

XEROX  
**WorkCentre Pro 421**  
User Guide

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THE DOCUMENT COMPANY  
**XEROX**<sup>®</sup>

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographical errors will be corrected in subsequent editions.

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# 1 *About This Guide*

Thank you for purchasing the *WorkCentre Pro 421*. The *WorkCentre Pro 421* is designed for ease of use, but to use your machine to its fullest potential, take some time to read the User Documentation.

# Finding Information in the User Guide

---

The User Guide contains the following sections:

- Table of Contents  
Use the Table of Contents to find topics easily.
- About this Guide - Chapter 1  
Describes the information in this User Guide.
- Product Overview - Chapter 2  
Describes the system and hardware features of the machine and provides an overview of how the machine operates. Each key on the Control Panel is also described.
- Copy - Chapter 3  
Describes the procedures for loading and copying originals. It also includes instructions for using the copy features available.
- Print - Chapter 4  
Describes the procedure for printing from a PC and an overview of the printer driver features.
- Maintaining the Product - Chapter 5  
Provides maintenance and cleaning procedures necessary to ensure optimum product performance. Includes instructions for ordering and replacing consumables.
- Basic Troubleshooting - Chapter 6  
Guides the user through problem solving and provides a list of error codes, messages and recommended corrective actions.
- Machine Defaults and Setups - Chapter 7  
Gives step by step instructions on how to access machine setups and change the machine defaults.
- Safety Notes - Appendix A  
Provides safety procedures and approval certification information for the product.

- Specifications - Appendix B

Provides information on the machine specifications. Use this chapter to ensure all materials being used are within specification.

- Index

Refer to the Index to locate specific information.

# Customer Support

---

If after product installation further assistance is required, please call our experts at the Xerox Welcome Centre or your local representative. When telephoning please quote the machine serial number. Use the space below to make a note of the machine serial number:

# \_\_\_\_\_

The serial number is located inside the front door.



Serial Number Plate

You will be provided with the Xerox Welcome Centre or local representative telephone number when the *WorkCentre Pro 421* is installed. For convenience and future reference, please record the telephone number in the space below:

Welcome Centre or local representative Telephone Number:

# \_\_\_\_\_

# Conventions

---

Throughout this *User Guide*, there are some terms that are used interchangeably:

- *Document* is synonymous with *original*.
- *Button* is synonymous with *key*.
- *Page* is synonymous with *sheet*.
- *WorkCentre Pro 421* is synonymous with *the machine*.

# Orientation

---

There are two types of orientation referred to in this guide, Image Orientation and Feed Orientation.

## Image Orientation

---

Image Orientation describes the direction of the image on the page. There are two types of image orientation:

### Portrait



The image is portrait when vertically aligned with the longest edge of the paper.

### Landscape



The image is landscape when vertically aligned with the shortest edge of the paper.

## Feed Orientation

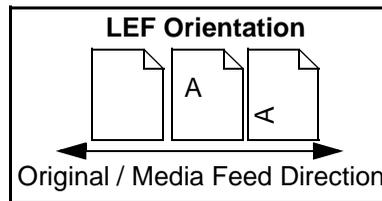
---

Feed Orientation describes the direction the originals and the media is fed through the machine. It is recommended the feed orientation of the originals matches that of the media.

There are two types of feed orientation:

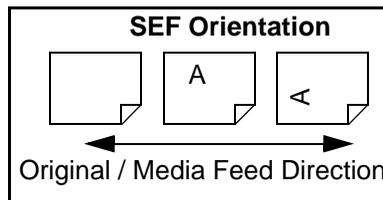
### Long Edge Feed (LEF)

When observed from the front of the machine, originals or media with the long edges to the left and right of the document feeder or paper tray.



### Short Edge Feed (SEF)

When observed from the front of the machine, originals or media with the short edges to the left and right of the document feeder or paper tray.



## Bracket Text Typeface

---

The [Bracket Text] typeface is used to emphasize the selection of a feature or key. For example:

- Select [Reduce/Enlarge].
- Select the required setting.
- Press [Enter].

## Italic Typeface

---

The *Italic* typeface is used to emphasize a word or phrase. In addition, references to other chapters and publications are displayed in *Italic typeface*. For example:

- *Always* follow safety procedures when operating the equipment.
- Refer to “*Document Glass and Constant Velocity Transport Glass*” on page 5-3, for information about cleaning the document glass.
- For more information about the network options available, refer to the *System Administrator Guide*.

## Quick Pathway

---

### Quick Pathway

- Load originals.
- Press [Features].
- Select the Copy features required.
- Press [Start].

In addition to the step by step instructions available throughout this User Guide, a summary of the steps is contained in the Quick Pathway at the beginning of a chapter or section. After becoming familiar with the procedures for a particular feature, the Quick Pathway is a useful reminder of the steps required to access a particular feature.

## Notes

---

Notes are statements that provide additional information. For example:

---

**NOTE:** Under normal conditions the machine should be powered on 24 hours a day.

---

## Hints

---

Hints help users perform a task. For example:



---

**HINT:** Before loading paper into the paper tray fan the edges. This separates any sheets of paper that may be stuck together and reduces the possibility of paper jams.

---

## Cautions

---

Cautions are statements that suggest *mechanical* damage may be the result of an action. For example:



---

**CAUTION:** When cleaning the *WorkCentre Pro 421*, do not use organic solvents or aerosol cleaners.

---

## Warnings

---

Warnings are statements that alert users to the possibility of personal injury. For example:



---

**WARNING:** This product must be connected to a protective earthing circuit.

---

## Related Information Sources

---

Information available for the *WorkCentre Pro 421* consists of:

- This *User Guide*
- The *Quick Start Guide*
- The *Customer Training CD*
- The *System Administrator Guide*



## 2 *Product Overview*

This chapter provides an overview of the *WorkCentre Pro 421*'s hardware features and operation. The Control Panel is discussed and each key is defined.

# System Overview

---

The *WorkCentre Pro 421* is a digital device capable of copying and printing.

When you switch on the power and the system has warmed up, the machine is in the Ready mode and is ready to use.

Ready mode is where the LCD screen is visible and ready to be programmed for a job. The message displays “Ready to copy”:

## Copy Walk-up Screen

Ready to copy	1
Paper : Auto	L/D : Auto
Output : Collated	R/E : 100%
<b>Added Features</b>	▼

When an action completes successfully, the machine returns to Ready mode.

You can change the default settings of the machine by pressing the Machine Status key.

---

*HINT: Refer to “Machine Defaults & Setups” on page 7-1 for detailed instructions on how to change these setups.*

---

---

**NOTE:** Depending on your machine configuration some features and functions may not be available. The following pages give specific configuration information.

---

## Using Department Codes

---

If the Department Code function has been enabled and individual Department Codes have been setup, the Ready mode screens prompt users to enter a Department Code before access to the machine is allowed.

- Press the [Features] key.
- Using the numeric keypad, enter your Department Code.

<b>Enter department code</b>				1
Paper :	Auto	L/D :	Auto	
Output :	Collated	R/E :	100%	
<b>Added Features</b>				▼

Each digit entered is displayed as an asterisk on the screen.

- Press [Enter].

If the code is correct access to the function is provided. If the code is incorrect the "Enter department code" message returns.

- Select the Copy key.

*****				1
Paper :	Auto	L/D :	Auto	
Output :	Collated	R/E :	100%	
<b>Added Features</b>				▼

# Identifying the Machine Configurations and Components

---

The following pages provide illustrations and descriptions of the *WorkCentre Pro 421* configurations and components.

Use the illustrations to identify your *WorkCentre Pro 421* configuration and the functions available for your machine.

Not all configurations are available in all markets. The configurations shown may change following the publication of this document.

## WorkCentre Pro 421E

---

This is a basic simplex digital copier with a document glass, a single paper tray, a bypass tray and a stand.

Additional Memory can be purchased as an option.

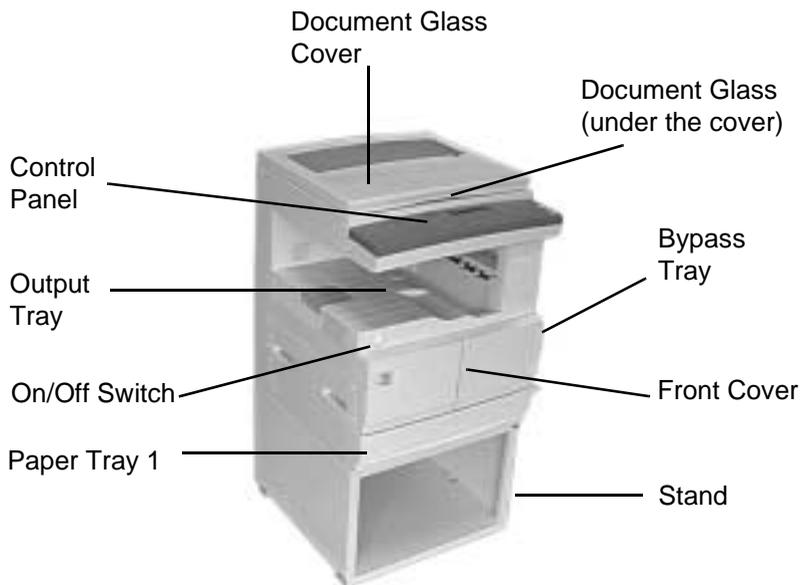


Figure 1

# WorkCentre Pro 421DE

This is a basic simplex digital copier with an automatic document feeder, a single paper tray, a bypass tray and a stand.

Additional Memory can be purchased as an option.

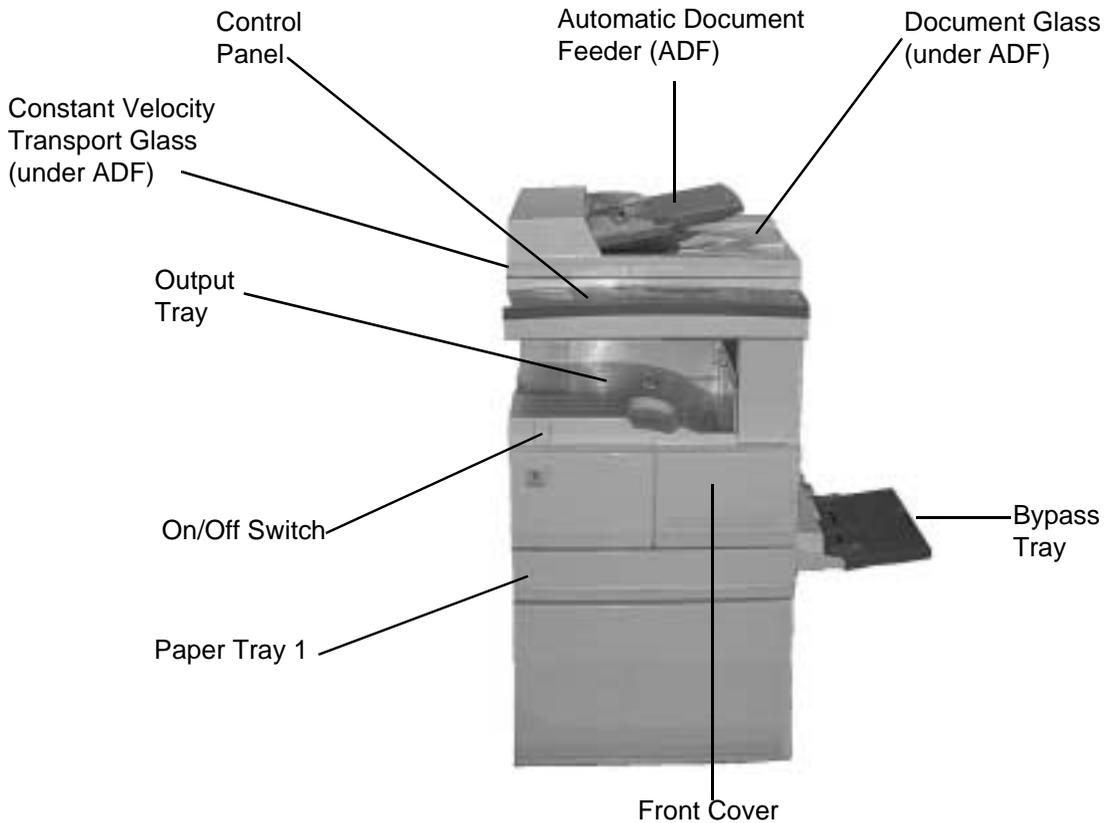


Figure 2

# WorkCentre Pro 421DEi - European Product

This is a digital copier with an automatic duplex unit, a duplex automatic document feeder, a single paper tray, a bypass tray, and a stand.

Additional Memory can be purchased as an option.

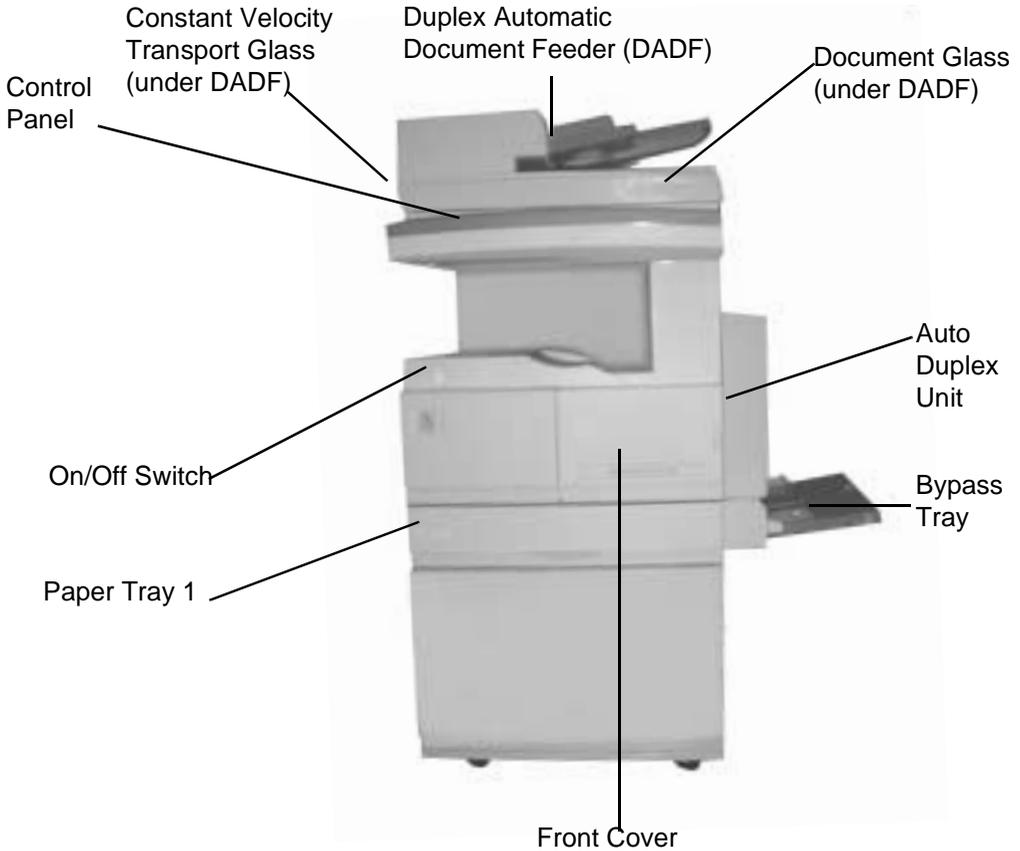


Figure 3

# WorkCentre Pro 421DEi - North American Product

This is a digital copier with an automatic duplex unit, a duplex automatic document feeder, two paper trays, a bypass tray and a stand.

Additional Memory can be purchased as an option.

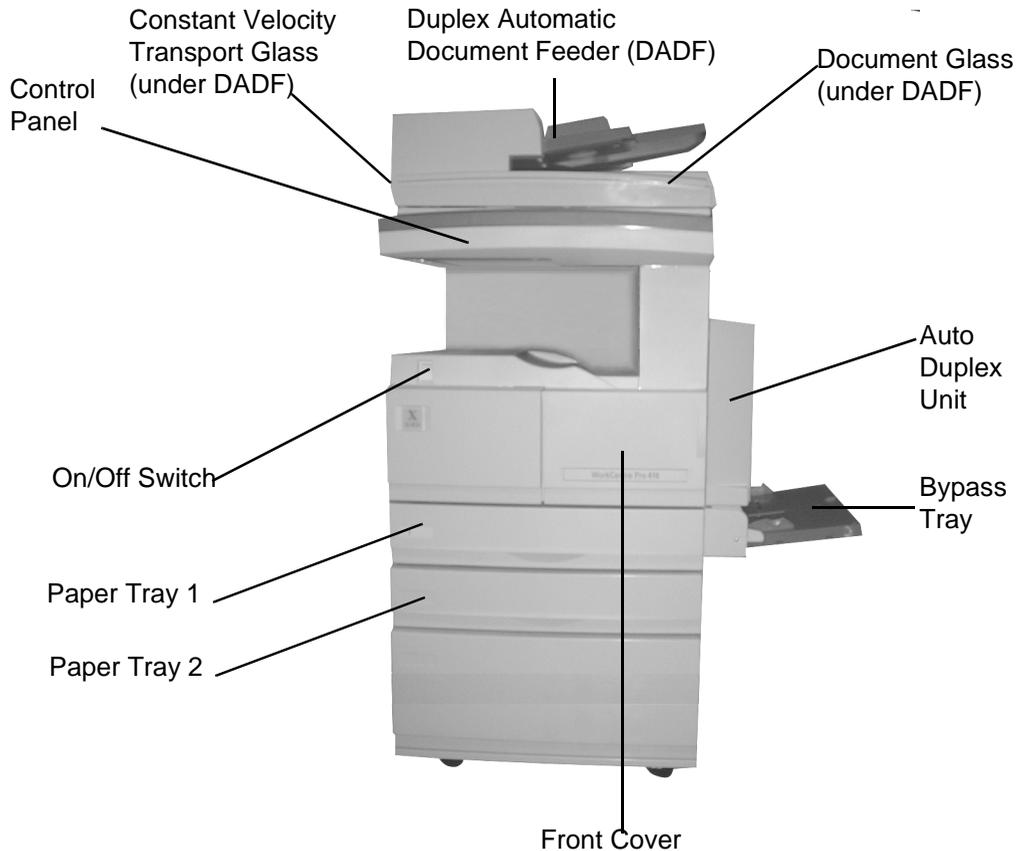


Figure 3

# WorkCentre Pro 421Pi

This is a digital copier and printer, with an automatic duplex unit, an offset catch tray, a duplex automatic document feeder, two paper trays and a bypass tray.

Additional Memory can be purchased as an option.

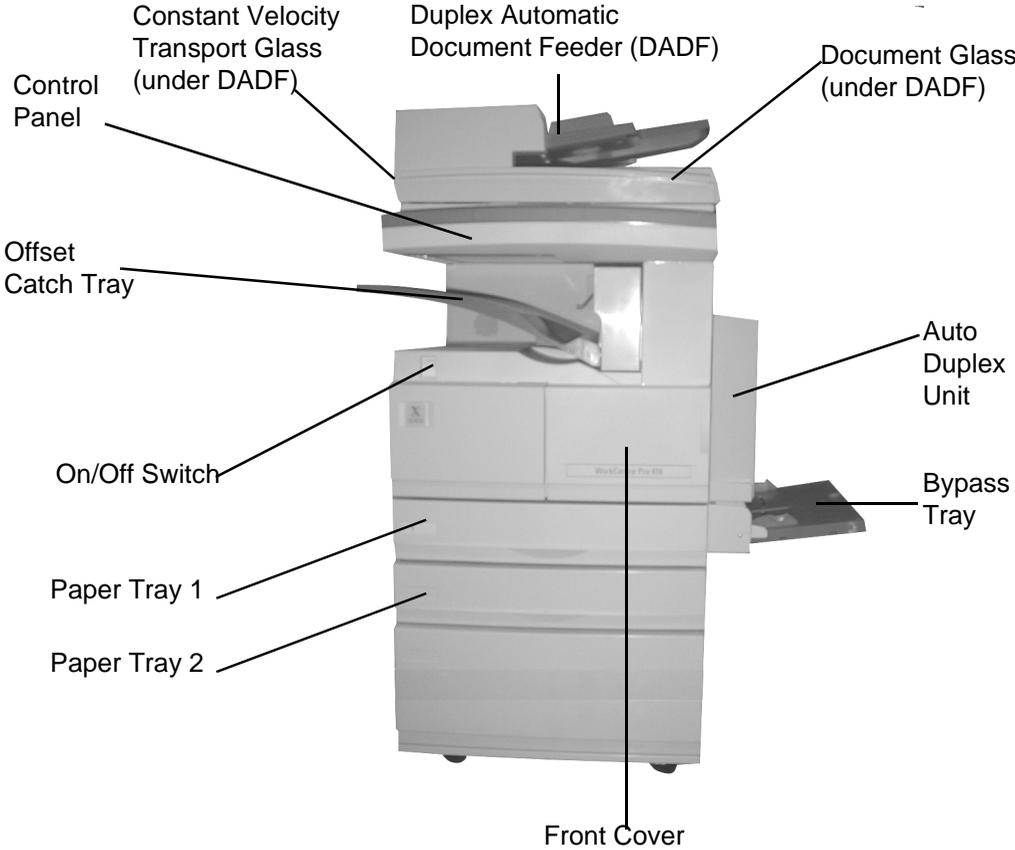


Figure 4

## **Automatic Document Feeder (ADF)**

---

The ADF automatically separates and feeds originals from the input tray.

## **Duplex Automatic Document Feeder (DADF)**

---

The DADF automatically separates and feeds originals from its input tray. When scanning two-sided originals, after scanning the first side, the original is inverted to enable the second side to be scanned.

## **Constant Velocity Transport (CVT) Glass**

---

The Constant Velocity Transport (CVT) glass is the narrow strip of glass located at the left side of the document glass. When originals are fed from the document feeder (ADF or DADF), the CVT glass automatically scans the images into memory. This does not apply to originals placed on the document glass.

## **Auto Duplex Unit (ADU)**

---

Makes two-sided copies from one-sided and/or two-sided originals.

## **Offset Catch Tray (OCT)**

---

The Offset Catch Tray separates jobs for easy retrieval. The tray holds a maximum of 250 sheets of 80 g/m<sup>2</sup> (20lb) paper.

## **Paper Trays 1 and 2**

---

Located at the front of the machine these trays can each hold a maximum of 550 sheets of 80 g/m<sup>2</sup> (20lb) paper.

---

*HINT: Refer to Appendix B - Specifications for more information about approved media.*

---

## Bypass Tray

---

The Bypass Tray is for loading special paper, transparencies, labels and cardstock. There is an extension tray that can be pulled out to enable larger size paper to be fed.

*HINT: Refer to Appendix B - Specifications for more information about approved media.*

---

## Optional Additional Memory

---

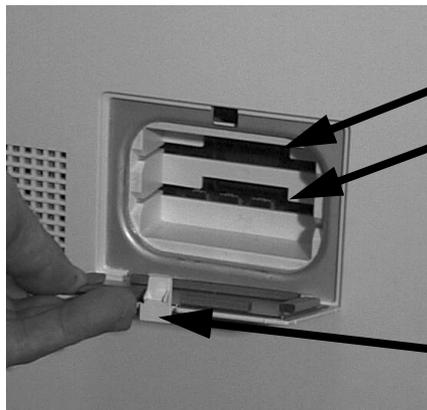
Two extra memory cards are available with 64mb on each. There is a door on the back of the machine that provides access to the memory card slots.

Use the following procedure to insert additional memory cards into the memory slots:

**CAUTION: Switch off the power and disconnect the power cord from the outlet prior to installing additional memory. These components may be susceptible to Electro-Static Discharge (ESD). Observe all ESD procedures to avoid damage.**

---

- Switch off the power and disconnect the power cord from the outlet.
- Locate the Memory Card slot cover at the rear of the machine and open the cover.
- Remove any protective packaging from the memory cards and slide each card into a Memory Card slot.
- Close the Memory Card slot cover.
- Reconnect the power cord and switch on the machine.

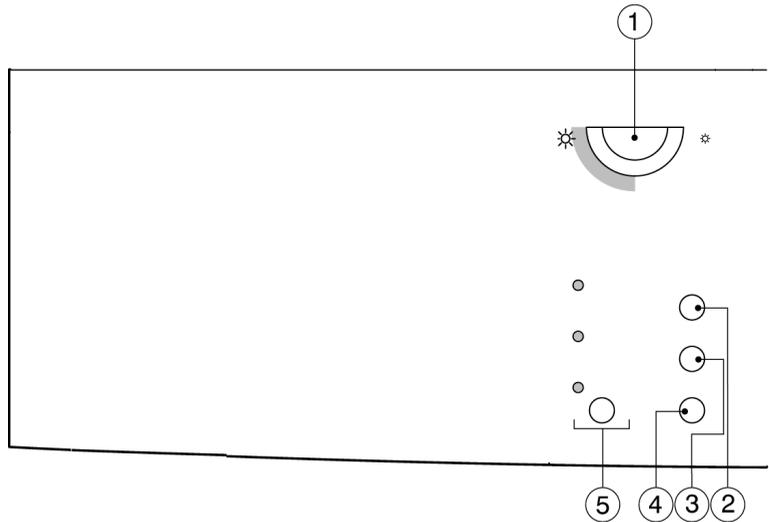


Memory cards are inserted into these slots

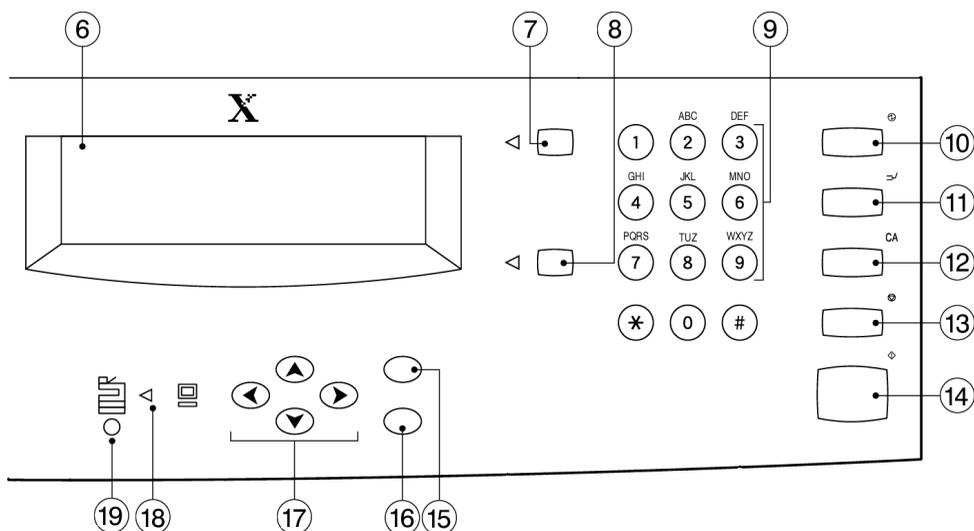
Memory Card slots cover

# Control Panel Components and Function Keys

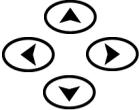
The Control Panel keys and functions available depend on your *WorkCentre Pro 421* configuration.



