or connected to a network. • Make sure that an active network cable is connected to the workstation. • Check that the Network Setup is correct. Refer to Connecting to the Network on page 13.
Cannot send an E-mail	• Check if the machine is connected on the network as a printer. • Check that E-mail is enabled. Refer to E-mail Setup on page 19.

Problem	Solution
Paper jams	• Load the paper in the paper trays with the seam side of the paper up. • Load the paper in the Bypass Tray with the seam side down. • If the paper curls excessively, flip the paper over in the applicable paper tray. • Fan paper before inserting it into a paper tray. • Use paper from a fresh package.
Cannot fax a document	• Ensure your machine is connected to a working telephone line and check for a dial tone. • Check that Fax is enabled. Refer to Configure the Machine on page 6.

Paper Jams

If a jam occurs a warning is displayed. The jammed paper should be cleared from each of the jam areas. To avoid tearing the paper, pull the jammed paper out slowly and gently. If the paper does tear, ensure all small pieces of paper are removed from the machine. Use the instructions on the display and the following information to check and clear each of the machine areas.

Paper Trays or Bypass Tray

• Pull out the tray and remove the jammed paper by gently pulling it straight out.
• Insert the tray back into the machine.
• If using the Bypass Tray and the paper is not feeding correctly, pull the paper out of the tray and reload.

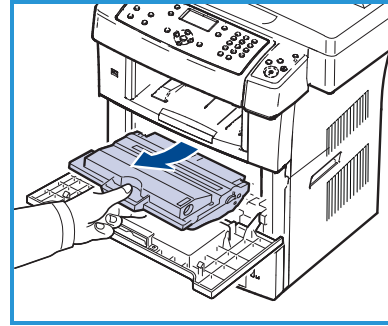If paper is difficult to remove, refer to Paper Path on page 37.
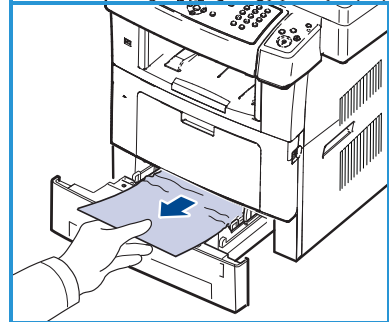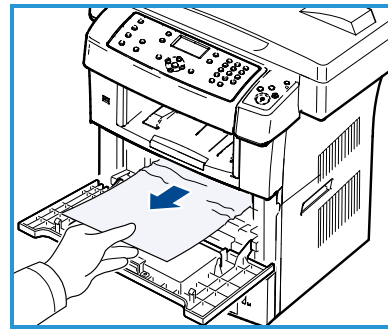
Paper Path

⚠️ **CAUTION:** The fuser area is hot. Take care when removing paper from the machine.

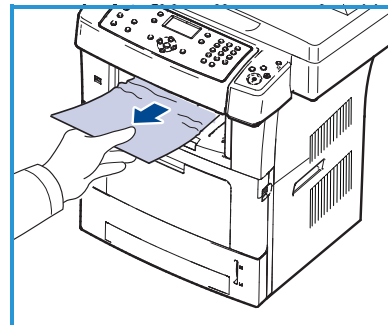- Open the front door and pull the print cartridge out by lightly pushing it down.

- Remove the jammed paper by gently pulling it straight out.
- Replace the print cartridge and close the front door. Printing automatically resumes.


Output Area

- Gently pull the paper out of the output tray.

Duplex Area

The duplex unit is located on the back of the machine. If it is not inserted correctly, a paper jam may occur. Make sure that the duplex unit is inserted correctly.