Item	Description	Function
1	Contrast Adjuster	Adjusts the brightness and darkness of the LCD display. When it is turned clockwise, the LCD becomes lighter and turned anticlockwise, the LCD becomes darker.
2	Lighten/Darken	Select to adjust the image contrast.
3	Reduce/Enlarge	Select to reduce or enlarge the original image on the copy paper.
4	Paper Supply	Select to change the paper tray you want to use.
5	Original Type	Select the type of original to be scanned to improve image quality.



Item	Description	Function
6	LCD Display	Displays the status of the machine, operation process, various instructions and messages.
7	Features 	This key gives access to the screens which enable you to program features.
8	Machine Status 	Select to change or view the various default settings of the machine and paper trays. Printer defaults are also accessible via Machine Status. To exit Machine Status press Features.
9	Numeric Keys (0 to 9, *, #)	Use these keys to enter numeric values when programming features and settings.
10	Energy Saver 	Press to enter the Sleep Mode. Once selected, the light next to the key is illuminated. To exit Sleep Mode press the key again.
11	Interrupt 	Press to suspend the current job so that another job can be performed. During the job interruption, the light next to the key is illuminated. When the key is pressed again, the interrupted job proceeds. If this key is pressed again during a print job, the print job will pause to allow a copy job to be run.
12	Clear All <b>CA</b>	Press once to clear the number of copies entered. Press twice to clear all features selected in the Copy function.

Item	Description	Function
13	Stop 	This key affects any active job displayed on the LCD. When pressed during copying the job is paused. Press [Start] to resume or [CA] to cancel.
14	Start 	Press this key to commence a job and start scanning the originals.
15	Enter key	Enters or saves the selected value displayed on the LCD screen.
16	Exit	Exits to the previous screen without saving any changes made to the current screen.
17	Scroll Keys 	Use these keys to scroll through the selectable choices and features on the LCD.
18	PC LED 	Illuminates when data received from a PC is being processed.
19	Alarm LED 	Illuminates when the machine has an error, jam or needs consumables.

# Power ON/OFF

---

## Powering On

---

Ensure that the machine is connected to a suitable power supply and that the power cord is fully plugged into the electrical outlet.

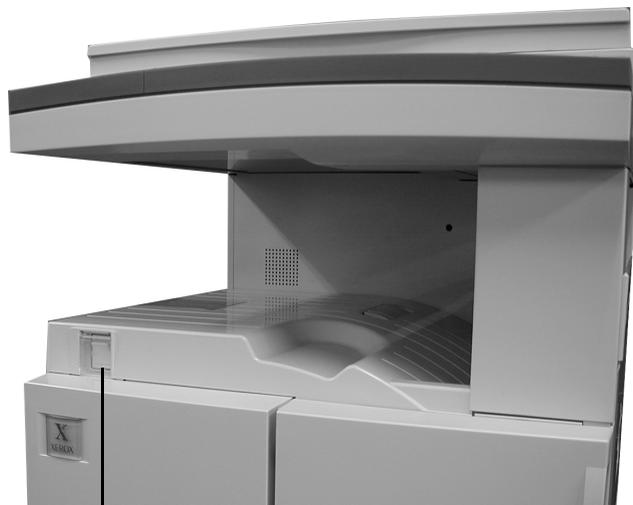
---

**NOTE:** For voltage information refer to Appendix B - Specifications.

---

The machine will begin to warm up when the switch is powered on. The power switch is located on the front of the machine.

- Locate the ON/OFF switch.
- Press I to power on the machine.



Power Switch

## Powering Off

---

The power is switched off as soon as the on/off switch is pressed to off.

For optimum performance the machine should be powered on 24 hours a day.

# Power Save

The machine has a Power Save feature which significantly reduces the power consumption during periods of inactivity. The Power Save feature operates in two modes:

- Standby Mode
- Sleep Mode (Energy Saver)

The Energy Saver light illuminates when the Sleep Mode (Energy Saver) has been selected.



Energy Saver Light

Energy Saver Key

## Standby Mode

---

As delivered, the machine automatically switches into Standby Mode 15 minutes after the last activity. In this mode, the LCD screen is visible and the message “Standby mode” is shown on the LCD screen when the *WorkCentre Pro 421* is in Features Mode. To activate the machine, press any key on the control panel or open the document glass cover or document feeder. The machine responds within 1 second and all the features are available within 30 seconds.

---

*HINT: The factory default setting of 15 minutes is customer changeable within the range of 1 to 240 minutes. For more information refer to “Changing the Default Time Setting” on page 7-5.*

---

## Sleep Mode (Energy Saver)

---

As delivered, the machine automatically switches into Sleep Mode 15 minutes after the machine enters the Standby Mode.

---

*HINT: The factory default setting is customer changeable within the range of 3 to 240 minutes, for more information refer to “Changing the Default Time Setting” on page 7-5.*

---

Alternatively, pressing the Energy Saver key on the control panel, also puts the machine into Sleep Mode (Energy Saver). To reactivate the machine, press the Energy Saver key again.

---

**NOTE:** Energy Saver is not selectable if a job has not been completed or if there is a fault such as a paper jam on the machine.

---

# Modes

There are two modes available on the machine:



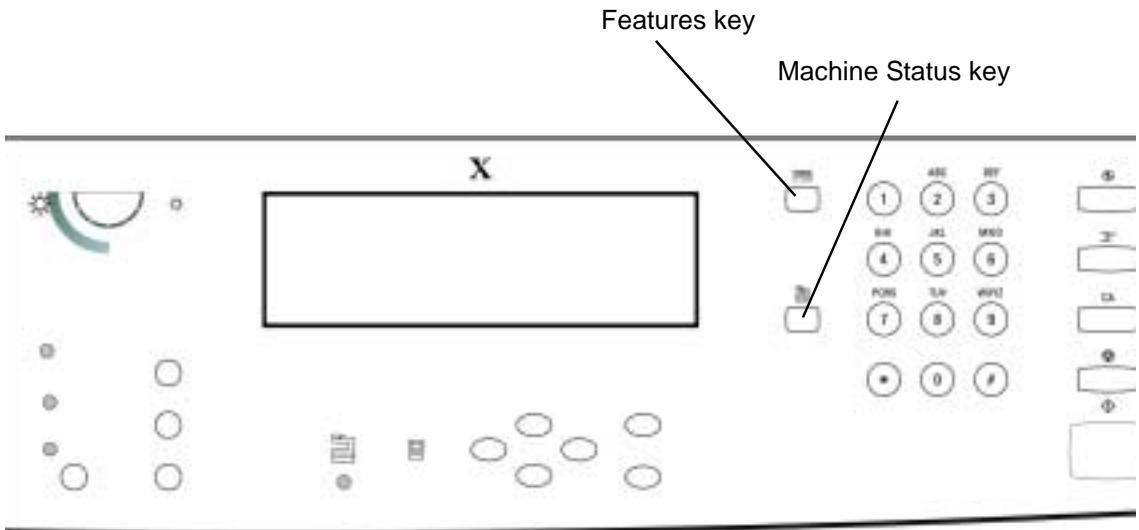
## Features

This key gives access to the screens which enable users to programme features.



## Machine Status

This key gives access to information such as paper tray size settings, machine defaults, printer defaults and machine information about the *WorkCentre Pro 421*.



## Features Key

Use the Features key to select programmable features in the Copy function.

**NOTE:** The functions available depend on the configuration of your machine.

- Press [Features] on the control panel to display Ready screen.



Ready to copy				1
Paper :	Auto	L/D :	Auto	
Output :	Collated	R/E :	100%	
<b>Added Features</b>				▼

**NOTE:** This screen is the default setting on delivery.

## Machine Status Key

Displays information about the *WorkCentre Pro 421*. Machine default values and various setups may be changed.



- Press the [Machine Status] key to access the settings available.
- To exit [Machine Status], press the [Features] key.

<b>Machine status</b>	
01. Default settings	▲
02. Print report	
03. Initial setup	▼
04. Menu map	
05. Self test	
06. Customer support number	
07. Machine serial number	
08. Xerox supply number	
09. Total print counter	
10. Machine revisions	

## Machine Status Options

---

The options available in Machine Status are:

---

**NOTE:** The options available may vary depending on your machine configuration.

---

- Default settings** Contains the default values of the machine. Changeable options available are:
- Machine defaults
  - Copy defaults
  - Printer defaults
- Print Report** Allows reports to be printed. Report options are:
- Department code
  - Settings report
- Initial setup** Contains the default options which should be setup when the machine is first installed:
- Date & Time
  - Localization
  - Language
  - Machine serial number
  - Customer support
  - Network
- Menu map** Use to print a list of all the options available in Machine Status.
- 
- HINT:** For easy reference print out a Menu Map and keep it next to the machine.*
- 
- Self test** Allows access to machine tests which can be run to identify problem areas of the machine. Test results can printed.
- Auto test
  - Individual test
  - Print test result

<b>Customer support number</b>	Call this telephone number if you have any questions or problems with your <i>WorkCentre Pro 421</i> .
<b>Machine serial number</b>	This is where you find the serial number of the machine. It can also be found inside the front right cover. You will need this number when ordering supplies and calling for service.
<b>Xerox supply number</b>	Displays the telephone number you should call to order supplies for your <i>WorkCentre Pro 421</i> .
<b>Total print counter</b>	Displays the total number of prints made by the <i>WorkCentre Pro 421</i> .
<b>Machine revisions</b>	Displays the revisions which are included on your machine. You may be asked for these if you have to call for service.

---

***HINT:** For detailed instructions on how to change these setups please refer to Chapter 7 - Machine Defaults and Setups.*

---

# 3 Copy

This chapter contains information about the *Copy* function and the features available. It provides step by step instructions for programming and running a copy job.

As delivered the machine will have the factory default copy settings. These copy settings are customer changeable. This chapter also gives step by step instructions on how to change the default copy settings.

## Standard Features

---

### Lighten/Darken

- Auto
- Manual
- Toner Saver

### Reduce/Enlarge

- 100%
- Auto%
- Preset%
- Variable%
- Whole image

### Paper Supply

- Trays 1 and 2
- Bypass tray
- Auto Paper

### Original type

- Photo
- Text/Photo
- Text

# Copying Procedure

---

## Quick Pathway

- > Load originals.
- > Select quantity required.
- > Choose the Copy features required.
- > Press [Start].

Before making copies identify what is to be copied, the number of copies required and any special programming requirements. Use the following steps to make a copy.

---

**NOTE:** Press [CA] twice to clear or cancel any previous programming selections before starting.

---

## 1. Load the Originals

---

A choice of document input areas is available. These are:

- An automatic document feeder (ADF) for multiple single sided originals.
- A duplex automatic document feeder (DADF) for multiple single or double sided originals.
- A document glass for single originals or bound originals.

### **Automatic Document Feeder (ADF) and Duplex Automatic Document Feeder (DADF)**

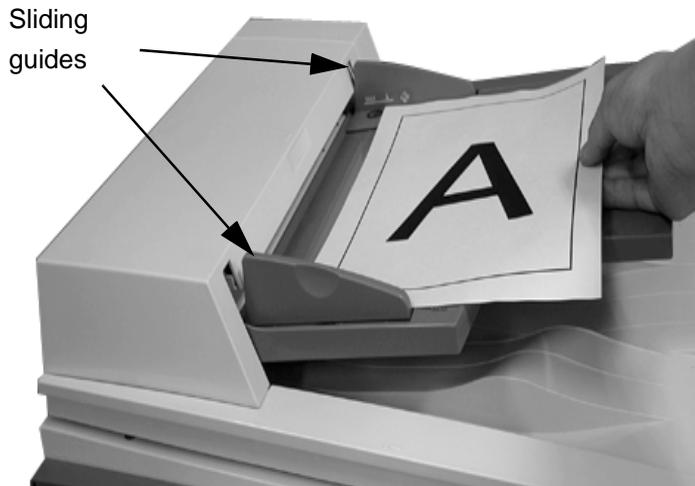
---

Up to 50 originals can be scanned at one time using the document feeder. Ensure the originals are of the same size, in good condition and all staples or paper clips removed. Originals should be 60 - 120g/m<sup>2</sup> (16 - 32 lb) and A4 (8.5 x 11 inch) long edge feed or A5 to A3 (5.5 x 8.5 to 11 x 17 inch) short edge feed.

- Remove all staples and paper clips before placing the originals into the document feeder.
- If necessary, adjust the sliding guides to the paper size required.
- Insert the originals neatly into the document feeder, face up.

The first page should be on top with the headings towards the back or left of the machine.

- Align the stack with the left and rear edges of the document feeder tray and adjust the guides to just touch the front and rear edges of the originals.



When *Auto Paper* is selected, the document feeder senses the size and orientation of the originals, it then checks the paper trays to find one that corresponds.

---

**NOTE:** Auto Paper is used with standard original sizes. For non-standard sizes, manually select the paper tray required.

---

## Document Glass

---

The document glass should be used for single pages or bound originals up to a maximum size of A3 (11 x 17 inch).

- Raise the document feeder or the document glass cover if fitted.



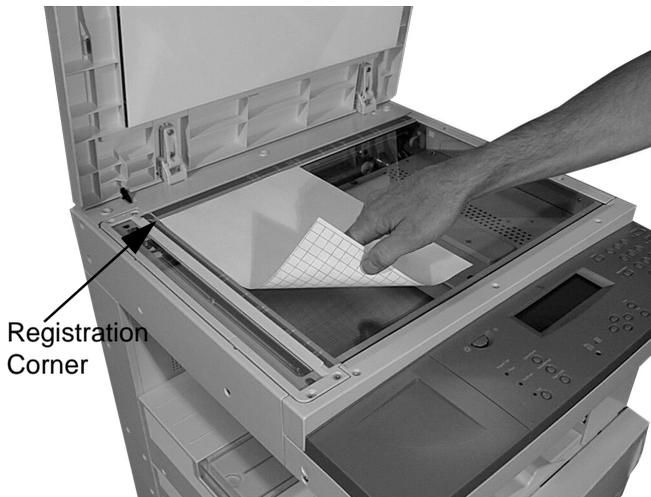
- Position the original face down on the document glass. Align it with the registration arrow in the rear left corner.
- Lower the document feeder or document glass cover.

---

**NOTE:** On completion of a copy job ensure the document glass cover is fully closed.

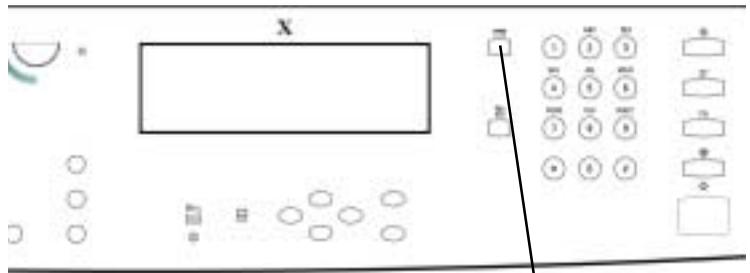
---

See page 3-17 if you are making collated copies from the document glass.



## 2. Press the Features Key

- Press [Features].



Features Key

- Ensure that the Ready to Copy screen is displayed.

Ready to copy				1
Paper :	Auto	L/D :	Auto	
Output :	Collated	R/E :	100%	
<b>Added Features</b>				▼

### 3. Select the Copy Features

---

There are four standard features available. The keys are located to the left of the LCD screen.

For most of the standard features, when the keys are pressed the LCD screen displays the choices which apply to each feature. Using the scroll keys, select the option required and press [Enter]. The initial Copy screen displays the new selection.

For the Original Type feature, the options available are displayed on the Control Panel with an illuminated LED identifying which option is selected.

---

**NOTE:** Only those features relevant to the machine configuration will be available. The features not available in the menu are grayed-out.

---

For a more detailed explanation of the standard Copy features available, please refer to the following pages:

- Lighten/Darken - page 3-10
- Reduce/Enlarge - page 3-11
- Paper Supply - page 3-13
- Original Type - page 3-14

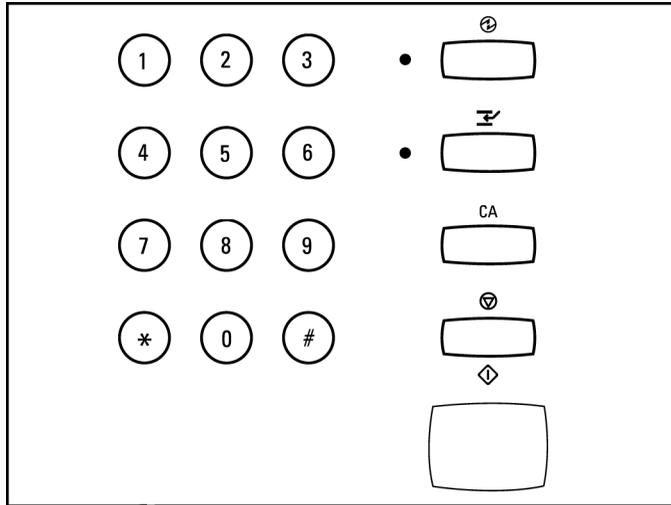
## 4. Enter the Quantity

Up to 999 copies can be entered using the numeric keypad.

- Use the numeric keypad to enter the number of copies required. The quantity entered is displayed in the top right corner of the LCD screen.

The default copy quantity is 1.

- To cancel an incorrect entry, press [CA] once and enter the correct quantity.





## Using Job Interrupt

If the machine is in the process of copying it is possible to pause the current job to make a convenience copy.

- Press  [Job interrupt]. The light next to the Job interrupt key will illuminate. All the current job settings will be stored.

The Ready to Copy screen will display.

- Remove any existing originals from the document glass or the document feeder.
- Place your new original(s) on the document glass or in the document feeder.
- Select the quantity and program any features you may require from the following: Lighten/Darken, Reduce/Enlarge, Paper Supply, Output, Original Type, Image Shift and Edge Erase.
- When your convenience copy job has finished press  [Job interrupt] again. The previous job settings will be redisplayed on the LCD.
- Reload the previous originals in the document feeder or place on the document glass and press [Start] to resume the previous copy job.

Ready to copy				1
Paper :	Auto	L/D :	Auto	
Output :	Collated	R/E :	100%	
<b>Added Features</b>				▼



# Standard Copy Features

---

The standard Copy features are selected by using the keys located on the control panel.

**NOTE:** Some options are not available in all Markets and for every machine configuration.

---

## Lighten/Darken

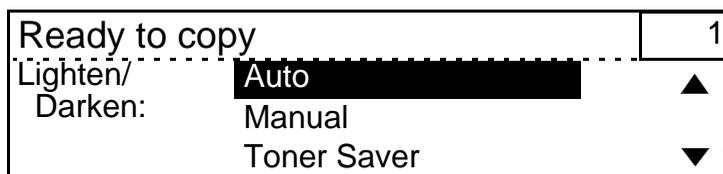
---

### Quick Pathway

- > Lighten/Darken
  - > *Auto*
  - > *Manual*
  - > *Toner Saver*

Use the lighten/darken settings to adjust the contrast of the output.

- > Load originals.
- > Press the [Lighten/Darken] key.
- > Select the Lighten/Darken option required for the job using the scroll keys.
- > Press [Start].



## Lighten/Darken Options

---

- Auto** The machine automatically adjusts the image quality of the output.
- Manual** Allows manual adjustment to be made to the image quality of the output. There are 7 levels of lightness and darkness that can be set, press [<] or [>] to change these levels.
- Toner Saver** Produces a lower standard of image quality output which uses less toner. Ideal for draft and plain text documents.

## Reduce/Enlarge

### Quick Pathway

#### ➤ Reduce/Enlarge

- *100%*
- *Auto%*
- *Preset%*
- *Variable%*
- *Whole Image*

In addition to 100% size for size copies, reduced or enlarged copies can be produced by choosing one of the Reduce/Enlarge options.

- Load originals.
- Press the [Reduce/Enlarge] key.
- Select the Reduce/Enlarge option required for the job using the scroll keys.
- Press [Start].

Ready to copy	1
Reduce/Enlarge:	<div style="background-color: black; color: white; padding: 2px;">100%</div> Auto% ▲
	Preset% ▼
	Variable%
	Whole Image

## Reduce/Enlarge Options

- 100%** Size for size copies.
- Auto%** Automatically reduces/enlarges an image to fit on the paper size selected.
- Preset%** Displays the most frequently used preset reduce/enlarge settings.  
The preset Reduce/Enlarge settings for Europe are:
- 71% - A3 to A4
  - 94% - A4 to 8.5 x 11 inch
  - 97% - 8.5 x 11 inch to A4
  - 141% - A4 to A3
  - 200%

For the Americas and Canada, the preset Reduce/Enlarge settings are:

- 65% - 11x17" to 8.5x11" and 8.5x11" to 5.5x8.5"
- 78% - 8.5x14" to 8.5x11"
- 97% - 8.5 x 11 inch to A4
- 129% - 8.5x11" to 11x17" and 5.5x8.5" to 8.5x11"
- 154% - 5.5x8.5" to 8.5x14"

**Variable%** When the original is scanned using the document glass, the reproduction ratio of 25% to 400% can be specified.  
When the original is scanned using the ADF or DADF, the reproduction ratio of 50% to 200% can be specified.  
Use the scroll key to choose a specific reduction or enlargement in 1% increments. If you keep the scroll key pressed down you can select 10% increments at a time.

**Whole Image** Reduces the whole image by 97% so that the entire image fits on the copy paper.

---

**NOTE:** When using the Whole Image feature always select the same size paper as your original using the Paper Supply option. Do not select [Auto] in the Paper Supply menu. The reduced image needs to be copied onto paper the same size as the original and is copied onto the centre of the page.

---

# Paper Supply

## Quick Pathway

- Paper Supply
  - Tray 1
  - Tray 2
  - Bypass tray
  - Auto Paper

Use the Paper Supply options to select the paper tray required for the job. Using Auto Paper allows the machine to select the paper tray based on the default setting or the size of original being copied.

The machine does not automatically detect the size of the paper in the trays. The user must program the size of paper in each tray using the Paper Trays option in Machine Defaults.

*HINT: For information about loading paper, refer to "Loading Paper" on page 5-24. Paper size and orientation assigned to each paper tray (also bypass tray), should be setup in using Machine Status, refer to page 7-3 for instructions.*

- Load originals.
- Press the [Paper Supply] key.
- Select the Paper Supply option required for the job using the scroll keys.
- Press [Start].

Ready to copy			1
Paper	 1	:8.5x11" 	▲
Supply:	 2	:11x17" 	▼
		:A4 	▼
Auto Paper			

## Paper Supply Options



Use to select an individual paper tray. Paper size and orientation is displayed on the right side of the illustration.



Use to select the bypass tray. Paper size and orientation is displayed on the right side of the illustration.

### Auto Paper

Accepts the default setting for the paper supply. If a specific paper size is not selected, the *WorkCentre Pro 421* defaults to the size it senses from the original and selects the appropriate tray.

# Original Type

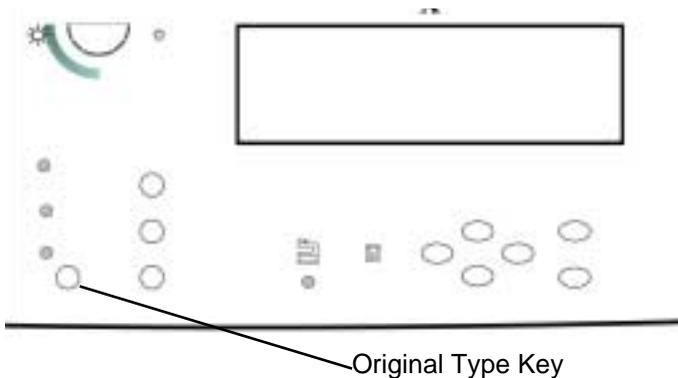
---

## Quick Pathway

- Original Type
  - Text
  - Text/Photo
  - Photo

Use the Original Type settings to define the type of images being scanned to enable the machine to produce the best image quality output available.

- Load originals.
- Press the [Original Type] key until the selection appropriate for your originals is illuminated.
- Press [Start].



## Original Type Options

---

- Text** Used for scanning text, solids, line art and halftones.
- Text/Photo** Automatically adjusts the image quality based on the attributes of the original. Text/Photo can also be used to make copies of originals that contain halftones and different images.
- Photo** Used for scanning continuous-tone photographs and high-quality, high-frequency halftones.

## Added Features

### Quick Pathway

- Select [Added Features].
- Select the feature required and press [Enter].
- Select the option required and press [Enter].

- To view the Copy Added Features menu select [Copy] if available, and press the scroll key .

The Added Features menu displays each feature and its current setting.

- To program a feature, use the scroll keys   to select the required feature and press [Enter].

- Use the scroll key  to select your preferred choice e.g. [1>2 sided].
- Press [Enter] to save the selection and return to the previous screen.
- Press [Start] to initiate the copying process.

Added Features contains features appropriate for your more advanced copy jobs.

Use the instructions below to access and program the Added Features.

**NOTE:** When certain features are selected other features may become unavailable and will appear on the screen lighter or “grayed out”. Some options are not available in all Markets and for every machine configuration.

Ready to copy	1
Paper : Auto	L/D : Auto
Output : Collated	R/E : 100%
<b>Added Features</b>	

Ready to copy	1
<b>2-sided</b> : 1 > 1 sided	
Bound Original : Off	
Image Shift : Off	

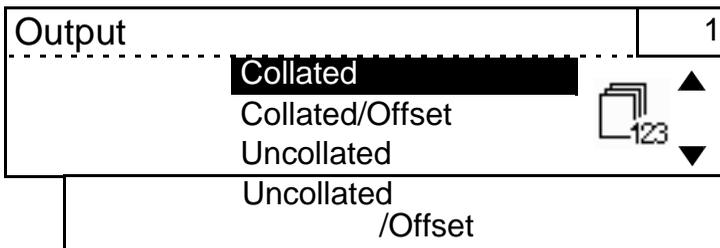
2-sided	1
Original > Copy	
<b>1 &gt; 1 sided</b>	
1 > 2 sided	
2 > 2 sided	
2 > 1 sided	

# Output

---

Use this feature to produce the copied output as collated or uncollated sets. The machine default setting is collated.

- Load originals.
- Use the scroll key  to select [Added features].
- Use the scroll key  to select [Output] and press [Enter].
- Use the scroll key  to select the option required and press [Enter].
- Press [Start] to initiate the copying process.



## Output Options

---

**NOTE:** Only Network connected machines have the offset feature.

---

**Collated** This option delivers the specified number of copy sets to the tray in the same order as the originals. If selecting two copies of a three-page document, the order of the output will be pages 1-2-3, 1-2-3.

**Collated/offset** This option collates the copy sets (see above), and separates them from each other for easy retrieval.

**Uncollated** This option delivers the copies to the tray in the order based on the total number of copies for each original. The order of the output for two copies of a three-page document will be 1-1, 2-2, 3-3.

**Uncollated/offset** This option delivers the copies uncollated (see above), and separates the copy sets from each other for easy retrieval.

## Making Collated Sets from the Document Glass

When you make copies from the document glass, the machine will scan each original. When you select Done the machine then prints the number of collated sets requested.

- Program the features required.
- Use the scroll key (▼) to select [Added features].
- Use the scroll key (▼) to select [Output] and press [Enter].
- Use the scroll key (▼) to select [Collated].
- Place the first original on the document glass and press [Start].
- Remove the original and place the second original on the document glass.
- Ensure [Scan next original] is selected and press [Start].
- Repeat this for each original.



Press start to resume	3
Scan next original	▲
Done	▼

- After the last original has been scanned, use the scroll key (▼) to select [Done] and press [Start].

Your job will be printed and delivered collated to the output tray.

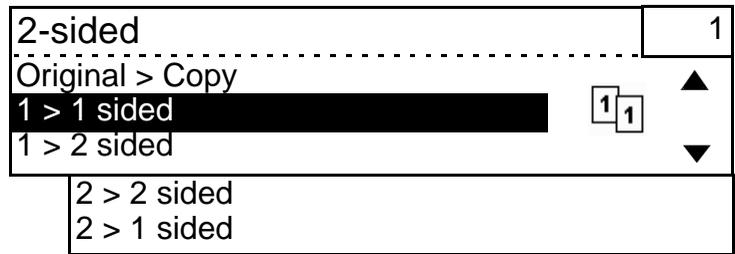
Press start to resume	3
Scan next original	▲
Done	▼

## 2-Sided

---

If your *WorkCentre Pro 421* is configured with a duplex unit, up to 50 double-sided copies ranging in size from A5 to A3 (8.5 x 5.5 to 11 x 17 inch) can be made automatically from one or two-sided originals.

- Load originals.
- Use the scroll key  to select [Added features].
- Use the scroll key  to select [2-sided] and press [Enter].
- Use the scroll key  to select the option required and press [Enter].
- Press [Start] to initiate the copying process.



### 2-Sided Options

---

- 1>1 Sided** Single-sided copies from single-sided originals.
- 1>2 Sided** Double-sided copies from single-sided originals.
- 2>2 Sided** Double-sided copies from double-sided originals.
- 2>1 Sided** Single-sided copies from double-sided originals.

## Bound Original

Select Bound Original to make copies of pages from bound originals or magazines using the Document Glass.

**NOTE:** There are a number of features which are not available with Bound Original. Any features not available will be grayed-out.

- Place the bound original face down on to the document glass.
- Close the cover until it rests on the bound original. Do not force it shut.



- Use the scroll key (▼) to select [Added features].
- Ensure [Bound Original] is selected and press [Enter].
- Use the scroll key (▼) to select the option required and press [Enter].
- Press [Start] to initiate the copying process.

Bound Original	1
Off	▲
On (Both pages)	
On (Binder Erase)	▼

**NOTE:** On completion of copying a bound original ensure the document glass cover is fully closed.

## Bound Original Options

---

- Off** The feature is unavailable.
- On (Both Pages)** Copies both pages of an open bound document and places each page on a separate sheet of paper.
- On (Binder Erase)** Erases between 4 and 30 mm (0.16 and 1.2 inches) from the centre (binder area) of a bound document. Default is 15 mm (0.60 inches).

# Image Shift

Use this feature to change the position of the image on a page.

**NOTE:** Ensure that the originals are in the same orientation as the media loaded in the paper tray.

- Load originals.
- Use the scroll key (▼) to select [Added features].
- Use the scroll key (▼) to select [Image Shift] and press [Enter].
- Select the option required and press [Enter].
- Press [Start] to initiate the copying process.

Image Shift	1
Off	▲
Left Margin	
Right Margin	▼

## Image Shift Options

- Off** The feature is unavailable.
- Left Margin** Shifts the image to the right. The image can be shifted between 4 and 15 mm (0.16 and 0.6 inches), default is 7mm (0.28 inches).
- Right Margin** Shifts the image to the left. The image can be shifted between 4 and 15 mm (0.16 and 0.6 inches), default is 7mm (0.28 inches).

# Edge Erase

---

Use this feature to erase unwanted marks such as hole punch impressions from the edge of the copy.

**NOTE:** There are a number of features which are not available with Edge Erase. Any features not available will be grayed-out.

---

**NOTE:** Ensure that the originals are in the same orientation as the media loaded in the paper tray.

---

- Load originals.
- Use the scroll key (▼) to select [Added Features].
- Use the scroll key (▼) to select [Edge Erase] and press [Enter].
- Select the option required and press [Enter].
- Press [Start] to initiate the copying process.



## Edge Erase Options

---

- Off** The feature is unavailable.
- On** Erases a specific amount from each edge of the copy. Erases between 4 and 20 mm (0.16 and 0.8 inches) from each edge. Default is 10 mm (0.4 inches).

## 2-Up

This feature prints the images from two independent originals onto one sheet of paper. The *WorkCentre Pro 421* reduces/ enlarges the images as needed to print them in landscape orientation on one page based on the paper supply selected.

**NOTE:** Originals must be loaded long edge feed in the document feeder.

- Load originals.
- Select [Paper Supply] and the paper size required and press [Enter].
- Use the scroll key  to select [Added features].
- Use the scroll key  to select [2-Up] and press [Enter].
- Select the option required and press [Enter].
- Press [Start] to initiate the copying process.



### 2-Up Options

- Off** The feature is unavailable.
- On** With this option the 2-Up feature is enabled. Select 1>1 for single-sided output or 1>2 for double-sided output.

## Booklet

---

If your *WorkCentre Pro 421* is configured with a duplex unit, it can be used to produce booklets from both A3 and A4 (11 x 17 and 8.5 x 11 inch) originals.

A3 (11 x 17 inch) originals are automatically reduced to A5 (8.5 x 5.5 inch) image size and placed 2-up on both sides of A4 (8.5 x 11 inch) copy paper.

A4 (8.5 x 11 inch) originals are automatically reduced to A5 or A6 (8.5 x 5.5 or 5.5 x 4.25 inch) size according to the size of the paper in the selected paper tray. Using A4 (8.5 x 11 inch) copy paper will reduce the images to A5 (8.5 x 5.5 inch) size and using A5 (8.5 x 5.5 inch) copy paper will reduce the images to A6 size (5.5 x 4.25 inch).

The images are automatically placed on the paper in the correct order to produce a booklet.

---

**NOTE:** There are a number of features which are not available with Booklet. Any features not available will be grayed-out.

---

## To Produce a Booklet

**NOTE:** You can place the originals directly on the glass. A3 (11 x 17 inch) portrait originals should be placed face down with the bottom edge to the left of the machine.

- A3 (11 x 17 inch) portrait originals should be placed with the bottom edge to the left of the machine.

A4 (8.5 x 11 inch) portrait originals should be placed with the bottom edge to the front of the machine.

- Use the scroll key  to select [Added features].
- Use the scroll key  to select [Booklet] and press [Enter].

Ready to copy	1
2-sided : 1 > 1 sided	▲
Bound Original : Off	
Image Shift : Off	▼
Edge Erase : Off	
2-Up : Off	
Booklet : Off	

- Use the scroll key  to select [On] and press [Enter].
- Press [Start] to initiate the copying process.

Booklet	1
Off	▲
On	▼

**NOTE:** For originals copied directly from the glass, you will need to select [Done] when you have finished scanning.

# Annotation

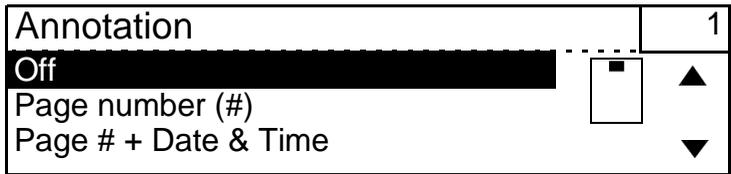
---

Use this feature to add the date, time and page numbers to the copy output.

**NOTE:** There are a number of features which are not available with Annotation. Any features not available will be grayed-out.

---

- Load originals.
- Use the scroll key (▼) to select [Added features].
- Use the scroll key (▼) to select [Annotation] and press [Enter].
- Select the option required and press [Enter].
- Press [Start].



**NOTE:** If using this feature with reduce or enlarge settings other than 100% size for size copying, you may experience some edge deletion on the page number and date & time text.

---

## Annotation Options

---

**Off** The feature is unavailable.

**Page number (#)** Prints page numbers on the feed edge of the paper on the right.

**Page # Date & Time** Prints the page number, current date and the time based on the machine settings. The date and time is printed on the left and the page number is printed on the right.

*HINT: Date and Time can be set up in using Machine Status, refer to page 7-24 for instructions.*

---

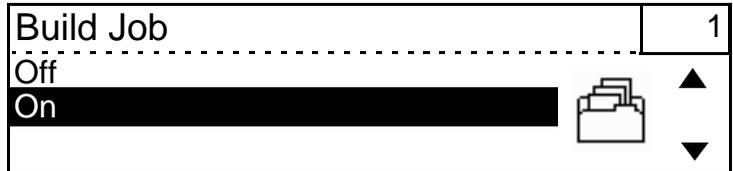
## Build Job

Use this feature to build a job that has mixed type originals, different settings may be required for different pages. For example, if a set of originals consists of some pages with text and some with photos, you can select appropriate settings to be applied to individual pages or sections of a complete job. This feature is also useful for scanning jobs with more than 50 originals.

By default, Build Job is set to Off.

**NOTE:** There are a number of features which are not available with Build Job. Any features not available will be grayed-out.

- Load only the first page/section into the document feeder or place the original on the glass.
- Use the scroll key  to select [Added Features].
- Use the scroll key  to select [Build Job] and press [Enter].
- Use the scroll key  to select [On] and press [Start].



**IMPORTANT:** On document glass configuration machines a job can consist of up to five pages.

**IMPORTANT:** Depending on the machine memory, ADF or DADF configuration machines can build jobs of up to five sets of multiple page originals (maximum 50 pages in each set).

If the original is not a standard size the machine may not be able to detect the size automatically and the “Select original size” screen displays.

- If required, use the scroll key  to select the original size and press [Start].

Select original size	1
-----	
8.5x11”	▲
A4	
A5	▼

---

**NOTE:** If more than one set of each section has been selected, depending on the features programmed, the machine will copy just one set of each section. At the end of the job the remaining sets will be copied.

---

- This message will appear when the first page or section of the document is being scanned.
- When the first page or section of the document has finished scanning remove the original(s).

Scanning into memory	1
-----	
Scanning page :001	▲
	▼

- Load the next page/section.
- Use the scroll key  to select [Change current settings] if necessary and press [Enter].

Build Job	1
-----	
Scan next page	▲
End build job	
Change current settings	▼

- Use the scroll key (▼) to select the setting you wish to change and press [Enter].
- Select the changes required and press [Enter].
- The [Setting] screen is displayed again. Use the scroll key (▼) to select [Done] and press [Enter].
- Repeat the steps above for each section of the job.

Setting	1
Done	▲
Lighten/Darken : Auto	
Edge Erase : Off	▼

- After the last page/section has been scanned, use the scroll key (▼) to select [End build job] and press [Enter].
- Enter the quantity required and press [Start].

The machine will complete the quantity selected.

Build Job	1
Scan next page	▲
End build job	
Change current settings	▼

## Stored Job

---

Up to four combinations of feature selections can be retained in the machine's memory as stored jobs. The machine stores only the programming for the job, not the image. Each time a stored job is retrieved, the image must be scanned. The Stored Job screen displays a list of all stored jobs.

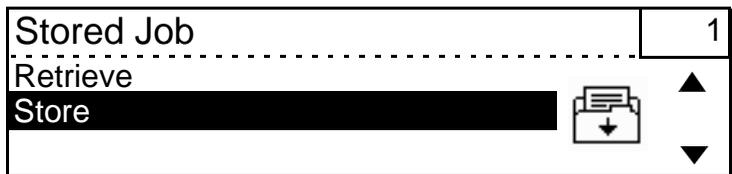
**NOTE:** There are a number of features which are not available with Stored Job. Any features not available will be grayed-out.

---

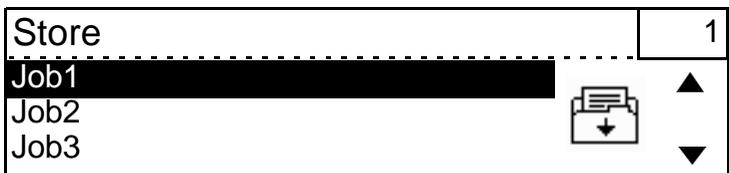
### To Store a Job

---

- Program the job features which require storing.
- Use the scroll key  to select [Added Features].
- Use the scroll key  to select [Stored Job] and press [Enter].
- Use the scroll key to select [Store] and press [Enter].

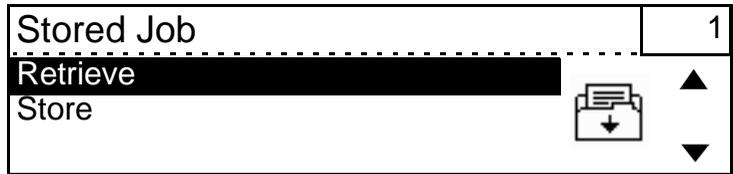


- Use the scroll key to select [Store] and press [Enter].
- Use the scroll key  to select the job number you want to use and press [Enter].
- Press the [Exit] key to return to the Ready to Copy screen.



## To Retrieve a Stored Job

- Use the scroll key  to select [Added Features].
- Ensure [Stored Job] is selected and press [Enter].
- Ensure [Retrieve] is selected and press [Enter].
- Select the required job in the list and press [Enter].
- Press the [Exit] key to return to the Ready to Copy screen.
- Load your originals and press [Start].



## Paper Type (Bypass Tray Only)

---

This feature enables copying information onto transparencies and heavyweight stock such as labels or cardstock.

- Load the media in the bypass tray.
- Use the scroll key (▼) to select [Added Features].
- Use the scroll key (▼) to select [Paper Type] and press [Enter].
- Select the required option and press [Enter].
- Program additional options, load originals and press [Start].

Paper Type	1
Off	▲
Transparency	
Heavyweight	▼

### Paper Type Options

---

- Off** Select for feeding standard 80g/m<sup>2</sup> (20 lb) paper through the Bypass Tray (100 sheets maximum).
- Transparency** Select for feeding transparencies through the Bypass Tray (20 maximum).
- Heavyweight** Select for feeding cardstock or labels through the Bypass Tray (maximum 1 sheet).

---

**NOTE:** To avoid overheated or distorted transparencies do not copy onto transparencies without selecting Transparency as the Paper Type.

---

---

**NOTE:** When copying labels ensure the sheet is loaded face down in the Bypass tray and that Heavyweight is selected as the Paper Type.

---

## Menu Map

The Menu Map is a list of all machine features and settings in a report format.

- Use the scroll key (▼) to select [Added Features].
- Use the scroll key (▼) to select [Menu map] and press [Enter].

<b>Ready to copy</b>	<b>1</b>
2-sided : 1 > 1 sided	▲
Bound Original : Off	
Image Shift : Off	▼
Edge Erase : Off	
2-Up : Off	
Booklet : Off	
Annotation : Off	
Build Job : Off	
Stored Job	
Paper Type : Off	
<b>Menu map</b>	

The machine prints the menu map.

<b>Menu map</b>
.....
Printing accepted

# Changing Copy Defaults

## Quick Pathway

- Press [Machine Status].
- Select [Default settings] and press [Enter].
- Select [Copy defaults] and press [Enter].
- Select the required setting and customize to meet your requirements.

- To access the Copy defaults menu while in the Ready mode, press the [Machine Status] key located to the right of the LCD.

The Machine Status menu displays the default options.

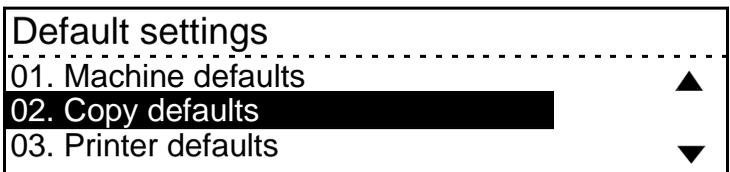
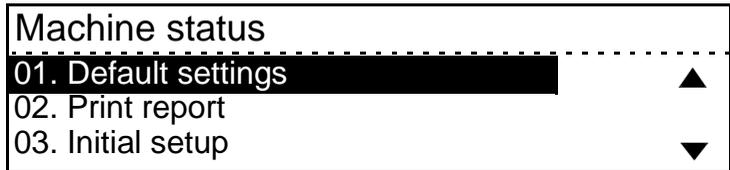
- Ensure [Default settings] is selected and press [Enter].

- Use the scroll key  to select [Copy defaults] and press [Enter].

During manufacture, certain settings for features and functions of the *WorkCentre Pro 421* are programmed into the machine. Once the machine is installed, Machine Status can be used to change these settings to meet your individual requirements.

Using the instructions below and the Copy Defaults table provided on the following pages, customize the Copy default settings to meet your copying needs.

**NOTE:** Some options are not available in all Markets and for every machine configuration.



- Use the scroll key  to select the option required and press [Enter].
- Use the Copy Defaults table below to identify the settings available, select the setting required and press [Enter].

The setting selected will become the default setting.

Copy defaults	
01. Reduce/Enlarge	▲
02. Original type	
03. Lighten/Darken	▼
04. Output	
05. Sides imaged	

- When you have finished customizing the settings, press the [Features] key to return to Ready mode.

Default settings	
01. Machine defaults	▲
02. Copy defaults	
03. Printer defaults	▼

## Copy Defaults

The following table lists each Copy default option, the settings available for each option and a description of each setting.

Copy Default Option	Settings	Description
<b>Reduce/Enlarge</b>	1. 100%	Size for size copies.
	2. Auto%	Automatically reduces/enlarges a document to fit on the paper size selected.
	3. Whole image	Reduces the whole image by 97% so that the entire image fits onto the copy paper.

Copy Default Option	Settings	Description
<b>Sides Imaged</b>	1. 1>1	Produces one-sided copies from one-sided originals.
	2. 1>2	Produces two-sided copies from one-sided originals.
	3. 2>2	Produces two-sided copies from two-sided originals.
	4. 2>1	Produces one-sided output from two-sided originals.

# 4 *Print*

The *WorkCentre Pro 421* can be connected to your workstation using the parallel port on the workstation or through the network. When the *WorkCentre Pro 421* is connected, electronic jobs that require printing can be sent from your workstation directly to the machine.

Xerox network printer drivers enable printing from a workstation to a *WorkCentre Pro 421* on a network. The drivers contain a variety of feature options which enable you to customize your print jobs.

A GDI (Graphics Device Interface) printer driver is available for the *WorkCentre Pro 421* copier products. Customers wishing to use this printer driver should download it from the 'Drivers' area of [www.xerox.com](http://www.xerox.com). Installation instructions are included within the downloaded printer driver software.

This chapter provides instructions for printing to the *WorkCentre Pro 421* and an overview of the features and functions available for printing.

The *WorkCentre Pro 421* has the ability to allow copying without corrupting a print job.

# Printing Procedure

---

## Quick Pathway

- > Create the document.
- > Select [Print] and [Properties].
- > Choose the Printer driver features required.
- > Select OK.

Before the printing function can be used on the *WorkCentre Pro 421* the machine must be configured and setup on your network or attached to your workstation via the parallel port.

---

**NOTE:** If you require your PC or Workstation configuring to print to the *WorkCentre Pro 421* or experience any difficulties printing, please contact your System Administrator for assistance.

---

## Print Drivers

---

---

**NOTE:** You cannot have the 421 PCL driver installed on the same PC as the GDI driver.

---

### Xerox Network Print Drivers

---

Once the *WorkCentre Pro 421* is configured and connected to the network, your PC or Workstation can be set up to print using the customized Xerox Network Printer Drivers which are provided with the machine.

### Xerox GDI Print Driver

---

A GDI (Graphics Device Interface) printer driver is available for the *WorkCentre Pro 421* copier products.

The GDI printer driver can be downloaded from the 'Drivers' area of [www.xerox.com](http://www.xerox.com). and can be used when the *WorkCentre Pro 421* is connected directly to your PC or Workstation via the parallel port. Installation instructions are provided within the GDI Printer Driver User Guide which is contained within the printer driver software.

The PC requirements are shown below:

<b>Windows</b>	<b>95</b>	<b>98</b>	<b>2000</b>	<b>NT4</b>	<b>XP</b>
<b>Processor (MHz)</b>					
- Minimum	150	150	150	150	233
- Recommended	450	450	450	450	450
<b>RAM (Mb)</b>					
- Minimum	32	64	64	64	64
- Recommended	64	128	128	128	128
<b>Disk Space (Mb)</b>					
- Minimum	4	4	4	8	4

Parallel port on the PC must be set to 'bi-directional'.

IEEE 1284 Parallel Cable (10 metres or 30 feet maximum).

---

**NOTE:** Depending on the specific driver being used, the graphics shown in the following instructions may not exactly match those in your driver. Available features are dependant on machine configuration and the driver being used. Please refer to the information provided with the specific driver.

---

# 1. Create the Document

---

Documents for printing are created on your PC or Workstation using a software application. For example, MicroSoft Word and MicroSoft PowerPoint are widely used document creation applications.

**NOTE:** If your print requirements involve printing particularly large print jobs you may need to purchase additional memory cards for your *WorkCentre Pro 421*.

---

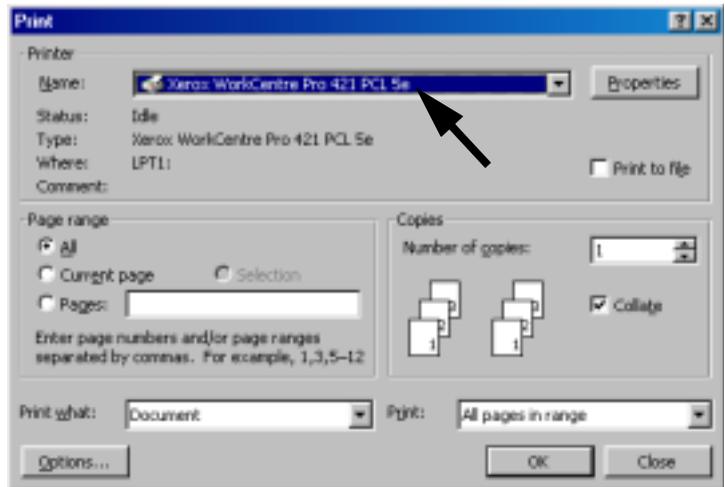
# 2. Select Print

---

- Select [Print] from the [File] menu in your application.

The application Print window displays.