- Pull the duplex unit out of the machine and remove the jammed paper.
- If the paper does not come out with the duplex unit, remove the paper from the bottom of the machine.
- Insert the duplex unit into the machine.
- If you still do not see the paper, open the rear door and unfold the duplex guide fully. Pull the jammed paper out. Fold the duplex guide and close the rear door.
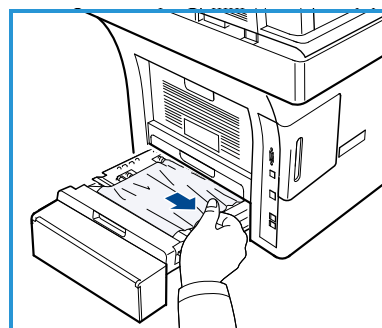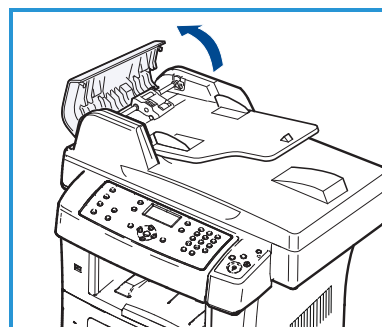
For further information about jam clearance and troubleshooting, refer to the User Guide.
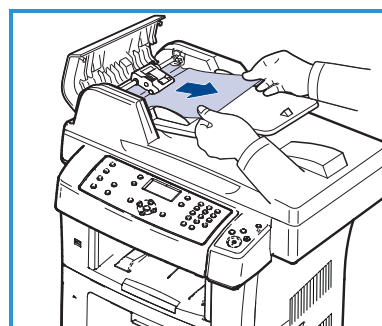
Document Jams

The display will indicate when a document jam has occurred. Follow the instructions on the display and remove all the documents from the Document Feeder and Document Glass.
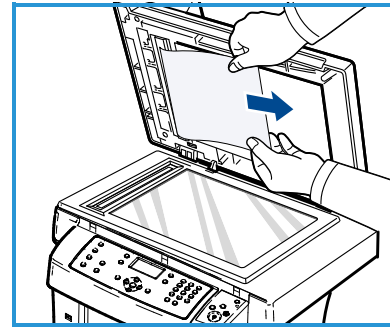
- Lift the Document Feeder cover.

- Gently remove the jammed document from the Document Feeder.
- Close the Document Feeder cover.

- Lift the Document Feeder. Remove any paper from the feed area by carefully pulling it to the right using both hands.
- Close the Document Feeder.

For further information about jam clearance and troubleshooting, refer to the User Guide.

Further Assistance

For any additional help visit our customer web site at www.xerox.com or contact the *Xerox Support Center* quoting the machine serial number.

Xerox Support Center

If a fault cannot be resolved by following the display instructions, check the Troubleshooting section of the User Guide. It may help to solve the problem quickly. If the problem persists, contact the *Xerox Support Center*. The *Xerox Support Center* will want to know the nature of the problem, the machine serial number, the fault code (if any) plus the name and location of your company.

Locating the Serial Number

Locate the machine's serial number by taking the following steps:
1. Press **Machine Status** on the control panel.
2. Press the up/down arrows to highlight **Machine Information** and press **OK**.
3. Press the up/down arrows to highlight **Serial Number** and write down your machine's serial number.
4. Press **Stop** to return to ready mode.

The serial number is also located on the inside of the front door on the machine.

Printing a Machine Report

You can print the machine's information and job report.

1.   Press **Machine Status** on the control panel.
2.   Press the up/down arrows to highlight **Information Pages** and press **OK**.
3.   To print all reports and lists, select **All Pages** and press **OK**. Press the left/right arrow to highlight **Yes** at the **Print?** prompt and press **OK**.

You can use CentreWare Internet Services to print the machine's configuration report or browse the status. Open a web browser at the networked computer and type the machine's IP address. When CentreWare Internet Services opens, click **Information > Print Information**.

Documentation

Most answers to your questions will be provided by the documentation that is supplied on CD with the Xerox WorkCentre 3550. Alternatively you can access the documents from www.xerox.com/support.

- User Guide - contains instructions and information about all the features on the machine.
- System Administration Guide - provides detailed instructions and information about connecting your machine to the network and installing optional features.