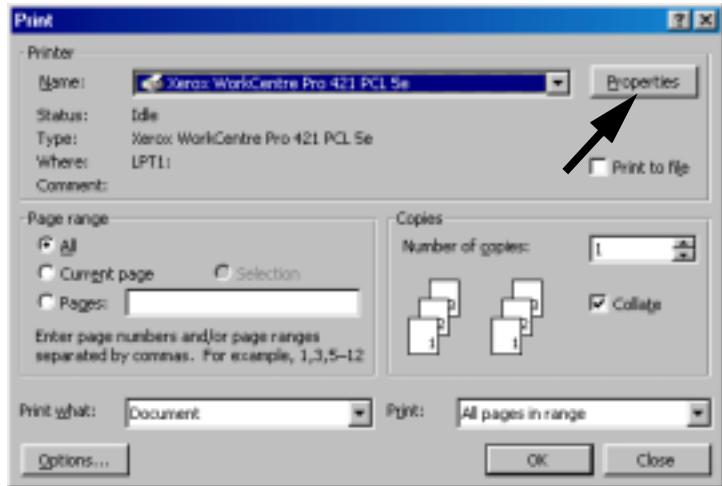
- Select the *WorkCentre Pro 421* as your printer.



### 3. Select the Printer Driver Features

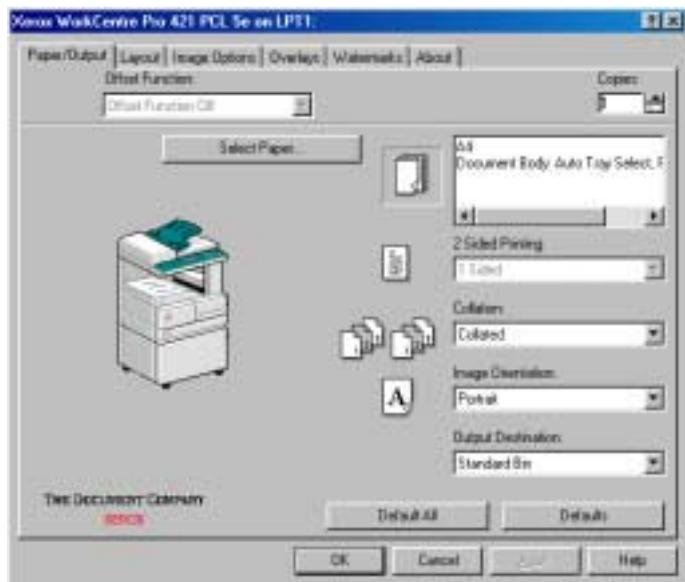
- Select [Properties] from the application Print window.

**NOTE:** In some applications, the Printer Driver features may be accessed via a Setup option.



- The printer driver features are displayed in the Properties window.
- Select the features required for the print job using the pull down options and check boxes provided in each tabbed folder.

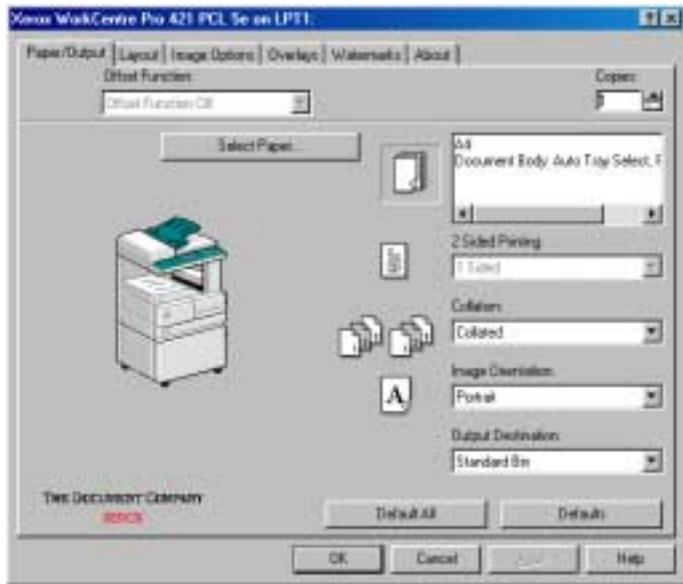
**HINT:** An overview of the features available is provided in the next section.



## 4. Print the Job

- When all the required features have been programmed, select [OK].

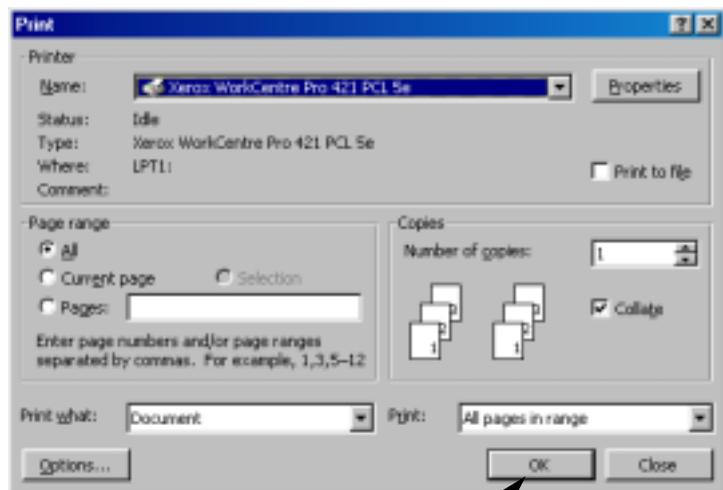
The Properties window closes and the application Print window displays.



- To send the job for printing, select [OK] in the application Print window.

To exit the Print option without sending the job for printing, select [Close].

- When OK is selected, the job is processed, a print file is created and sent via the network to the *WorkCentre Pro 421*.



## 5. Retrieve the Print Job

The print file is received by the *WorkCentre Pro 421*, processed and interpreted and then printed. Your print job will be delivered to the output area selected on the printer driver when the job was sent.

At the Printer the LCD may, on occasion, display the following messages:

- If this message is displayed it is necessary to wait for the job to finish processing and be printed before you can use the *WorkCentre Pro 421* again.

Job processing...wait				1
Paper :	Auto	L/D :	Auto	
Output :	Collated	R/E :	100%	
<b>Added Features</b>				▼

- If this message is displayed your job is too large to print all at once. The job will be divided into smaller sections and printed one section at a time.

Job exceeds memory...wait				1
Paper :	Auto	L/D :	Auto	
Output :	Collated	R/E :	100%	
<b>Added Features</b>				▼

**NOTE:** If you have this message and you have selected two or more sets, only one set will print out. You will need to resend the job for another set or make copies.

## 6. Managing Print Jobs

---

If a problem occurs with your print job, or if you need to cancel your print job use the Printer Default settings accessed via the Machine Status key.

### Accessing Printer Defaults

---

Use the instructions provided below to access the Print Default settings:

- Press the [Machine Status] key located to the right of the LCD.



The Machine Status menu displays the settings options.

- Ensure [Default settings] is selected and press [Enter].



- Use the scroll key  to select [Printer defaults] and press [Enter].



## Cancelling a Print job

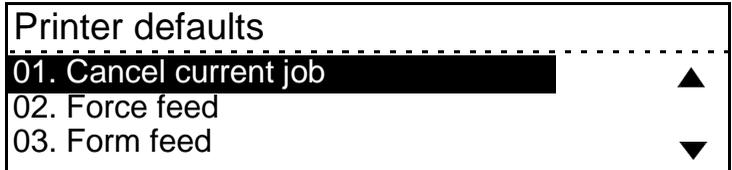
---

If the print job has been sent in error or if there is a problem with the job, use the Cancel Current Job printer default setting to cancel the job.

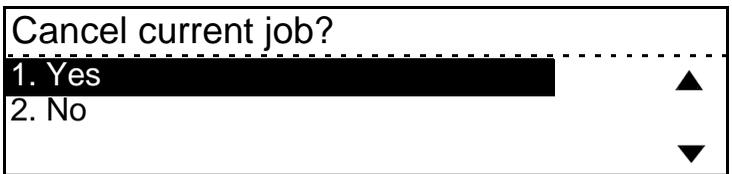
**NOTE:** You must only delete your own jobs from the Print Queue. If there is a problem with another user's job, contact your System Administrator for assistance.

---

- Select [Cancel current job] and press [Enter].



- Select [Yes] to cancel the job or [No] to retain the job and press the [Enter] key.
- Press the [Features] key to return to Ready mode.

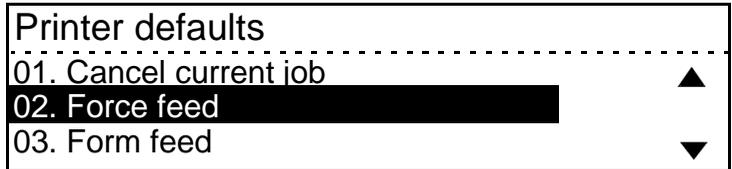


## Setting up Force Feed

---

The Force Feed printer default setting is used to forcibly print a print job which is suspended due to the paper size mismatch when Detect Paper Mismatch is Enabled. If your print job is suspended due to paper size mismatch, use these instructions to clear it from the machine.

- Select [Force feed] and press [Enter].



- Press the [Features] key to return to Ready mode.

## Forcing a Form Feed

---

If a job is cancelled from the PC, data may remain in the *WorkCentre Pro 421* memory and will require clearing using the Form Feed printer default setting.

Use the instructions below to forcibly print the data remaining in the memory of the printer when a job has been cancelled from the PC.

- Select [Form feed] and press [Enter].

Printer defaults	
01. Cancel current job	▲
02. Force feed	
03. Form feed	▼

- Select [Yes] to force a form feed or [No] and press the [Enter] key.
- Press the [Features] key to return to Ready mode.

Forced form feed?	
1. Yes	▲
2. No	▼

# Using Job Interrupt

If the machine is in the process of printing a job it is possible to programme features for a copy job which will then automatically start when the print job has finished.

- Press  [Job interrupt]. The light next to the Job interrupt button will illuminate.
- Place your original/s on the document glass or in the document feeder.
- Select the quantity and choose any programming features you may require from the following: Lighten/Darken, Reduce/Enlarge, Paper Supply, Original Type, Image Shift and Edge Erase.
- Press [Start]. The Ready to Copy screen will display Auto Start and show any features you have selected.



When the print job has finished your copy job will automatically start.

- When your copy job has finished press  [Job interrupt] again to return the machine to the Ready mode.

<b>Auto Start</b>	<b>1</b>
Paper : Auto	L/D : Auto
Output : Collated	R/E : 100%
<b>Added Features</b>	▼

# Printer Driver Features

---

There are a number of Printer Drivers available for the *WorkCentre Pro 421*. The features available depends on the printer driver being used. The following feature descriptions are an overview of the typical features provided by the *WorkCentre Pro 421* Printer Drivers.

For information about a specific Printer Driver feature, please refer to the online Help facility provided as part of the Printer Driver software.

## Control Options

---

There are a number of options which appear on all of the printer driver screens:

- OK** Saves all the new settings and closes the driver or dialog. These new settings remain in effect until you change them.
- Cancel** Closes the dialog and returns all settings in the tabs to the values that were in place before you opened the dialog. Any changes you have made are lost.
- Apply** Saves all the changes you have made without closing the driver.
- Defaults** Resets the current tab and all its settings to the system default values. The action of this button applies only to the current tab. All other tabs remain unchanged.
- Default All** Resets options to default system values on the Paper Output, Layout, and Image Options tabs. Other features and tabs may not have specific default settings and will not be affected by this button.
- Help** Select the [Help] button in the bottom right of the printer driver screen or [F1] on the PC keyboard for information on the displayed printer driver screen.

If you rest the mouse pointer on top of a control, Microsoft Windows will show you a brief Help Tip about that control. If you select the right mouse button on a control, the Help system will give you more detailed information.

The following buttons are available on all Help screens:

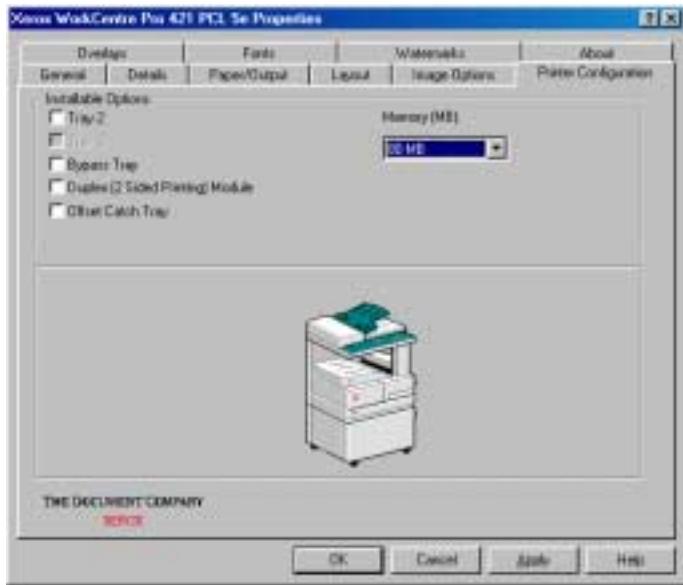
- **Contents**  
Displays the main Table of Contents for the Help System.
- **Search**  
Lets you enter a word or phrase for which to search.
- **Back**  
Takes you back to the previous topic screen.
- **File-Exit**  
The Exit item under the File menu closes the Help window.

The Printer Configuration dialog allows you to update the printer driver to interact with the optional attachments installed on your printer.

Once you have installed an optional printer device, select the relevant checkbox in the Installable Options list to update the printer driver. Selecting these options enables various features and options on other printer driver tabs. The printer graphic and the relevant drop-down lists on the Paper/Output tab change to show the new options.

**Quick Pathway**

- > **Print Configuration**
  - > *Installable Options*
  - > *Memory (MB)*



## Installable Options

**Optional Tray 2** An additional paper tray that can be installed under the main printer.

**Bypass Tray** A paper feed unit which is typically used for one-time or intermittent jobs requiring non-standard paper sizes.

**Duplex (2 Sided Printing) Module** An optional attachment which gives you the ability to print on both sides of the paper.

**Offset Catch Tray** A unit that can be added on to the printer to so that each print job will be slightly offset from one another in the catch tray. This is standard with Network connected printers.

**Job Separator Tray** An optional tray that which divides the output tray into two sections, upper and lower.

---

**NOTE:** The Offset Catch Tray and Job Separator Tray cannot be installed at the same time.

---

## **Memory (MB)**

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**Memory** If you have installed additional memory in the printer, specify the total amount installed.

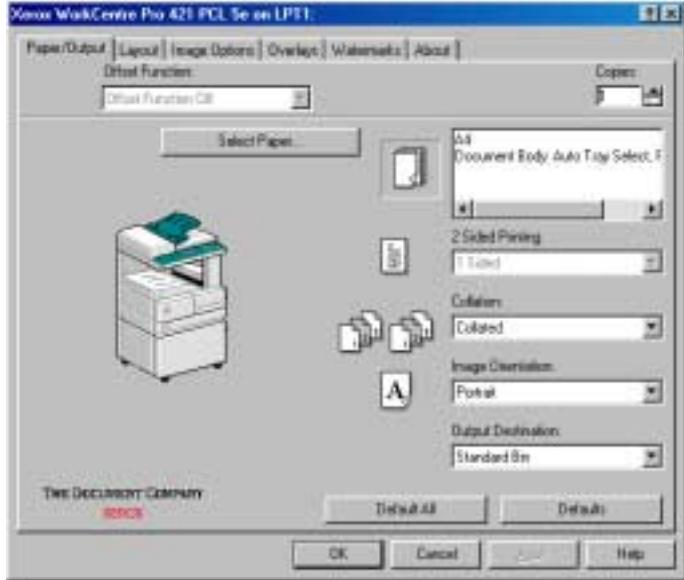
## Paper/Output

Allows the selection of Paper Size, Paper Orientation, Paper Source, Media Type and the number of copies for the job (1-999).

### Quick Pathway

#### > Paper/Output

- > *Offset Function*
- > *Copies*
- > *Select Paper*
- > *2 Sided Printing*
- > *Collation*
- > *Image Orientation*
- > *Output Destination*



### Offset Function

Select 'Offset Function On' if you want each set of a multiple copy print job to be slightly offset from one another in the Offset Catch Tray. Enabling this option often makes it easier to sort and handle documents when you are printing several copies.

### Copies

Use the Copies box to indicate how many document sets you want to print.

**NOTE:** This setting is independent of the Copies selection within your software application's print menu. Do not use the driver's Copies setting and the application's Copies setting

simultaneously. It is best to set the number of copies in the driver to '1' and set the number of copies you want to print in the application.

---

## Select Paper

---

Select Paper lets you specify the paper to use for your print job. Any paper specifications appear in the paper summary box on the Paper/Output tab.

The Select Paper dialog contains three tabs: Document Body, Front Cover, and Separators.

By selecting each tab, you can set the paper size, type of paper, and paper source to be used for each part of the document:

**Document Body** Enables you to specify the size and source of paper to use for your overall print job.

- **Size**

Size enables you to set the paper size for your job. The Size list box includes all the paper sizes supported by the printer. The default paper size is 'Letter' or 'A4' depending on locale.

---

**NOTE:** Your Windows application software may override this setting. Check the paper size you have selected in the application.

---

- **Type**

Type enables you to select paper for your print job by media type rather than by paper tray. You must first use the Tray Menu feature on the printer console to program a paper type for each paper tray. Then, in the driver, select the paper type to be used for the print job and the printer automatically uses the correct paper tray.

- **Paper Tray**

Select the paper tray containing the type of paper you want to use for the document cover, body, and separators, if any. Not all paper trays accept all paper sizes. Only source locations which accept the specified paper size are shown. Auto Tray Select is the default option.

If you select a paper tray and then select a paper size not supported by that tray, the paper tray option will default to 'Auto Select Tray'.

---

**NOTE:** Paper Tray settings selected in the application will override those selected in the printer driver.

---

**Front Cover**

The Front Cover tab enables you to use different paper (such as letterhead) for the first sheet of paper in your print job.

To enable the media type and paper tray settings, select Front Cover Different. The settings you specify appear in the Paper Summary Box on the Paper/Output dialog.

The settings you select on this tab will override any front cover settings in the application.

You cannot change Paper Size on this tab. To do so, select the Document Body tab.

---

**NOTE:** This feature is not available with 2 sided printing.

---

**Separators**

Separators enable you to put a page divider between each printed page of a document and after the final page. This is useful when you print items such as transparencies and want a blank sheet of plain paper between each transparency sheet.

To use separators, you must enable collation and single-sided printing on the Paper/Output tab.

To modify any of the settings, select Use Separators. Doing so will enable the media Type and Paper Tray drop-down boxes. The settings you choose appear in the Paper Summary Box on the Paper/Output dialog.

---

**NOTE:** The Separators driver settings will override the Separators settings in the application.

---

## 2 Sided Printing

---

*HINT: If your machine configuration supports this feature you must select the duplex option on the Printer Configuration dialog to activate 2 Sided printing.*

---

Two-sided Printing enables you to print on both sides of a page.

- 1 Sided** Single sided printing. (This is the default.)
- 2 Sided, Flip on Short Edge** Double sided printing aligned to the shortest edge of the paper.
- 2 Sided, Flip on Long Edge** Double sided printing aligned to the longest edge of the paper. If duplex hardware is installed on your printer, you must activate duplex printing in the driver by selecting Duplex on the Printer Configuration tab. Only then will you be able to select 2 Sided Printing in the Paper/Output dialog.

## Collation

---

The Collation field enables you to specify whether multi-page documents should be printed collated or uncollated.

**Uncollated** Two or more copies of a document are printed in separate sets of each page.

**Collated** Two or more copies of a document are printed in sequential page order and delivered as separate document sets. Collated output may vary based on the amount of memory in the printer, the optional equipment installed on the printer, and the complexity of your print jobs.

The Collate setting in some applications may conflict with the Collate setting in your Xerox printer drivers. To avoid conflicts, turn collation ON in your printer driver and OFF in your application print dialog. Do NOT select collation in both the application and the printer driver.

**NOTE:** If Collated is selected in the Printer Driver, ensure it is not selected in the application print window.

---

## Image Orientation

---

Orientation refers to the relative directions of the long and short edges of the paper. Your printer can print in either portrait or landscape orientation.

**Portrait orientation** Prints an image that is taller than it is wide.

**Landscape orientation** Prints an image that is wider than it is tall.

## Output Destination

---

Select the printer output location to which you wish to print your document. The list box shows all of the valid options for your printer. You can make a selection from the drop-down list or by selecting the printer.

The names of any output devices installed on the printer must be selected on the Printer Configuration tab before they will appear in the Output Destination list.

---

**NOTE:** The Offset Catch Tray and Job Separator Tray cannot be installed at the same time.

---

# Layout

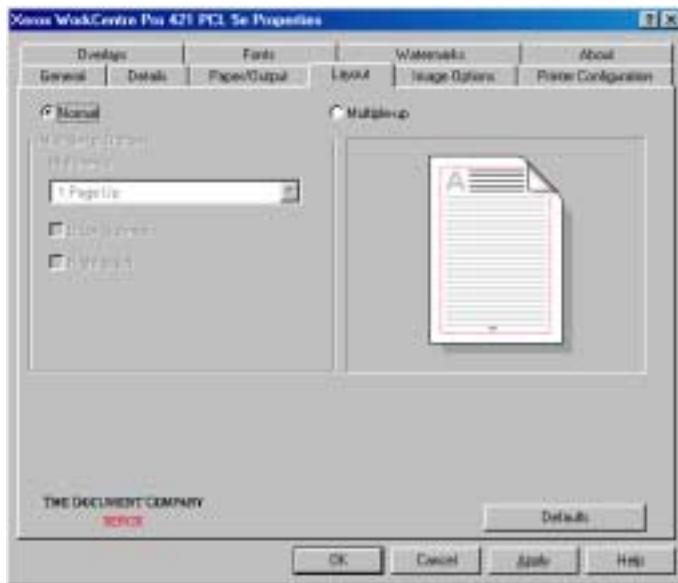
---

The Document Options dialog enables you to print documents in booklet form or to print multiple page images on one side of a page. Each page can be printed with or without a page border.

Choose between Normal and Multiple-up page formats.

**Quick Pathway**

- **Layout**
  - *Normal*
  - *Multiple-up*



## Normal

---

Prints a standard page. Normal is the default.

## Multiple-up

---

Prints more than one page image on a single sheet of paper. Indicate the required number of page images per side in the Multiple-up list box.

- Multiple-up**
- 1 Page up
  - 2 Pages up
  - 4 Pages up
  - 6 Pages up
  - 8 Pages up
  - 16 Pages up

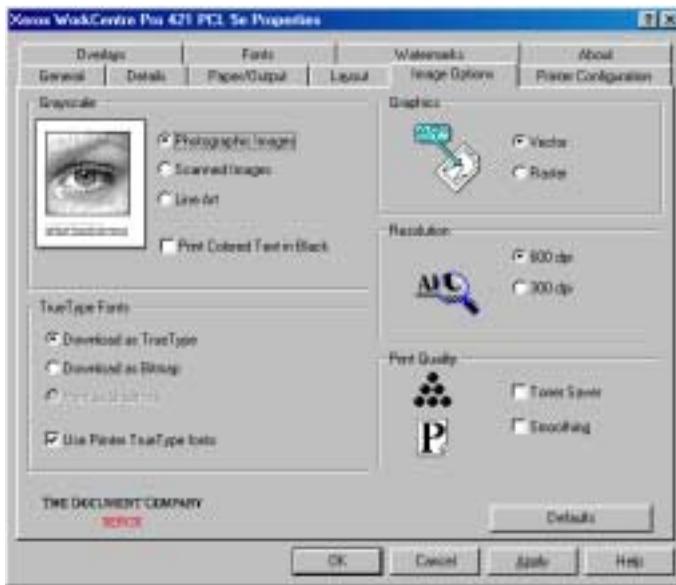
**Draw Outlines** Prints black borders around each page image.

**Right to Left** Prints pages from right to left.

# Image Options

The Image Options dialog enables you to set different visual and graphic characteristics for your print job. It also lets you choose whether to download your application TrueType or bitmap fonts to the printer or to print them as graphics and device fonts.

- Quick Pathway**
- Image Options
    - Grayscale
    - TrueType Fonts
    - Graphics
    - Resolution
    - Print Quality



## Grayscale

### Photographic Images

Choose this setting for images that you want to have a smooth, realistic and photographic appearance. The Photographic Images setting provides soft contrasts between various shades of gray. This setting also works well for images originally designed with color.

Changes made will be reflected in the graphic of an eye on the dialog.

### Scanned Images

The scanned images setting is specially tuned to provide exceptional quality and clarity to printed images originally scanned with a scanner.

**Line Art** Choose this setting for graphic images with intricate lines and fine detail, for example clip art. This setting provides solid lines and sharp contrasts between shaded areas.

**Print Colored Text in Black** This setting prints all colored text as black instead of gray.

## True Type Fonts

---

These selections allow you to choose whether to download your fonts to the printer as True Type or Bitmap fonts or whether to use the printer fonts resident on the printer.

**Download As TrueType** Use this option if you have a small number of TrueType fonts on your page and you want to optimize text-printing performance.

**Download as Bitmap** This option sends each TrueType character to the printer as an individual bitmap. Use this option if you have a large number of TrueType fonts on a printed page.

**Print as Graphics** This option enables you to print graphic images over TrueType text. As TrueType text is always sent to the printer last, it usually appears on top of graphics. Selecting this option sends your TrueType images to the printer as graphics.

---

**NOTE:** This option is only available when 'Raster' is selected as the graphics mode.

---

**Use Printer True Type Fonts** Select this option to use the TrueType fonts residing in the printer. If you do not wish to use printer-resident fonts, leave the box unchecked. When the box is unchecked, all required fonts will be downloaded to the printer for each print job.

## Graphics

---

This selection specifies how graphics are sent to the printer. The options available are:

- Vector** This option allows you to send graphics to the printer as a mixture of vector and raster images. Vector graphics typically print more quickly than rasterized graphics. Vector graphics are composed of distinct shapes (lines, circles, ellipses, and boxes) that can be scaled and edited independently. Vector graphics do not become distorted when they are resized.
- Raster** This option sends graphics to the printer as bitmap images. Bitmaps typically print more slowly than vector images and become distorted when scaled.

## Resolution

---

The resolution setting affects the amount of detail that is reproduced on graphic images. Graphics resolution is measured in dots per inch (dpi). Therefore, a 600 dpi setting renders images using 600 dots (pixels) per every inch of the image.

The image quality of printed documents typically increases with higher resolution (dpi) and bits per pixel settings, but it often results in slower print speed and increased toner consumption.

- 600 dpi** The images will be printed using 600 x 600 dots per inch (dpi). Use this option if quality is more important than speed.
- 300 dpi** The images will be printed using 300 x 300 dots per inch (dpi). Use this option for text only jobs or where speed is more important than quality.

## Print Quality

---

- Toner Saver** Turn Toner Saver 'ON' to conserve the amount of toner used to print a document. The print quality is reduced but the print speed may be enhanced. This setting is recommended for verifying document content and layout.
- Smoothing** Turn Smoothing 'ON' to soften the appearance of jagged edges on images in a print job.

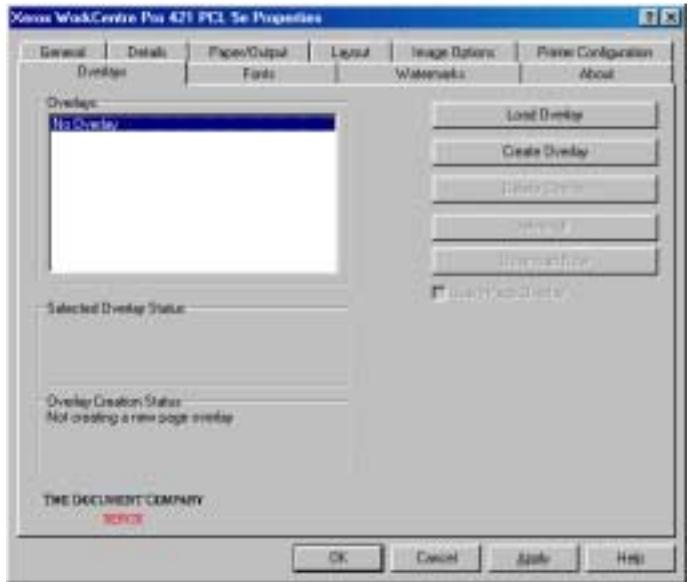
# Overlays

The Overlay dialog allows you to create, load, or delete simple page overlays for your printer.

A Page Overlay is a group of user-created PCL commands and/or data that is downloaded and stored in the printer. Page overlays can be used repeatedly for printing portions of documents that are used frequently. For example, company letterhead can be created as a page overlay and stored in the printer. Whenever a letter is printed, the page overlay command for the letterhead can be sent to the printer, and the letterhead will be printed on each page.

**Quick Pathway**

- > **Overlays**
  - > *Overlays*
  - > *Selected Overlay Status*
  - > *Overlay Creation Status*



## Overlays

### Load Overlay

Load Overlay enables you to use an external .OVP file as an overlay. When you select the Load Overlay button, an Open dialog appears. Browse to the file you want to load and use as an overlay. The file must be in a printable format.

- Create Overlay** Before you can use an external file as an overlay, you must format it as an overlay. Overlays must be created within the application (such as Microsoft Word).
- To create a page overlay:
- Open the file containing your logo or image that you want to use as an overlay and select Print.
  - Open the printer driver Properties/Setup dialog, and select the Overlays tab.
  - Select Create Overlay to open the Create Page Overlay dialog.
  - Type a name (up to eight characters) in the File Name box.
  - Select the path name from the directory box and select OK.
  - Select Yes to create the page overlay.  
Print the file you want to use as an overlay. The file will not actually be printed, it will be stored as an overlay file (.OVP) in the default page overlay directory on your computer.
  - Select Yes to confirm that you want to create an overlay. The file will appear in the Overlays list the next time you view the Overlays tab.
- Delete Overlay** This option enables you to delete overlays. If the overlay is resident on a printer, it will be removed from the printer but not from your local hard disk. If the overlay is only resident on your hard disk, you will be prompted to delete the file from your hard disk.
- Once an overlay has been deleted from your hard disk, you may only restore it by creating a new overlay.
- Delete All** Choosing this option allows you to delete all overlays from any or all of the destinations.
- Download Now** Download Now enables you to permanently download overlays to the printer. Using overlays resident on the printer may improve print performance.
- To download an overlay to the printer:

- Open a document and select the Print option.
- Open the printer driver Properties dialog and select the Overlays tab.
- Select the overlay you want to download from the overlays list.
- Select the Download Now button, and select the destination.
- Select the OK button. A status box will confirm that the overlay has been downloaded.

### **Query Page Overlay**

Selecting this option causes you to be prompted to confirm that you want to download a page overlay each time an overlay is sent to the printer.

If the option is unchecked, the selected page overlay file will always be sent to the printer.

---

**NOTE:** This option is not enabled if No Overlay is enabled or if the selected overlay has been permanently downloaded to the printer.

---

### **Selected Overlay Status**

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This box provides status information for the selected overlay.

### **Overlay Creation Status**

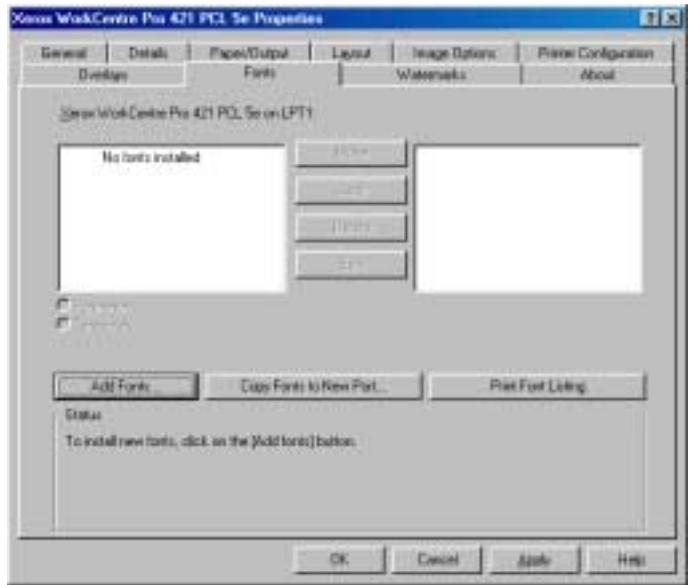
---

This box provide status information during the overlay creation process.

The Fonts dialog enables you to add, remove, or change the fonts installed on the printer.

**Quick Pathway**

- **Fonts**
  - *Installed Fonts*
  - *Add Fonts....*
  - *Copy Fonts to New Port....*
  - *Print Font Listing*
  - *Status*



## Installed Fonts

- Available fonts** This box shows the PCL 5E fonts currently available on the computer.
- Move** Move enables you to move the selected fonts to the printer port.
- Copy** Copy enables you to copy one or more of the fonts from the Available Fonts list to the Installed Fonts list, or vice versa. The copy button becomes active when you select one or more fonts in the list.
- Delete** Delete enables you to remove fonts you no longer use from the printer.

**Edit** Edit enables you to change disk-based font names and attributes.

If you purchase a disk-based font that has the same name as a font you are already using, you should change the name of the font with the Font Installer. You cannot change the name of a printer-resident font.

**Permanent** Permanent enables you to save fonts on the printer disk. The fonts will be retained on the printer until they are deleted.

**Temporary** Select Temporary if you want to save fonts in the printer memory (RAM). If you choose this option, fonts are discarded when the printer is restarted.

### **Add Fonts....**

---

Add Fonts enables you to select and load scalable typefaces, fonts, or font support files for your printer. The button opens a dialog on which you must specify the drive/path where the files you want to load are located.

### **Copy Fonts to New Port....**

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If you are using more than one printer, or if you change the port your printer is on, select this button to move or copy your installed fonts to the other printer or printer port. A list of available ports is displayed.

### **Print Font Listing**

---

Select Print Font Listing to print the font summary sheet.

### **Status**

---

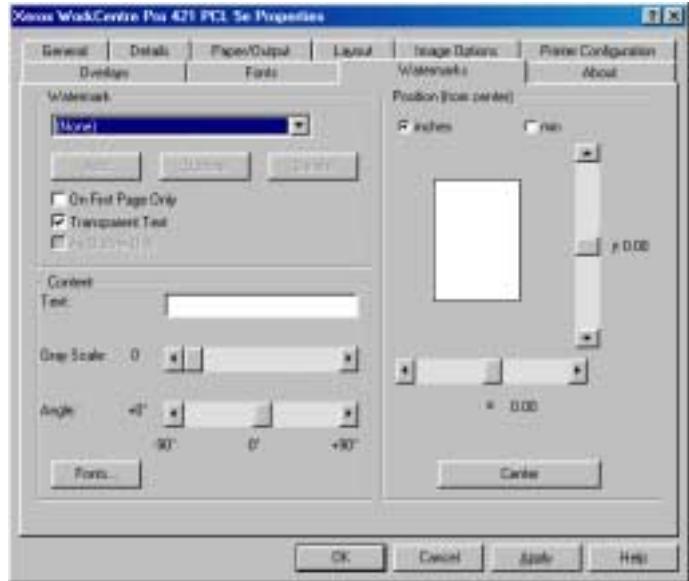
The status box shows a sample of the font select.

# Watermarks

The Watermark feature prints text in the background or foreground of a document. A few predefined watermarks come with the driver. You can change the existing ones or add new ones to the list. To print a document with a watermark, you must first select the watermark from the list. All subsequent documents will print with the same watermark until you select (None) from the list.

## Quick Pathway

- Watermarks
  - Watermark
  - Content
  - Angle
  - Position (from center)



## Watermark

**Add** Type the required watermark text in the Content Text box, and select Add to create a new watermark.

If you are creating several watermarks at once, you must edit the watermark text before you select Add. Otherwise, a duplicate watermark will be added to the watermark list.

**Update** Select Update to modify an existing watermark.

- Delete** Delete enables you to remove a selected watermark from the list of available watermarks. Select the watermark in the list, select Delete and then OK to confirm you want to delete this watermark.
- On First Page Only** On First Page Only prints a watermark only on the first page of a document.  
When this checkbox is enabled, it affects all watermarks in the watermark list.
- Transparent Text** Transparent Text allows the document to show through a watermark.  
When this checkbox is enabled, it affects all watermarks in the watermark list.
- As Outline Only** Select this option to print watermark characters as "hollow" outlines. Only the perimeter or outline of the watermark text characters will be printed.  
When this checkbox is enabled, it affects all watermarks in the watermark list.

## Content

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- Text** Type the words you want to use for a watermark in the text box. The text will appear in the preview window. Use the Fonts, Color, and Angle options to modify the watermark.  
If you are creating several watermarks at once, you must edit the watermark text before you select Add. Otherwise, a duplicate watermark will be added to the watermark list.
- Fonts** Select Fonts to change the font, size, and style of the watermark text. The Choose Font dialog appears.
- Grayscale** Grayscale prints any colors in the watermark in black, white, or shades of gray. Use the scroll bar to modify the appearance of the grayscale text.

## Angle

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Use the Angle scroll bar to rotate the watermark text on the page in a range from -90 degrees to +90 degrees.

## Position (from center)

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- Position (from center)** Use the vertical and horizontal scroll bars to modify the watermark's center position on the page. You can choose to measure in inches or millimeters (mm).
- Center** Select Center to reset the position to the center of the paper.

## About

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Provides the driver version information, copyright information, product logo and driver vendor logo.

# Changing Printer Defaults

## Quick Pathway

- Press [Machine Status].
- Select [Default settings] and press [Enter].
- Select [Printer defaults] and press [Enter].
- Select the required setting and customize to meet your requirements.

During manufacture, certain settings for features and functions of the *WorkCentre Pro 421* are programmed into the machine. Once the machine is installed, Machine Status can be used to change these settings to meet your individual requirements.

Using the instructions below and the Printer Defaults table provided on the following pages, customize the Printer default settings to meet your printing needs.

- To access the Printer defaults menu while in the Ready to Copy screen, press the [Machine Status] key located to the right of the LCD.



The Machine Status menu displays the settings options.

- Ensure [Default settings] is selected and press [Enter].

Machine status	
01. Default settings	▲
02. Print report	
03. Initial setup	▼

- Use the scroll key  to select [Printer defaults] and press [Enter].

Default settings	
01. Machine defaults	▲
02. Copy defaults	
03. Printer defaults	▼

- Use the scroll key  to select the option required and press [Enter].
- Use the Printer Defaults table below to identify the settings available, select the setting required and press [Enter].  
The setting selected will become the default setting.

Printer defaults	
01. Cancel current job	▲
02. Force feed	
03. Form feed	▼
04. Test print	
05. Detect paper mismatch	
06. Restore factory settings	

- When you have finished customizing the settings, press the [Features] key to return to Ready mode.

Default settings	
01. Machine defaults	▲
02. Copy defaults	
03. Printer defaults	▼

## Printer Defaults

The following table lists each Printer default option, the settings available for each option and a description of each setting.

Printer Default Option	Settings	Description
<b>Cancel current job</b>	1. Yes	This feature can be used to cancel any print job held in the print queue.
	2. No	
<b>Force feed</b>		Force feed is used to forcibly print a print job which is suspended due to the paper size mismatch when Paper Size Detection is Enabled.
<b>Form feed</b>	1. Yes	This feature can be used to forcibly print the data remaining in the memory of the printer when the job which is being printed is canceled at the PC or Workstation.
	2. No	

<b>Printer Default Option</b>	<b>Settings</b>	<b>Description</b>
<b>Test print</b>	1. Status print	Used by the System Administrator to identify the status of the machine.
	2. Demonstration page	This option produces a test page which can be used to demonstrate printing capability.
	3. PCL font print	The Printer Unit is equipped with 90 internal PCL fonts. Use this feature to see examples and a list of the resident PCL fonts.
	4. PS font print	The Printer Unit is equipped with 80 internal Postscript fonts. Use this feature to see examples and a list of the resident Postscript fonts.
	5. Event log list	A list of all the printing errors which the machine has logged is printed.
	6. NIC status print	Used by the System Administrator to identify the status of the Network Interface Card (NIC).
<b>Detect paper mismatch</b>	1. Off	Use this feature to automatically detect the paper size for the print job and choose the appropriate paper tray. When Paper Size detection is set to ON and Auto Tray Selection is set to OFF, the printing job is suspended if the paper size set in the tray selected by user is different from that requested for the print job.
	2. On	
<b>Restore factory settings</b>		This feature will change any printer settings back to the factory defaults.

# 5 *Maintaining the Product*

There will be times when the machine will require maintenance tasks to be carried out. This chapter provides step by step instructions for maintaining the machine and replacing consumables.

# Cleaning

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## Cleaning the WorkCentre Pro 421

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Proper maintenance is important for the smooth operation of any equipment.



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**CAUTION:** When cleaning the *WorkCentre Pro 421*, do *not* use organic or strong chemical solvents or aerosol cleaners. Do *not* pour fluids directly onto any area. Avoid supplies that are not specifically listed as approved in this documentation. They can cause poor performance and create a dangerous condition. Use supplies and cleaning materials only as directed in this documentation. Keep all cleaning materials out of the reach of children.

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**WARNING:** Do *not* remove the covers or guards that are fastened with screws. You cannot maintain or service any of the parts that are behind these covers and guards. Do *not* attempt any maintenance procedure that is not specifically described in the documentation supplied with the *WorkCentre Pro 421*.

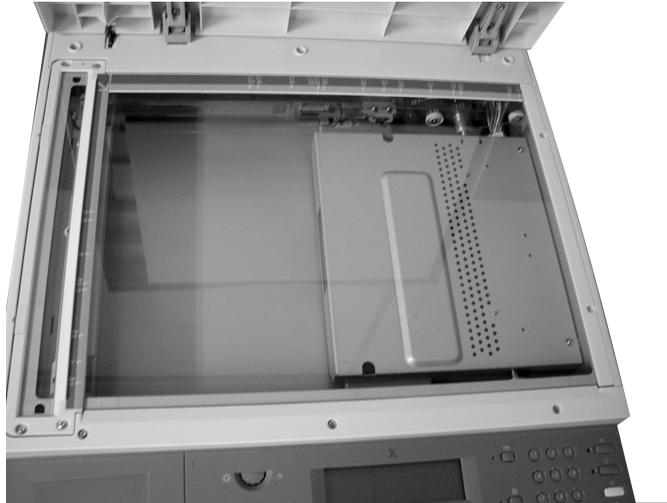
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## Document Glass and Constant Velocity Transport Glass

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To ensure optimum image quality at all times, clean the document glass and constant velocity transport glass monthly, or more often if needed. This helps avoid output with streaks, smears and other marks that transfer from the glass area when scanning documents.

- To clean the glass areas, use a lint-free cloth, lightly dampened with water or Xerox Lens and Mirror Cleaner.



## Control Panel, Keyboard, LCD Display

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Regular cleaning keeps the Control Panel, Keyboard and LCD Display free from dust and dirt. To remove finger prints and smudges, clean the control panel, keyboard and LCD screen with a soft, lint-free cloth, lightly dampened with water.

## Document Feeder and Output Tray

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Use a cloth moistened with water to clean the Document Feeder, Output Tray, Paper Trays and the outside areas of the *WorkCentre Pro 421*.

## Transfer Corotron Wire

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If you have poor quality output with uneven, faint, degraded print or a white line appearing in the direction of the paper feed, the Transfer Corotron Wire may be dirty. Refer to the following steps for cleaning instructions.

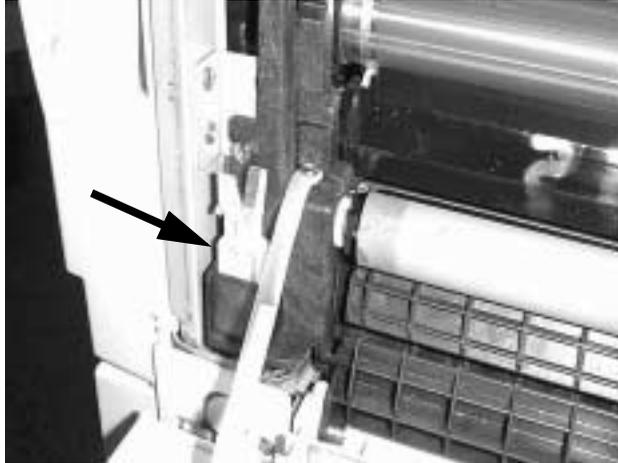
- If installed, open the Auto Duplex Unit.



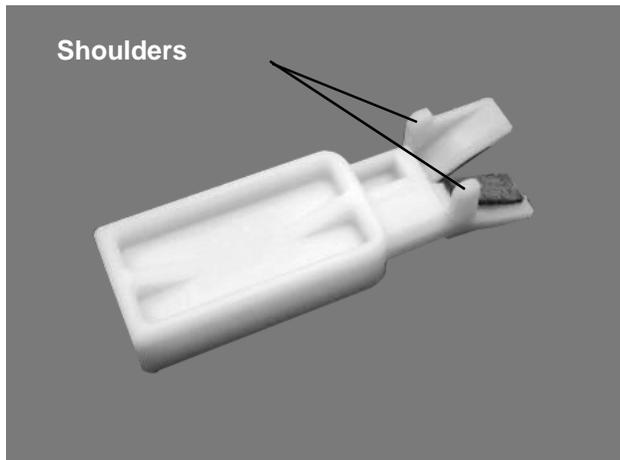
- Open the Side Cover.



- Remove the cleaning tool from its storage space on the machine.



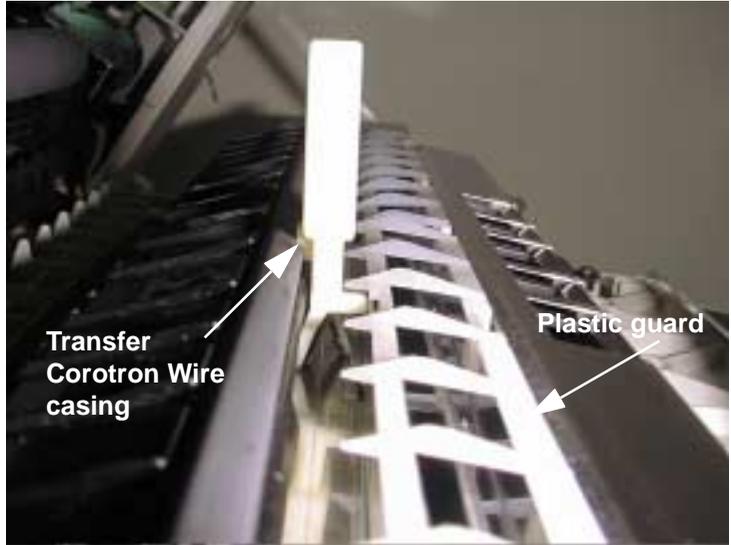
- The Transfer Corotron Wire Cleaning Tool has two shoulders.



- When positioning the cleaning tool over the Transfer Corotron Wire ensure that the two shoulders are facing away from the machine.



- Ensure that the lip at the back of the cleaning tool is resting on the Transfer Corotron Wire casing. Ensure that the two shoulders are located under the plastic guard.
- Hold the cleaning tool upright and slide it along the Transfer Corotron Wire from left to right. If the cleaning tool is positioned correctly it will slide easily without any resistance.
- This action will remove any dust or dirt.



- Close the side cover.
- If installed, close the Auto Duplex Unit.

# Ordering Supplies

---

The Toner Cartridge and the Drum Cartridge are available as customer replaceable units.

The customer replaceable unit part numbers are listed below:

<b>Customer Replaceable Unit</b>	<b>Part Number Europe</b>	<b>Part Number USA and Canada</b>
Toner Cartridge	106R00587	106R00647
Drum Cartridge	113R00629	113R00629

To obtain supplies, contact your local Xerox office, giving your company name, the product number and its serial number.

Use the space below to keep a record of the telephone number.

**Supplies Telephone Number:**

# \_\_\_\_\_

# Customer Replaceable Units

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## Replacing the Toner Cartridge

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The Toner Cartridge is a customer replaceable unit. This assembly holds the toner for the *WorkCentre Pro 421*.

After approximately 7,500 copies the machine will display a message to replace the toner. When this message appears install a new toner cartridge.



---

**WARNING:** When ordering a new Toner Cartridge make sure the correct cartridge is ordered for the *WorkCentre Pro 421*. For assistance, the product number is displayed on the cartridge box.

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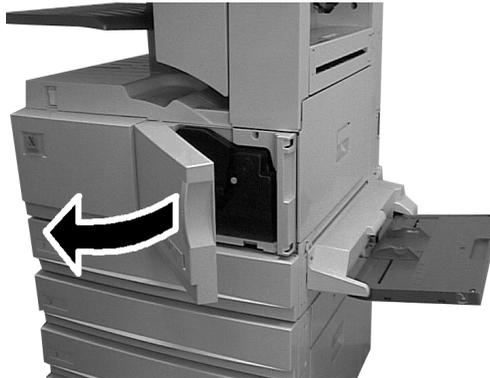


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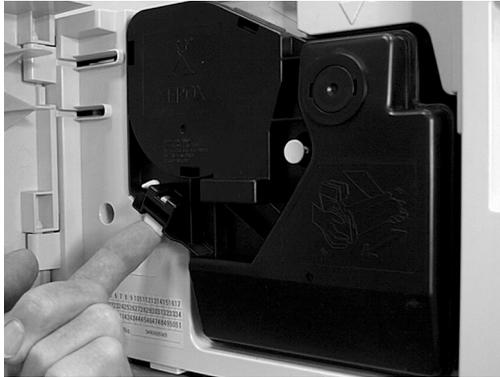
**CAUTION:** Do not shake an empty cartridge or hold it close to you. Some toner residue might accidentally spill. Do not shake the empty Toner Cartridge and return it to the machine to extend its use.

---

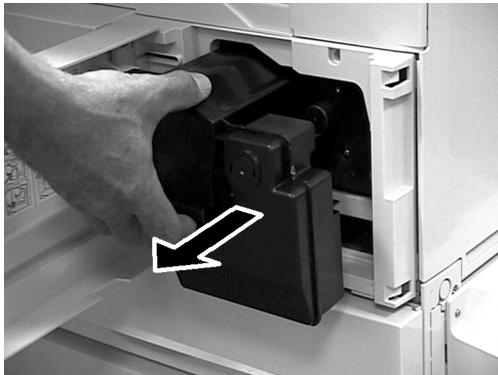
- Open the Front Cover.



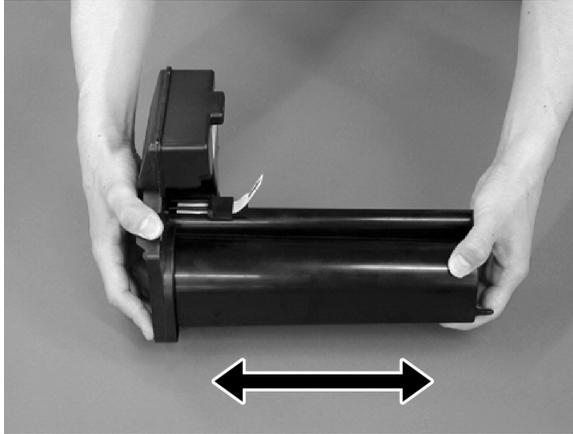
- Raise the catch to unlock and release the Toner Cartridge.



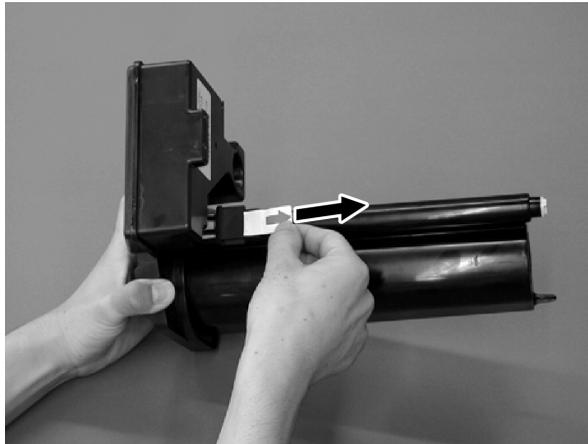
- Holding the cartridge, as shown, slide it out of the machine.
- The used Toner Cartridge should be recycled. Follow the instructions given in the cartridge return booklet enclosed with the new Toner Cartridge.



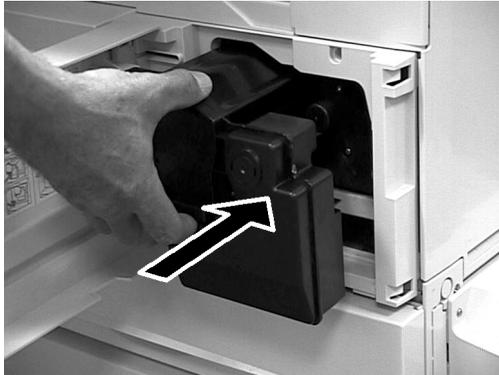
- Remove the new Toner Cartridge from the box and its wrapper. Vigorously shake the cartridge from side to side.



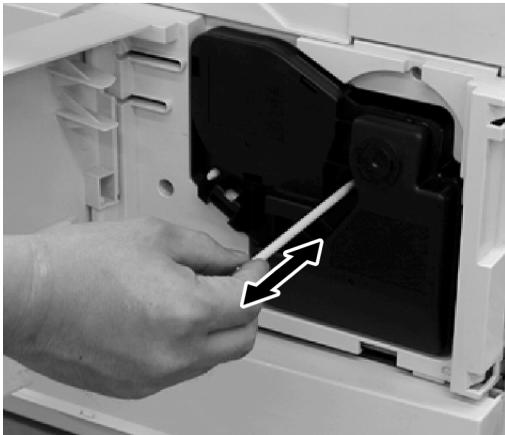
- Pull the tab to remove the sealing tape from the cartridge.



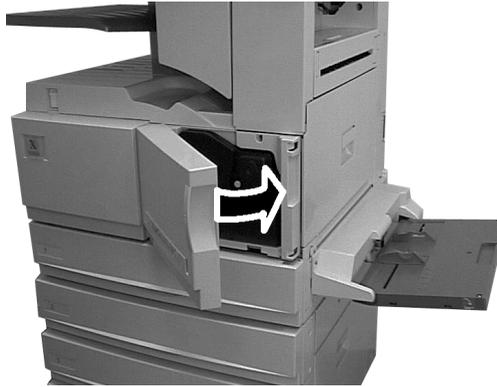
- Install the New Toner Cartridge into the machine until it clicks in place.



- After installing the Toner Cartridge, pull the Charger Wire Cleaning Lever out of the Drum Cartridge until it stops and then push it back in again several times. This process cleans the charger wire.



➤ Close the Front Cover.



## Replacing the Drum Cartridge

---

The Drum Cartridge requires replacement when the “Replace Drum” message is displayed at 30,000 copies. A “Drum Life” warning is displayed after approximately 29,000 copies. The kit contains a new Drum Cartridge and a new Ozone Filter.



**CAUTION:** Do not expose the green drum to light for an extended period. Never expose the drum to direct sunlight or touch the drum surface. Damage or poor image quality may result.

---

**NOTE:** If the *WorkCentre Pro 421* does not include the Auto Duplex Unit, skip the first step.

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- To open the Auto Duplex Unit, release the lever located at the front of the Auto Duplex Unit.



- Release the handle to open the Side Cover.



- Remove the Toner Cartridge using the instructions “Replacing the Toner Cartridge” on page 5-9.





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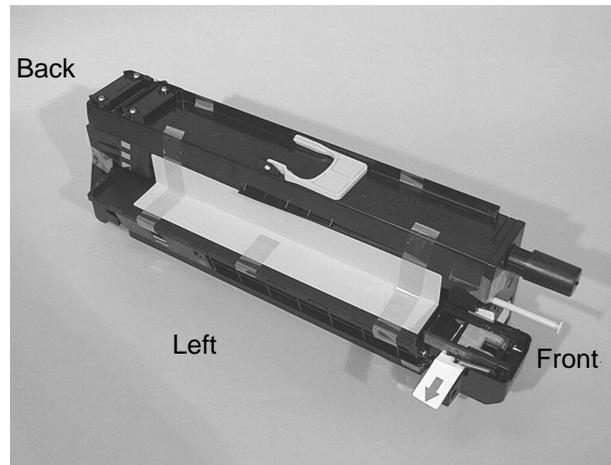
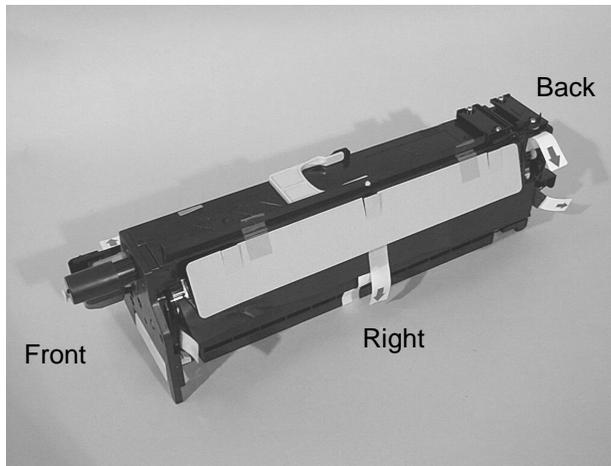
**CAUTION:** Always hold the Drum Cartridge by the coloured handles. Do not touch the green drum area. Do not leave the Drum Cartridge out of the machine for an extended period.

---

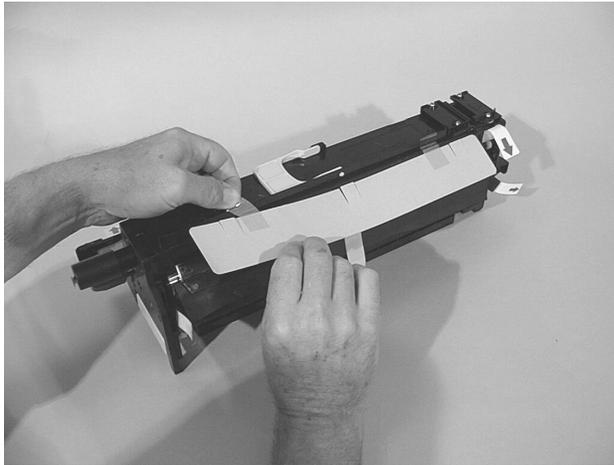
- Lift the coloured handle and gently pull the Drum Cartridge from the machine.
- As you withdraw the Drum Cartridge, support it by holding the coloured handle on the top of the unit.
- The used Drum Cartridge should be recycled. Follow the instructions given in the cartridge return booklet enclosed with the new Drum Cartridge.



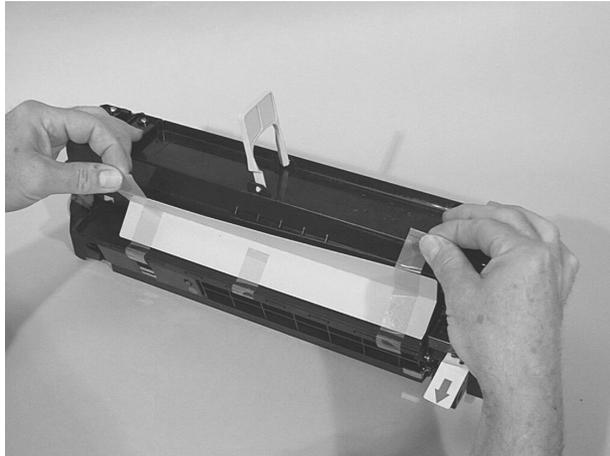
- Remove the new Drum Cartridge from the box.



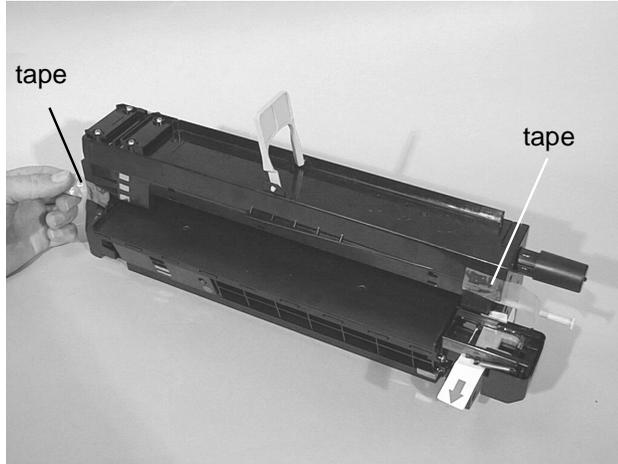
- Remove the protective packaging from the Drum Cartridge as shown in the following illustrations.
- Remove the card from the right of the Drum Cartridge.



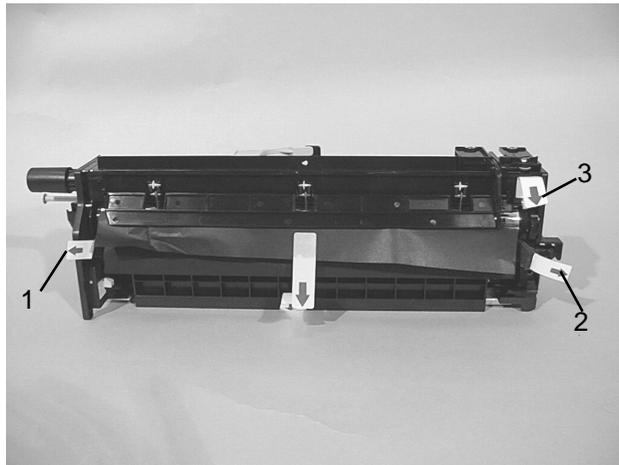
- Remove the card from the left of the Drum Cartridge.



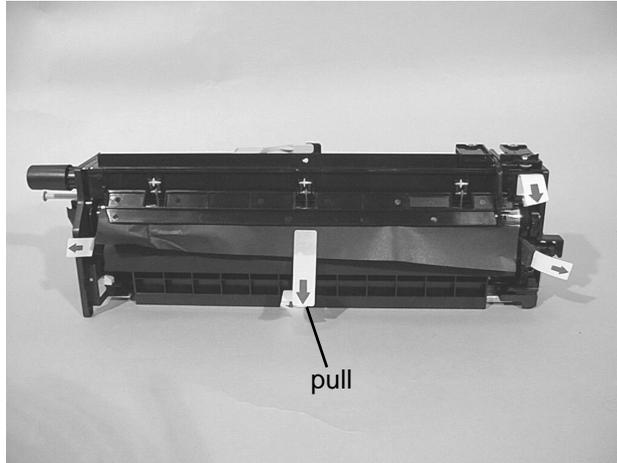
- Remove two pieces of tape.



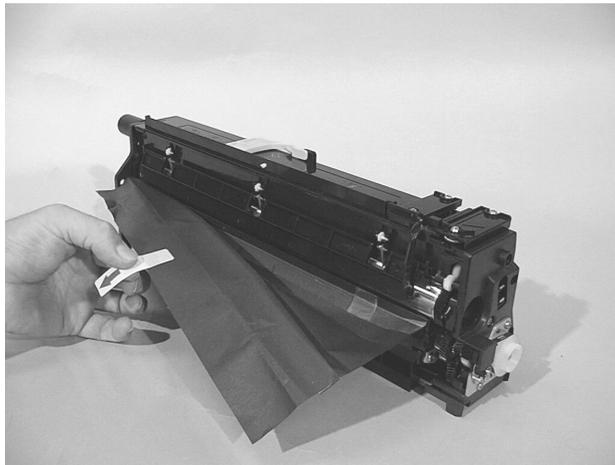
- Pull tabs numbered 1-3 to remove more protective material.



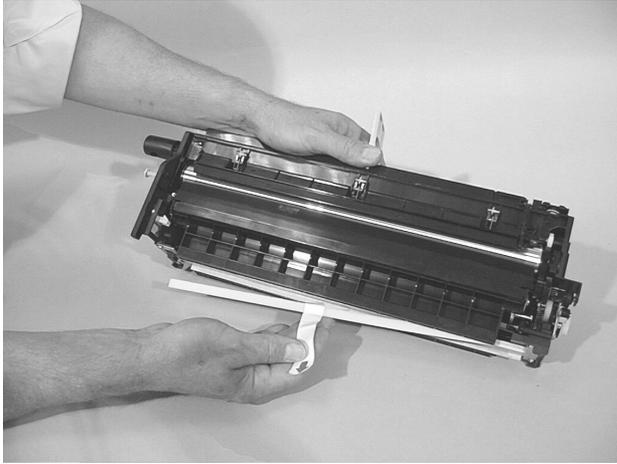
- Pull tab to unfold protective paper.



- Completely remove all the paper and associated tape.



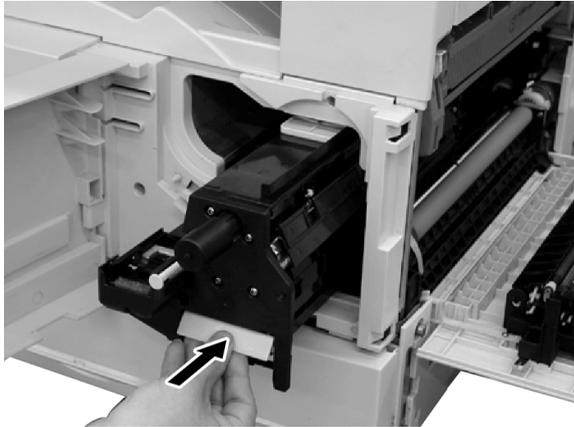
- Hold the handle and tilt the Drum Cartridge. Remove the plastic strip along the bottom.



- Pull remaining tab on the left of the Drum Cartridge to remove the last piece of protective packaging.



- Slide the new Drum Cartridge into the machine until it clicks into place.



- Reinstall the Toner Cartridge using the instructions “Replacing the Toner Cartridge” on page 5-9.



- After reinstalling the Toner Cartridge, pull the Charger Wire Cleaning Lever out of the Drum Cartridge until it stops and push it back in again several times. This process cleans the charger wire.
- Close all covers and doors.



## Replacing the Ozone Filter

The Ozone Filter absorbs the ozone emitted by the machine. It is located in a slot in the middle of the centre output tray. To change the filter remove the Ozone Filter receptacle from the machine.

- Push out the existing used filter from the filter receptacle.
- Dispose of the old filter.
- Unpack the new filter and insert it into the Ozone Filter receptacle.
- Reinstall the Ozone filter receptacle in the machine.



# Loading Paper

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## Loading the Paper Trays

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Up to two paper trays can be installed on the *WorkCentre Pro 421*. The following steps show how to load paper in the paper trays. The paper size in each tray must be entered from the Control Panel, in the Machine Status menu.

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*HINT: Before loading paper into the paper trays, fan the edges. This separates any sheets of paper that may be stuck together and reduces the possibility of paper jams.*

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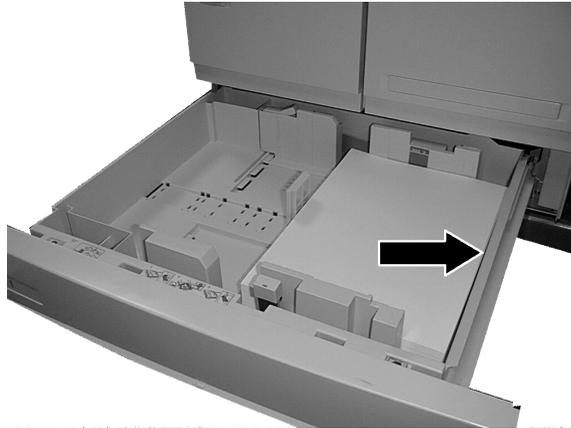
*HINT: To avoid jams and misfeeds do not load new paper on top of paper that may still be in the tray. Remove existing paper, stack it and reload on top of newly loaded stock.*

---

- Pull the paper tray out towards you.



- If you are loading the same size paper into the tray, load the paper into the tray so that it is against the right side of the tray.
- Close the tray, you are now ready to continue your job.

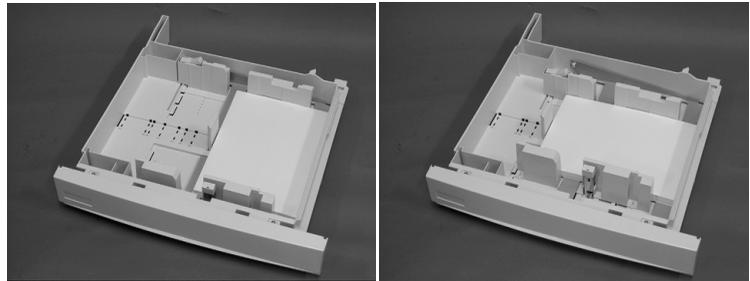



---

**NOTE:** If you want to load a different size paper or change the orientation of the paper continue on to the next step.

---

- If you wish to load paper of a different size or orientation you will need to change the position of the paper guides and input the new paper size and orientation under Machine Status in the Paper Supply menu.



Long Edge Feed

Short Edge Feed

---

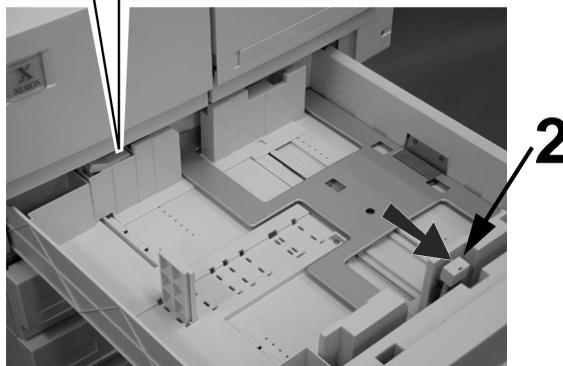
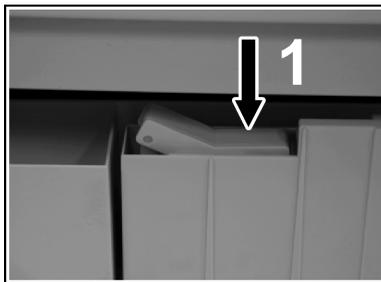
**NOTE:** A4 (8.5 x 11 inch) paper can be loaded either short edge feed or long edge feed. Load A5 (8.5 x 5.5 inch) paper long edge feed only.

---

The two paper trays can take all standard sizes of paper from A5 (8.5 x 5.5 inch) to A3 (11 x 17 inch).

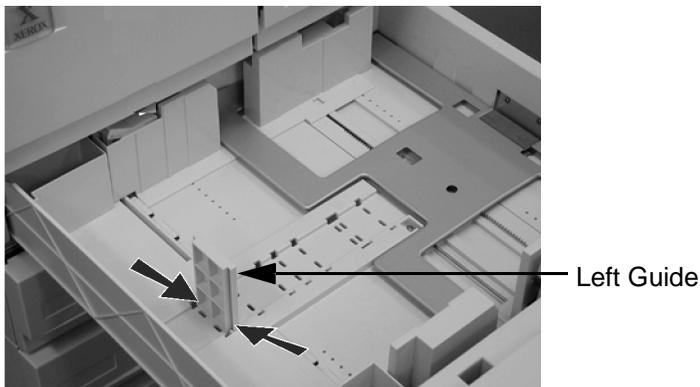
To adjust the Front and Rear Guides:

- Locate the lever shown as 1 in the photo at the left rear of the tray. Press the lever down to the right to unlock the guides.
- To release the front guide, push down on the tab shown as 2 on the photo and slide the front and rear guides to their new position.

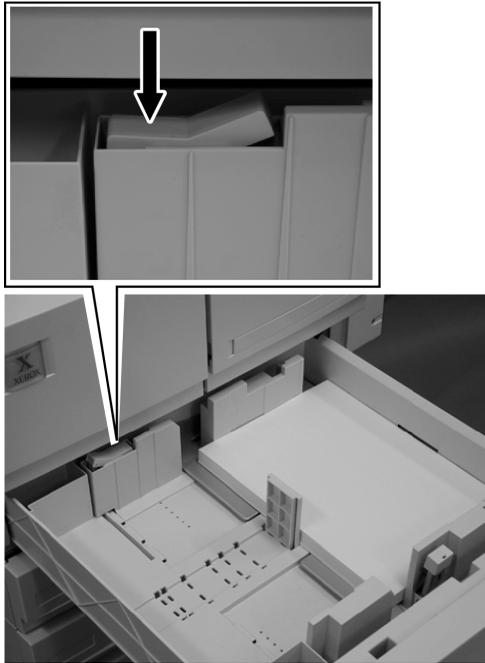


To adjust the Left Guide:

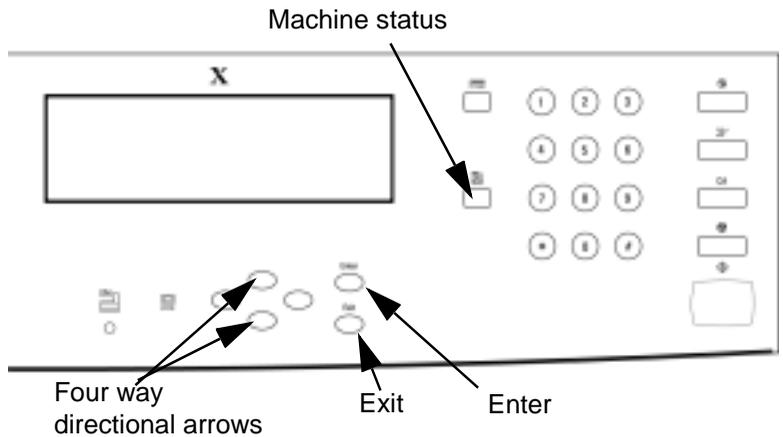
- Squeeze the lower sides of the guide and remove it from its existing position. Insert the guide into its new position.



- Load the paper into the tray and make sure that the guides are correctly positioned for the paper size and are locked firmly in place.
- Press the lever at the back of the tray down to the left to lock the front and rear guides in position.
- Close the paper tray.



- On the control panel, press the Machine Status key. Note the location of the other keys on this diagram as you will use them later.



- Use the scroll key  to select [Default settings] and press the [Enter] key.

Machine status	
01. Default settings	▲
02. Print report	
03. Initial setup	▼

- Use the scroll key  to select [Machine defaults] and press the [Enter] key.

Default settings	
01. Machine defaults	▲
02. Copy defaults	
03. Printer defaults	▼

- Use the scroll key  to select [Paper trays] and press the [Enter] key.

Machine defaults	
01. Paper trays	▲
02. Timers	
03. Interrupt key	▼

- Use the scroll key  to select [Paper tray size] and press the [Enter] key.

Paper trays	
01. Paper tray size	▲
02. Default paper tray	
	▼

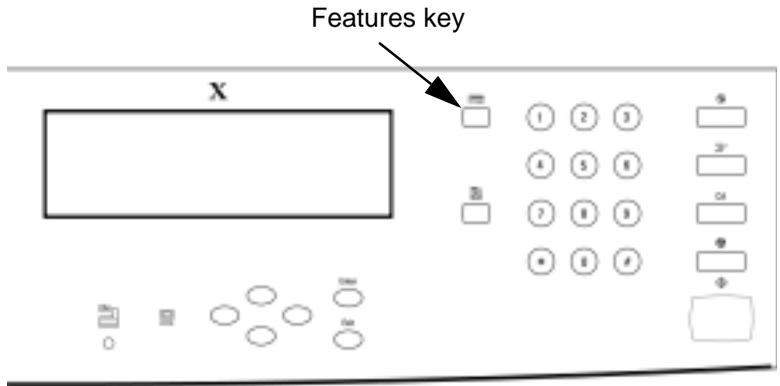
- Use the scroll keys  and  to select the tray you have changed, then press the [Enter] key.

Paper tray size	
01. Tray1	▲
02. Tray2	
03. Bypass	▼

- Use the scroll keys  and  to select the paper size and orientation you have installed in the tray and then press the [Enter] key.

Select paper size	
01. A4	▲
02. A4 	
03. A3 	▼

- Press the [Features] key to return to the Ready mode.  
The tray is now set up correctly and ready to use.



## Loading the Bypass Tray

---

The Bypass Tray can be used for a variety of different media. It is located on the right side of the machine.

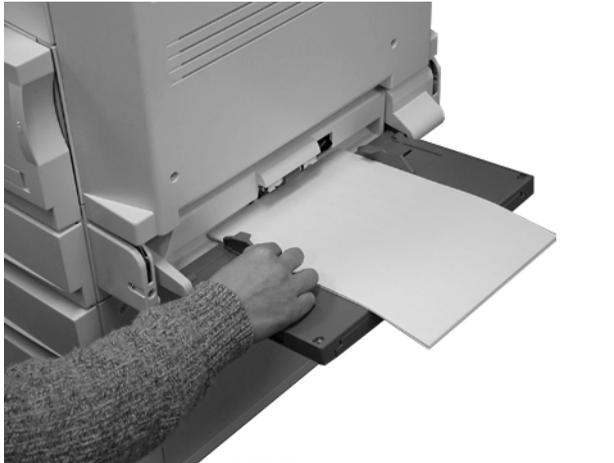
To change the paper size for the Bypass Tray, it must be selected from the Control Panel.

- Load the media in the Bypass tray.
- Slide the guide until it is just touching the edge of the stack.

---

**NOTE:** Ensure that the maximum fill line is not exceeded.

---



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**NOTE:** The Bypass tray is extendable to accommodate short edge feed sheets or larger paper sizes.

---



# 6 ***Basic Troubleshooting***

This chapter provides information for solving problems which may occur with your *WorkCentre Pro 421*. Tables listing Error Messages and Codes, problems and possible solutions are provided.

# Jam Clearance

---

There are two types of jam:

- Document Feeder (ADF/DADF) jam
- Paper path Jam

If a jam occurs during machine operation, refer to the messages displayed on the LCD.

---

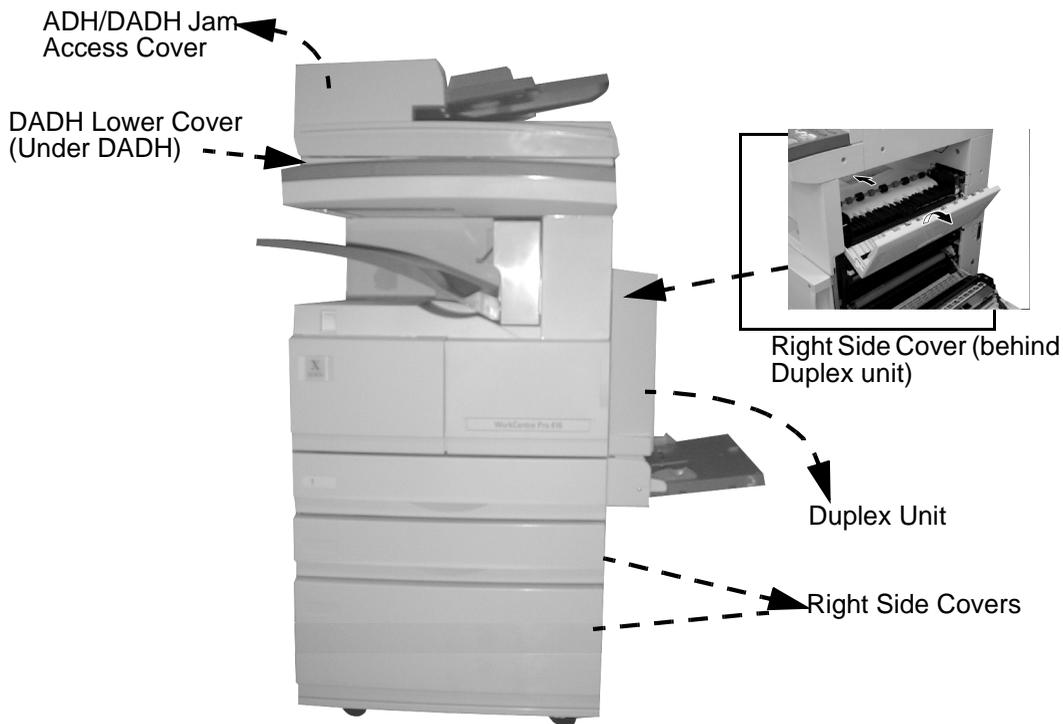
**IMPORTANT:** Follow the step by step procedures shown on the message display to clear the fault. Use the scroll key  to proceed to the next step and press [Enter].

---

## Access Areas

---

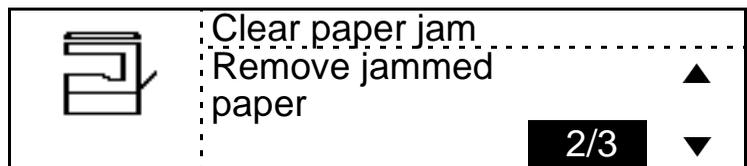
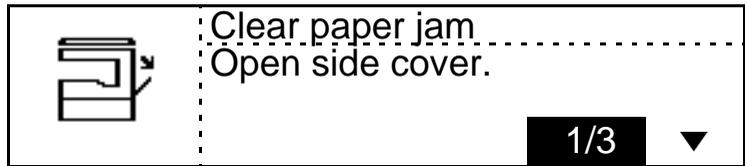
The following diagram illustrates where the jam clearance access areas are on the machine.



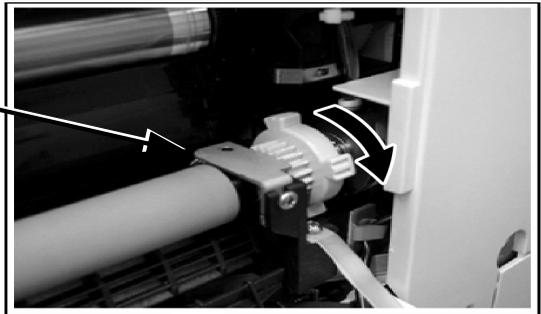
## Example of Paper Jam

See the following for an example of typical jam clearance messages.

- Open the right side cover.
- Use the scroll key (▼) to proceed to the next step and press [Enter].
- Remove any paper visible in this area.



Green wheel



- Rotate the green wheel toward you and remove any jammed paper as it appears between the rollers.

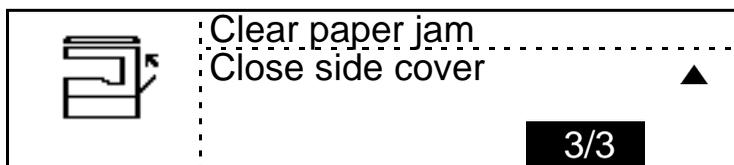


- Open the exit cover as shown here.
- Remove any jammed paper inside the exit unit.



- Use the scroll key  to proceed to the next step and press [Enter].

- Close the exit cover and the right hand side cover.



**NOTE:** The display instructions may vary depending on the options installed.

## Preventing Paper Jams

Paper jams happen for a variety of reasons. Use the following recommendations to reduce the potential for jams.

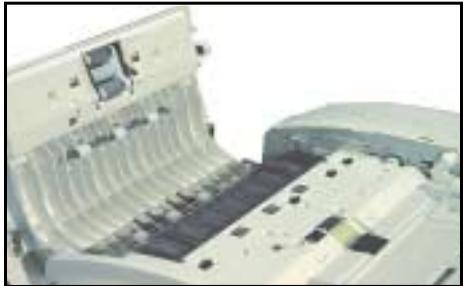
- Use only recommended paper. (Refer to Appendix B - Specifications).
- Store paper in dry conditions, away from extreme heat or cold. Protect unused paper by storing it in its wrapper, on a flat surface, until you are ready to use it.
- Paper must be loaded correctly in the tray you select for the job. The orientation of the paper in the paper tray must match the orientation of the originals. Check the fill line in the tray to make sure the paper tray is not overloaded.
- Do not use paper that is torn, wrinkled, or folded.
- Ensure that the paper size has been selected correctly for the relevant paper tray.

# Example of Document Feeder (ADF/DADF) Jam

Clear misfed original  
Push jam access button ▲  
1/12 ▼



Clear misfed original  
Open jam access cover ▲  
2/12 ▼



Clear misfed original  
Open upper guide ▲  
3/12 ▼



Clear misfed original  
Turn green wheel ▲  
4/12 ▼

Clear misfed original  
Remove misfed original ▲  
5/12 ▼

## Calling for Service

---

If the problem persists, contact the Xerox Welcome Centre or your local representative. The serial number of the machine will be required, together with any relevant error codes

For information on locating the serial number, please refer to *"Customer Support" on page 1-4.*

## Displaying Error Codes

---

Press the [Stop] and the number 8 key at the same time to display the Error Code.

The Error Code indicates the location of the fault - refer to page 6-9 in this section.

## Customer Support Telephone Number

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The telephone number of the Xerox Welcome Centre or your local representative is provided at the time of product installation. For your convenience and future reference please record the telephone number in the space below:

Welcome Centre or Local Representative Telephone Number:

# \_\_\_\_\_

## Error Messages and Codes

If an abnormal condition arises in the machine or an incorrect operation is performed, an alarm signal is generated for a few seconds and a message indicating the nature of the error is displayed. If this happens, take the corrective action listed in the following table. The problem may be identified further by accessing the error codes. To access the error codes when a machine problem is identified press [Stop] and 08.

### Error Messages

Error Message	Description and Corrective Action
Drum life warning	The print counter has reached 29,000 pages. Order new drum cartridge.
Replace Drum	The Drum Cartridge has reached its end of life. Replace the Drum Cartridge. See "Replacing the Drum Cartridge".
Check Drum	The Drum Cartridge is not properly installed. Reinstall the Drum Cartridge.
Toner is low	The toner sensor detected toner low status. Order a new toner cartridge.
Toner empty	The toner sensor detected toner end status. Replace the toner cartridge. See "Replacing the Toner Cartridge".
Replace toner	The toner cartridge is not properly installed. Reinstall the toner cartridge.
Upper tray of the job separator is full	Remove the paper from the upper tray of the job separator.
Lower tray of the job separator is full	Remove the paper from the lower tray of the job separator.
Add Paper to Tray 1	Load paper in Tray 1.
Add Paper to Tray 2	Load paper in Tray 2.
Tray 1 is not ready	Push Tray 1 into the machine.
Tray 2 is not ready	Push Tray 2 into the machine.

Error Message	Description and Corrective Action
Memory error	Initial settings have been lost (due to a lengthy power failure, depleted battery, etc.). Press [Clear] to restore the idle state. If this Error Message is repeatedly displayed machine programming has become corrupted. The machine must be reinitialized by a trained technician. Call for service.
Power failure	Reserved jobs were erased due to a lengthily power failure. Press [Clear] twice to restore the idle state. Check the POWER FAILURE LIST that was output for information on any lost communication.
Add paper	Paper has run out in all cassettes, or all cassettes have been removed. Load paper, or insert the cassette firmly.
Tray 1 empty Tray 2 empty	Paper has run out in the designated cassette, or the cassette has been removed. Load paper, or insert the cassette firmly.
Clear paper jam	A paper jam has occurred. Remove the jammed paper. Do not switch off the power.
Memory is full	The memory became full during data entry into memory during a copying process.

## Error Codes

Type	Error Code	Probable Cause	Corrective Action
CALL FOR SERVICE	C01 - 05		Call your local service representative.
Temporary paper supply mechanism error	C13	Tray 1 error	Pull tray 1 out and push back in. If the problem persists call for service.
	C14	Tray 2 error	Pull tray 2 out and push back in. If the problem persists call for service.
CALL FOR SERVICE	C21-C99		Call your local service representative.
CALL FOR SERVICE	CA1 CA2		Call your local service representative.
Transport jams in main body	E01	Paper jam inside the machine.	Open the side cover and exit cover and remove any jammed paper. Also if you have a job separator or an offset catch tray open the cover and remove any jammed paper. Close all covers.
	E02	Paper jam near the Fuser Unit.	Open the side cover of the copier and remove the jammed paper. Also if you have a job separator or an offset catch tray open the cover and remove any jammed paper. Close all covers.
	E03	Paper remaining inside the machine at power on (except for ADF).	Open the side cover and exit cover and remove any jammed paper. Also if you have an ADU (Auto Duplex unit), a job separator, or an offset catch tray, open the cover and remove any jammed paper. Open the side cover of the Paper Feed Processor (tray 2) and remove any jammed paper. Close all covers.

Type	Error Code	Probable Cause	Corrective Action
Transport jams in main body	E08	Transporting jam inside the ADU.	Open the side cover and exit cover of the copier and remove any jammed paper. Open the ADU (Auto Duplex unit) cover and remove any jammed paper. Close covers afterwards.
	E09	Time out error at the paper feed sensor.	Open the side cover of the copier and remove any jammed paper. Close cover afterwards.
Paper Feed jam	E11	Paper feed jam at the ADU.	Open the side cover of the copier and the ADU (Auto Duplex unit) cover and remove any jammed paper. Close covers afterwards.
	E12	Paper feed jam at the Bypass Tray.	Remove stack of paper from the bypass tray, fan the edges and reload it.
	E13	Tray 1 feed jam.	Open the copier side cover and remove any jammed paper. Close cover.
	E14	Tray 2 feed jam.	Open the Tray 2 side cover and remove any jammed paper. Close cover.
Optional Trays transport jams	E31	Paper jam inside Main unit during Tray 2 feed (paper does not reach FDS1 sensor).	Open the copier side cover and remove any jammed paper. Open the Tray 2 side cover and remove any jammed paper. Close covers.
Paper jam due to open cover	E41	Copier front cover or side cover is opened during copying.	Open the side cover and exit cover and remove any jammed paper. Also if you have an ADU (Auto Duplex unit), a job separator or an offset catch tray, open the cover and remove any jammed paper. Open the side cover of the Paper Feed Processor (tray 2) and remove any jammed paper. Close all covers.
Paper jam due to open cover	E42	Tray 2 side cover is opened during copying.	Open Tray 2 side cover and remove any jammed paper. Close covers.

Type	Error Code	Probable Cause	Corrective Action
	E43	ADU (Auto Duplex Unit) is opened during copying.	Open the side cover and exit cover and remove any jammed paper. Also if you have an ADU (Auto Duplex unit), a job separator or an offset catch tray, open the cover and remove any jammed paper. Open the side cover of the Paper Feed Processor (tray 2) and remove any jammed paper. Close all covers.
ADF/DADF Paper transport jam	E71 E72 E73 E74	ADF or DADF document jam.	Open the ADF or DADF cover and remove any jammed paper. Close cover.
Life end		Drum Cartridge near end of life Toner is nearly empty	Replace Drum Cartridge. Replace toner cartridge
Miscellaneous		No toner cartridge No Drum Cartridge Offset catch tray is full	Install toner cartridge Install Drum Cartridge Remove paper from tray

# Image Quality Problems

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Various situations can affect the quality of the output. Check the following conditions to ensure optimum copy and print performance.

If you still cannot resolve the problem, contact the Key Operator or a local service representative.

- Do not locate the *WorkCentre Pro 421* in direct sunlight or near a radiator.
- Avoid sudden temperature and humidity changes in the *WorkCentre Pro 421*'s environment. When a change occurs, allow the *WorkCentre Pro 421* at least two hours to adjust its settings to the new environment, depending on the severity of the change.
- Follow regular maintenance schedules for cleaning areas, such as the Document Glass, CVT and output trays. Refer to "*Cleaning the WorkCentre Pro 421*" on Page 5-2.
- If the copy quality is poor with uneven, faint, degraded print or a white line is visible in the direction of the paper feed, clean the Transfer Corotron Wire. Refer to "*Transfer Corotron Wire*" on Page 5-4.

# 7 **Machine Defaults & Setups**

As delivered the machine has the factory default settings. This chapter lists the settings that are customer changeable and step by step instructions on how to change them.

# Changing Machine Defaults

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## Quick Pathway

- > Machine Status
- > Default settings
- > Machine defaults

Use the following instructions to access the Machine Default options. Instructions for customizing each Machine Default setting is then provided.

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**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.

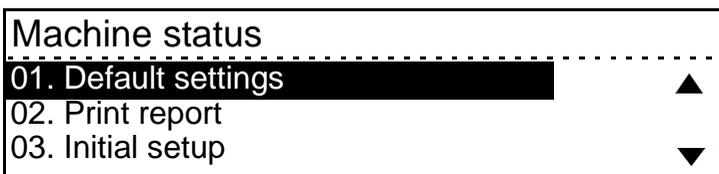
---

- > To access the Machine Defaults menu while in the Ready mode, press the [Machine Status] key located to the right of the LCD.

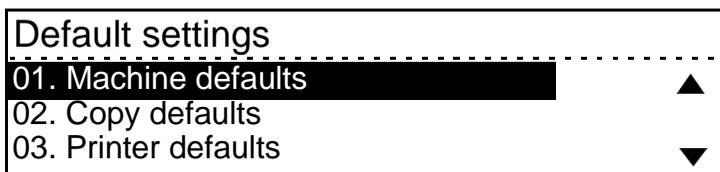


The Machine Status menu displays the settings options.

- > Ensure [Default settings] is selected and press [Enter].



- > Select [Machine defaults] and press [Enter].



The Machine Defaults options display.



## Paper Trays

Use the Paper Trays setting to select the paper size and orientation for each tray. You can also determine the paper tray that will be used as a default. This will be automatic selection or tray 1.

- Use the scroll key  to select [Paper trays] and press the [Enter] key.

Machine defaults	
01. Paper trays	▲
02. Timers	
03. Interrupt key	▼

- Use the scroll key  to select [Default paper tray] and press the [Enter] key.

Paper trays	
01. Paper tray size	▲
02. Default paper tray	▼

- Use the scroll keys  and  to select the default paper tray condition that you want to set, then press the [Enter] key.

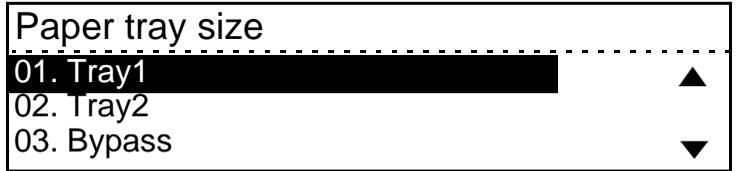
Default paper tray	
01. Auto paper	▲
02. Tray1	▼

**NOTE:** If Automatic Reduction/Enlargement is selected and you choose Auto paper as the default tray selection, Reduction/Enlargement will be set to 100%.

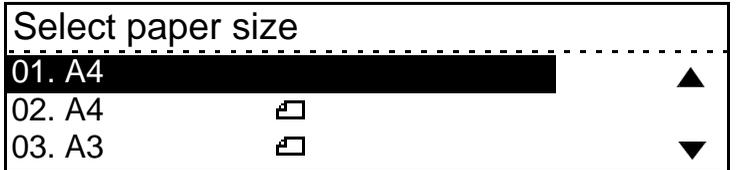
- Use the scroll key  to select [Paper tray size] and press the [Enter] key.

Paper trays	
01. Paper tray size	▲
02. Default paper tray	▼

- Use the scroll keys  and  to select the tray you have changed, then press the [Enter] key.



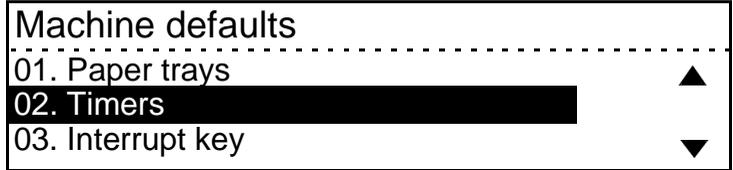
- Use the scroll keys  and  to select the paper size and orientation you have installed in the tray and then press the [Enter] key.



## Timers

Use the Timers setting to set the default time for Time Out, Standby mode and Sleep mode.

- Use the scroll key  to select [Timers] and press [Enter].



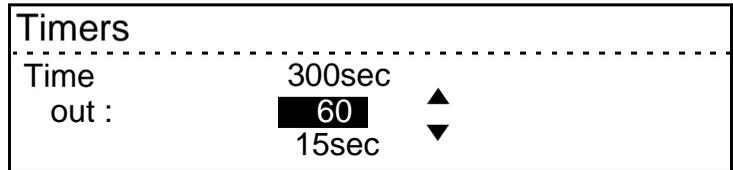
- Use the scroll key  to select [Time out] and then Press [Enter].



### Time Out

Time out clears any features that may have been selected and returns to the Standby mode.

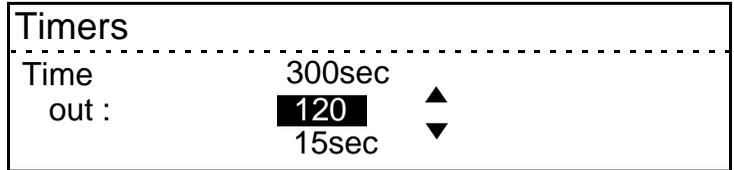
The LCD screen displays the current Time out timer value.



- Use the scroll keys  or  to select the required value between 15 - 300 seconds.

The following values are selectable: 15, 30, 45, 60, 75, 90, 105, 120, 135, 150, 180, 210, 240, 270 and 300 seconds.

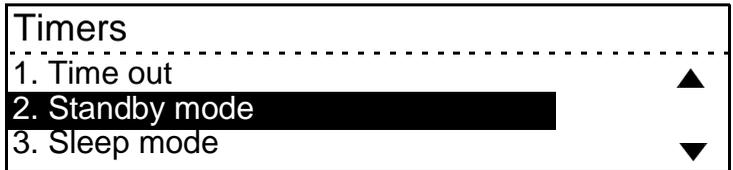
- Press [Enter].
- Press [Features] key to return to the Ready Mode.



- Use the scroll key  to select [Standby mode] and Press [Enter].

## Standby Mode

The default setting is to automatically switch into Standby mode after remaining idle for 15 minutes. The LCD screen is visible and the message 'Standby' is displayed. To activate the machine, press any key on the control panel or open the document glass cover or document feeder.



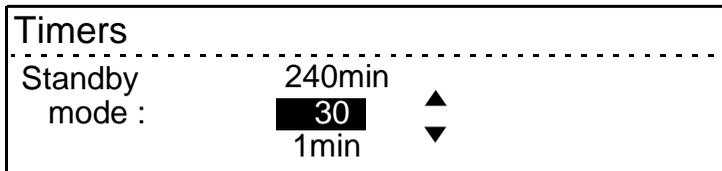
The LCD screen displays the current Standby mode timer value.



- Use the scroll keys (▼) or (▲) to select the required value between 1 and 240 minutes.

The following values are selectable: 1, 2, 3, 4, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60, 70, 80, 90, 100, 110, 120, 150, 180, 210 and 240 minutes.

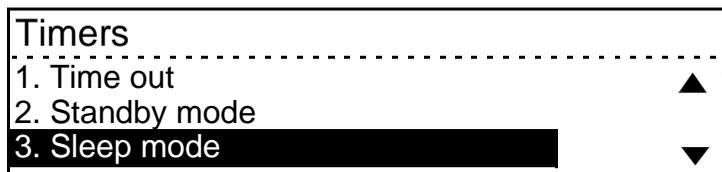
- Press [Enter].
- Press [Features] key to return to the Ready mode.



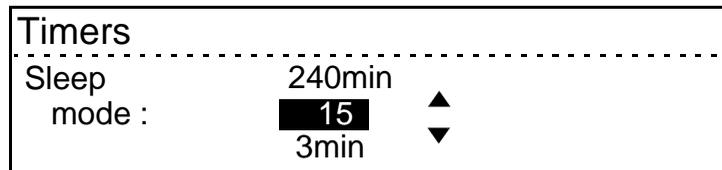
## Sleep Mode

The default setting is for the machine to automatically power down 15 minutes after the machine enters Standby mode. To activate the machine, press any key on the control panel or open the document glass cover or document feeder.

- Use the scroll key (▼) to select [Sleep mode] and Press [Enter].



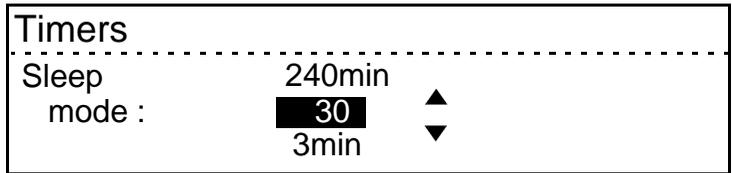
The LCD screen displays the current Sleep mode timer value.



- Use the scroll keys  or  to select the required value between 3 and 240 minutes.

The following values are selectable: 3, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60, 70, 80, 90, 100, 110, 120, 150, 180, 210 and 240 minutes.

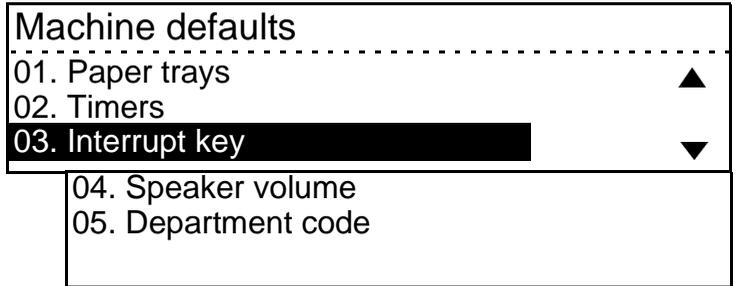
- Press [Enter].
- Press [Features] key to return to the Ready Mode.



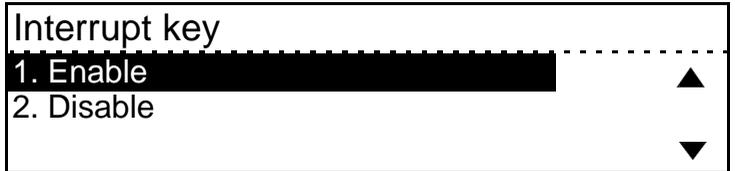
# Interrupt Key

Use the Interrupt Key option to enable or disable the Interrupt function.

- Select [Interrupt key] using the scroll key  and press [Enter].



- Select [Enable] or [Disable] and press [Enter].
- Press [Features] key to return to the Ready mode.

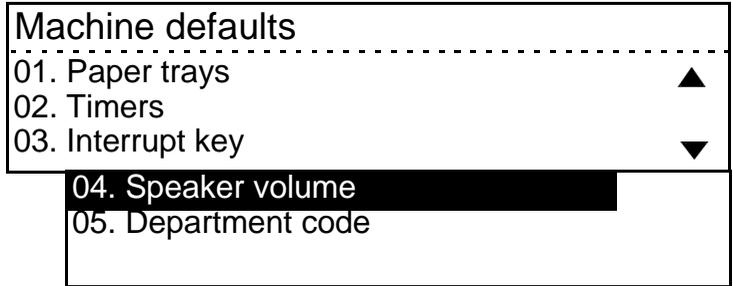


# Speaker Volume

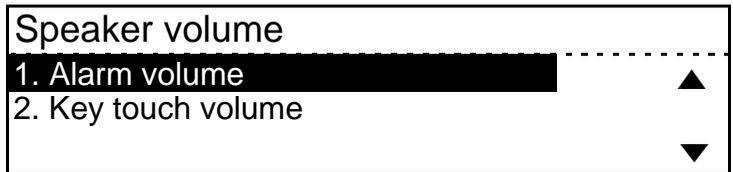
There are two Speaker Volume selections available:

- **Alarm volume** - when the machine has an error an alarm rings to notify the user.
- **Key touch volume** - when you make any selection or touch any key on the control panel the machine bleeps.

- Select [Speaker volume] using the scroll key  and press [Enter].



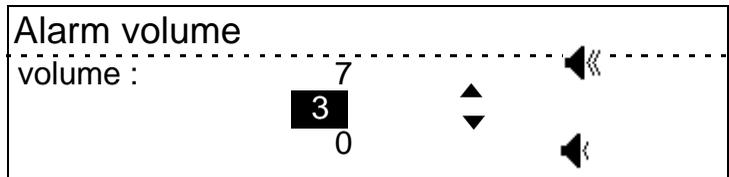
- Select the volume option required using the scroll key  and press [Enter].



- Use the scroll keys  or  to select the required value between 0 and 7.

Selecting 0 switches off the alarm and 7 is the loudest setting.

- Press [Enter].
- Press [Features] key to return to the Ready mode.



## Department Codes

---

Use of the machine can be limited to authorised personnel within a department by setting up Department Codes. Within the Department Codes function you can assign one Master Code for the administrator, and up to 98 Department Numbers and Codes for individual departments to use. The machine can then monitor each department's usage.

When the function is used for the first time, the administrator is prompted to enter a Master Code Name and a 5-digit Master Code. This name and code is then used to access the function for setting up individual Department Codes.

Each Department Code also has a 2 digit Department Number and a Department Name assigned. The Department Number assigned to the Master Code is preset as 01. During the setup procedure, you are prompted to enter a 2 digit Department Number, a Department Name and a 5 digit Department Code for each department.

It is recommended that you plan which numbers, names and codes should be assigned to each department prior to setting up Department Codes.

The individual Department Codes are used to access and operate the machine. As each department enters their assigned Department Code to access and operate the machine, the usage is recorded on the Department Code Report.

---

***HINT:** For instructions on printing the Department Code Report, refer to page 7-20.*

---

## Setup of the Master Department Code

- Use the scroll key  to select [Department code], and then press [Enter].

Machine defaults	
01. Paper trays	▲
02. Timers	
03. Interrupt key	▼
04. Speaker volume	
05. Department code	

- To enable the Department code function, select [On] and press [Enter].

Department codes	
1. On	▲
2. Off	▼

- Using the numeric keypad, enter a 5 digit master code and press [Enter].

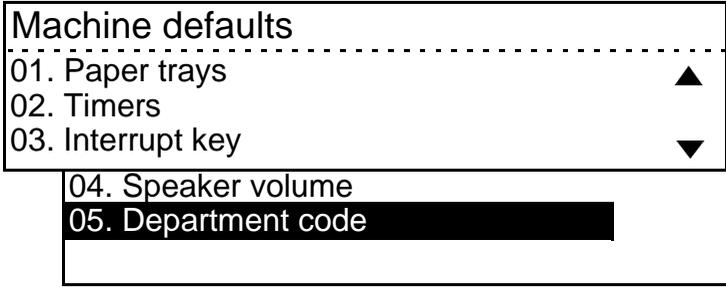
Master code	
Master code number:	01
Enter master code:	<input type="text"/>

The Master Code has been setup and you are now ready to setup individual Department Codes.

Department codes	
Enter master code (1) or	
Enter department code (2 - 99)	

## Setup of individual Department Codes

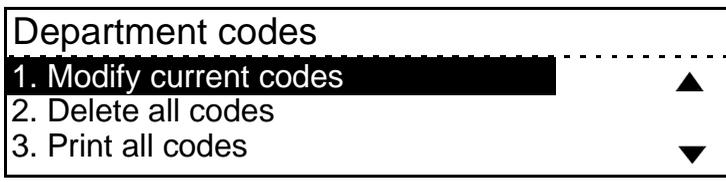
- Use the scroll key  to select [Department code], and then press [Enter].



- Select [On] and press [Enter] to access the setup screens.

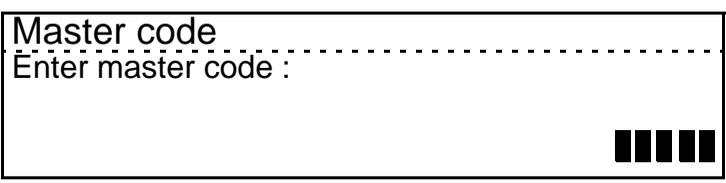


- Select [Modify current codes] to setup new Department Codes or modify existing codes.
- Press [Enter].



**NOTE:** If you entered the Master Code to gain access to the machine, you will not have to enter it again here.

- Enter the 5 digit Master Code using the numeric keypad and press [Enter].  
If the code is correct, access to the Department Code setup screens is provided.



- Using the numeric keypad enter the first 2 digit Department Number you want to setup, between 2 and 99.
- Press [Enter].

<b>Department codes</b> ----- Enter master code (1) or Enter department code (2 - 99)	6 █
--	-----

- Using the numeric keypad, enter a 5 digit Department Code and press [Enter].

<b>Department codes</b> ----- Department number: 06 Enter master code:	█ █ █ █ █ █
---	-------------

- Using the numeric keypad enter the first 2 digit Department Number you want to setup, between 2 and 99.
- Press [Enter].

<b>Department codes</b> ----- Enter master code (1) or Enter department code (2 - 99)	6 █
--	-----

The first Department Code has now been setup. Follow the procedure to setup all the Department Codes required.

- When all the Department Codes have been setup, press the [Features] key to return to Ready mode.

<b>Department codes</b> ----- Enter master code (1) or Enter department code (2-99)	
--	--

## Modifying and Deleting Department Codes

- Use the scroll key  to select [Department code], and then press [Enter].

Machine defaults	
01. Paper trays	▲
02. Timers	
03. Interrupt key	▼
04. Speaker volume	
05. Department code	

- Select [On] and press [Enter] to access the setup screens.

Department codes	
1. On	▲
2. Off	▼

- Select [Modify current codes] to modify existing codes.
- Press [Enter].

Department codes	
1. Modify current codes	▲
2. Delete all codes	
3. Print all codes	▼

**NOTE:** If you entered the Master Code to gain access to the machine, you will not have to enter it again here.

- Enter the 5 digit Master Code using the numeric keypad and press [Enter].

If the code is correct, access to the Department Code setup screens is provided.

Master code	
Enter master code :	
	■ ■ ■ ■ ■

- Using the numeric keypad enter the 2 digit Department Number you want to modify or delete.
- Enter [1] to modify the Master Code, or between [2] and [99] to modify the Individual Department Codes.
- Press [Enter].

<b>Department codes</b> ----- Enter master code (1) or Enter department code (2 - 99)  <div style="text-align: right;">6 </div>
---

A message displays “Unavailable. Already assigned”. The modify options then display.

<b>Department codes</b> ----- Department number: 06  Unavailable. Already assigned
--

- To delete the Department Code select [Delete] and press [Enter].

**NOTE:** The master code cannot be deleted, only modified.

<b>Department codes</b> ----- 1. Delete   2. Modify 3. Retain 
---

The code is deleted.

<b>Department codes</b> ----- Department number: 06  Deleted
--

- To change the code details, select [Modify] and press [Enter].
- Make the changes required and press [Enter].

Department codes	
1. Delete	▲
2. Modify	▼
3. Retain	

---

Department codes	
Department number:	06
Enter department code :	

- To exit without making any changes, select [Retain] and press [Enter].

Department codes	
1. Delete	▲
2. Modify	
3. Retain	▼

- Press the [Features] key to return to Ready mode.

Department codes	
Enter master code (1) or	
Enter department code (2 - 99)	

## Using Department Codes

---

Once the Department Codes have been setup, the Ready mode screens prompt users to enter a Department Code before access to the Copy function is allowed.

- Press the [Features] key.
- Using the numeric keypad, enter your Department Code.

Enter department code	1
Paper : Auto L/D : Auto	
Output : Collated R/E : 100%	
<b>Added Features</b>	▼

Each digit entered is displayed as an asterisk on the screen.

- Press [Enter].

If the code is correct, access to the function is provided. If the code is incorrect the “Enter department code” message returns.

*****	1
Paper : Auto L/D : Auto	
Output : Collated R/E : 100%	
<b>Added Features</b>	▼

---

***HINT:** The Department Code Report can be printed to view the machine usage for each Department Code. For instructions on printing the Department Code Report refer to page 7-20.*

---

# Printing Reports

## Quick Pathway

- > Machine Status
- > Default settings
- > Print report

There are two reports that can be printed from the machine:

- Department code
- Setting report

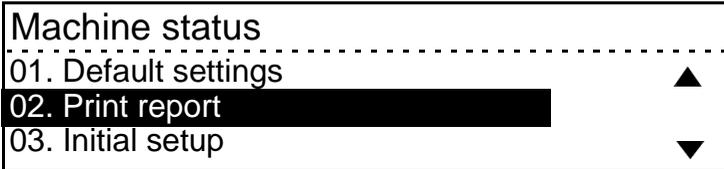
**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.

- > To access the Print Report menu while in the Ready mode, press the [Machine Status] key located to the right of the LCD.



The Machine Status menu displays the settings options.

- > Ensure [Print report] is selected and press [Enter].



# Department Code Report

---

The Department Code report lists the Department Codes. The usage for each department is listed by number of pages copied.

If you enter the master code, the report lists the master department code and all departments. If you enter a department code, the report prints information for only that user's department.

The following information is printed on the Department Code Report:

Item	Description
Dept. nbr	Department Number.
Dept. code	Department Code for operating the department.
Pgs. Copied	Number of pages copied by the department.

## To Print the Department Code Report:

---

- Ensure [Department code] is selected and press [Enter].

Print report
01. Department code ▲
02. Settings report ▼

The "Printing accepted" message is displayed and your report will be printed.

- Press [Features] key to return to the Ready mode.

Department code
.....
Printing accepted

# Settings Report

The Settings Report prints a list of each machine function and the current settings.

Memory size	Total pages
	Scanned
	Printed
Machine defaults	
Paper trays	
Tray1	
Tray2	
Bypass	
Timers	
Time out	
Standby mode	
Sleep mode	
Interrupt key	
Speaker volume	
Alarm volume	
Key touch volume	
Copy Defaults	
Reduce/enlarge	
Original type	
Lighten/darken	
Output	
Sides imaged	

## To Print the Settings Report:

---

- Select [Settings report] and press [Enter].

Print report	
01. Department code	▲
02. Settings report	▼

The “Printing accepted” message is displayed and your report will be printed.

- Press [Features] key to return to the Ready mode.

Settings report
Printing accepted

---

**NOTE:** Total Pages represents the grand total for Scanned and Printed pages, it is not the same as Drum count that is found on the Activity Report.

---

---

**NOTE:** The firmware identification number is located at the top of the Settings Report. Refer to this number when calling for service.

---

# Changing the Initial Setup

## Quick Pathway

- Machine Status
- Initial setup

Initial setup allows the user to localise their machine and customize to meet their individual needs. The following are the setups available:

- Date & Time
- Localization
- Language
- Machine Serial Number
- Customer Support

**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.

- To access the Initial Setup menu while in the Ready mode, press the [Machine Status] key located to the right of the LCD.



The Machine Status menu displays the settings options.

- Select [Initial setup] and press [Enter].



## Date & Time

---

- Ensure [Date & Time] is selected and press [Enter].

<b>Initial Setup</b>	
01. Date & Time	▲
02. Localization	
03. Language	▼
04. Machine serial number	
05. Customer support	
06. Network	

## Setting

---

Setting allows users to view and edit the current Date & Time information.

- Ensure [Setting] is selected and press [Enter].

<b>Date &amp; Time</b>	
01. Setting	▲
02. Time format	
03. Date format	▼
04. Month format	

The LCD screen displays the current date and time information.

<b>Setting</b>			
.....			
YYYY-MM-DD	day		HH: MM
2001-04-01	Tue	◆	11 : 30 pm

- Change the settings using the scroll keys and numeric keypad.

Use the scroll key  to select the digit/entry requiring change.

Enter a new digit using the numeric keypad or scroll to a new entry using the scroll keys  or .

- When you have changed all the required settings, press [Enter].

Setting		
YYYY-MM-DD	day	HH: MM
2001-04-01	Tue	11 : 30 pm

## Time Format

Use the Time Format setting to select a 12 hour or 24 hour clock.

- Select [Time Format] using the scroll key  and press [Enter].

Date & Time	
01. Setting	
02. Time format	
03. Date format	
04. Month format	

- Select [1. 24 hour] for a 24 hour clock or [2. 12 hour] for a 12 hour clock.
- Press [Enter].

Time format	
1. 24 hour	
2. 12 hour	

## Date Format

---

Use the Date Format setting to select the date order, for example the year, the month, the day or the month, the day, the year etc.

- Select [Date Format] using the scroll key  and press [Enter].

Date & Time	
01. Setting	▲
02. Time format	
03. Date format	▼
04. Month format	

- Select the format option required using the scroll key  and press [Enter].

Date format	
1. YYYY-MM-DD	▲
2. MM-DD-YYYY	
3. DD-MM-YYYY	▼
4. YY-MM-DD	
5. MM-DD-YY	
6. DD-MM-YY	

## Month Format

---

Use the Month Format setting to choose whether to display the month using numeric digits or the month name.

- Select [Month Format] using the scroll key  and press [Enter].

Date & Time	
01. Setting	▲
02. Time format	
03. Date format	▼
04. Month format	

- Select the option required using the scroll key  and press [Enter].
- Press [Features] key to return to the Features mode.

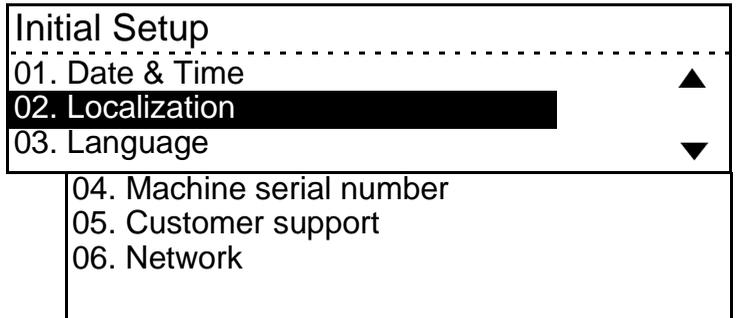
Month format	
1. Numeric	▲
2. Name	▼

# Localization

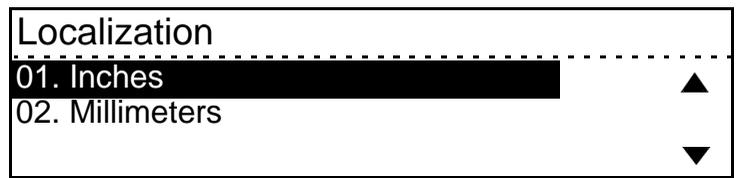
---

Use the localization setting to select whether to display measurements in inches or millimetres.

- Select [Localization] using the scroll key  and press [Enter].



- Select the Localization option required using the scroll key  and press [Enter].



# Language

Use the Language setting to select which language the screen will use.

- Select [Language] using the scroll key  and press [Enter].

<b>Initial Setup</b>	
01. Date & Time	▲
02. Localization	
<b>03. Language</b>	▼
04. Machine serial number	
05. Customer support	
06. Network	

- Select the required Language using the scroll key  and press [Enter].
- Press [Features] key to return to the Ready mode.

<b>Language</b>	
<b>01. English</b>	▲
02. Français	
03. Français (Canada)	▼
04. Español	
05. Português	
06. Italiano	
07. Deutsch	
08. Nederlands	
09. Dansk	
10. Norsk	
11. Svenska	
12. Suomi	

# Machine Serial Number

---

For easy reference the machine serial number can be stored in the setups.

**NOTE:** To locate the machine serial number, refer to Chapter 1 - About This Guide, page 1-4.

---

- Select [Machine serial number] using the scroll key  and press [Enter].

<b>Initial Setup</b>	
01. Date & Time	▲
02. Localization	
03. Language	▼
<b>04. Machine serial number</b>	
05. Customer support	
06. Network	

- The machine serial number is on a label located on the machine frame inside the front door. Use the Keyboard to enter the number.
- Press [Enter].
- Press [Features] key to return to the Ready mode.

<b>Machine serial number</b>
Number (20 max) :
<input type="text"/>

# Customer Support

Use this option to store the Xerox Customer Support telephone number and the Xerox Supplies telephone number.

- Select [Customer Support] using the scroll key  and press [Enter].

<b>Initial Setup</b>	
01. Date & Time	▲
02. Localization	
03. Language	▼
-----	
04. Machine serial number	
05. Customer support	
06. Network	

- Ensure [Customer support number] is selected and press [Enter].

<b>Customer support</b>	
01. Customer support number	▲
02. Xerox supply number	
	▼

- Use the numeric keypad to enter the Customer Support telephone number and press [Enter].
- Press [Features] key to return to the Ready mode.

<b>Customer support number</b>	
Number (20 max) :	
█	

## Xerox Supply Number

---

- Select [Xerox supply number] using the scroll key  and press [Enter].

Customer support	
01. Customer support number	▲
02. Xerox supply number	▼

- Use the numeric keypad to enter your Xerox supply telephone number and press [Enter].
- Press [Features] key to return to the Ready mode.

Xerox supply number	
Number (20 max) :	
█	

# Network

---

The network settings are used to install and configure the *WorkCentre Pro 421* on your network. This task must be performed by a trained System Administrator.

Instructions for configuring the network settings and installing the machine on a network are provided in the System Administrator's Guide.

<b>Initial Setup</b>	
01. Date & Time	▲
02. Localization	
03. Language	▼
04. Machine serial number	
05. Customer support	
06. Network	

# Menu Map

## Quick Pathway

- > Machine Status
- > Menu map

The menu map contains a list of all the settings provided in Machine Status.

**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.

- > To access the Menu map, press the [Machine Status] key located to the right of the LCD.



The Machine Status menu displays the settings options.

- > Select [Menu map] using the scroll key (▼) and press [Enter].

<b>Machine status</b>	
01. Default settings	▲
02. Print report	
03. Initial setup	▼
<b>04. Menu map</b>	
05. Self test	
06. Customer support number	
07. Machine serial number	
08. Xerox supply number	
09. Total print counter	
10. Machine revisions	

The “printing accepted” message displays and a map of the menus available within Machine Status is printed.

- > Press [Features] key to return to the Ready mode.

<b>Menu map</b>
Printing accepted

# Self Test

## Quick Pathway

- > Machine Status
- > Self test

A series of machine tests can be carried out by the user to enable you to understand the performance of the machine and diagnose any problems it may have. Various tests are available from the self test option.

**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.

- > To access the Menu map, press the [Machine Status] key located to the right of the LCD.



The Machine Status menu displays the settings options.

- > Select [Self test] using the scroll key (▼) and press [Enter].

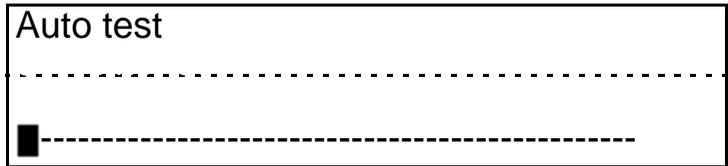
Machine status	
01. Default settings	▲
02. Print report	
03. Initial setup	▼
-----	
04. Menu map	
05. Self test	
06. Customer support number	
07. Machine serial number	
08. Xerox supply number	
09. Total print counter	
10. Machine revisions	

# Automatic Test

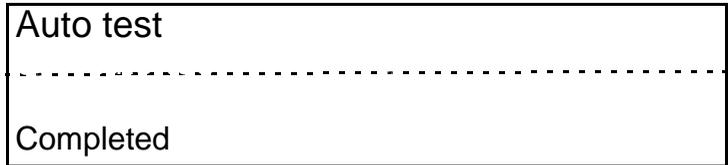
- > Ensure [Auto test] is selected and press [Enter].

Self test	
01. Auto test	▲
02. Individual test	
03. Print test result	▼

The Auto test screen displays during testing.



- The “Completed” message displays when the test is complete.
- Press [Features] key to return to the Standby Mode.



## Individual Test

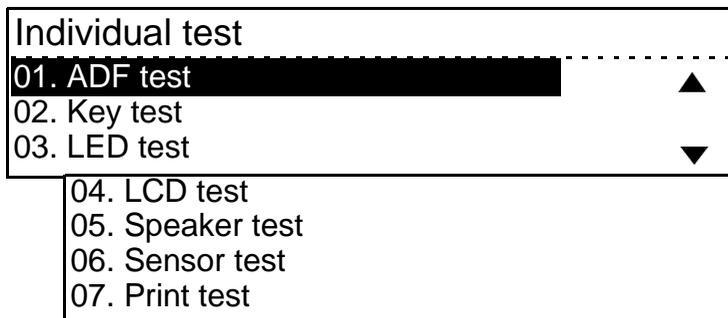
- Use the scroll key  to select [Individual test]. Press [Enter].



These individual tests are available.

- Using the scroll key  to select the test required and press [Enter].

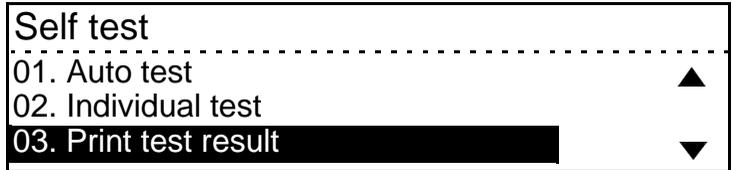
Each Individual test will display unique instructions. Follow these instructions step by step to run the test.



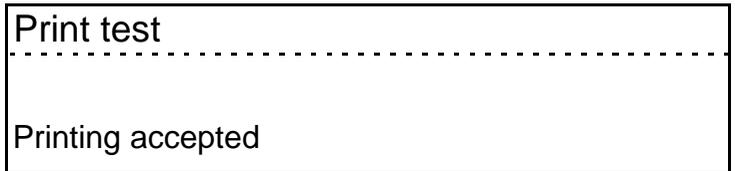
## Print Test Result

---

- Use the scroll key  to select [Print test result]. Press [Enter].



- The "Printing accepted" message displays and the test results are printed.
- Press [Features] key to return to the Standby Mode.



# Customer Support Number

## Quick Pathway

- > Machine Status
- > Customer support number

This option displays the customer support number entered using the Initial Setup options.

**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.

- > To access this option, press the [Machine Status] key located to the right of the LCD.

The Machine Status menu displays the settings options.

- > Select [Customer support number] using the scroll key  and press [Enter].



<b>Machine status</b>	
01. Default settings	▲
02. Print report	
03. Initial setup	▼
04. Menu map	
05. Self test	
<b>06. Customer support number</b>	
07. Machine serial number	
08. Xerox supply number	
09. Total print counter	
10. Machine revisions	

<b>Customer support number</b>
1 800 2000

# Machine Serial Number

## Quick Pathway

- Machine Status
- Machine serial number

This option displays the serial number of your machine.

**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.

- To access this option, press the [Machine Status] key located to the right of the LCD.

The Machine Status menu displays the settings options.

- Select [Machine serial number] using the scroll key  and press [Enter].



**Machine status**

---

01. Default settings ▲

02. Print report

03. Initial setup ▼

04. Menu map

05. Self test

06. Customer support number

**07. Machine serial number**

08. Xerox supply number

09. Total print counter

10. Machine revisions

**Machine serial number**

---

34300021932

# Xerox Supply Number

---

## Quick Pathway

- > Machine Status
- > Xerox supply number

This option displays the telephone number to call for ordering supplies from Xerox.

---

**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.

---

- > To access this option, press the [Machine Status] key located to the right of the LCD.

The Machine Status menu displays the settings options.

- > Select [Xerox supply number] using the scroll key  and press [Enter].



<b>Machine status</b>	
01. Default settings	▲
02. Print report	
03. Initial setup	▼
04. Menu map	
05. Self test	
06. Customer support number	
07. Machine serial number	
<b>08. Xerox supply number</b>	
09. Total print counter	
10. Machine revisions	

<b>Xerox supply number</b>
1 800 3000

# Total Print Counter

## Quick Pathway

- Machine Status
- Total print counter

- To access this option, press the [Machine Status] key located to the right of the LCD.

The Machine Status menu displays the settings options.

- Select [Total print counter] using the scroll key  and press [Enter].

This option displays the total number of prints the machine has done.

**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.



Machine status	
01. Default settings	▲
02. Print report	
03. Initial setup	▼
04. Menu map	
05. Self test	
06. Customer support number	
07. Machine serial number	
08. Xerox supply number	
09. Total print counter	
10. Machine revisions	

Total print counter
3980

# Machine Revisions

## Quick Pathway

- > Machine Status
- > Machine revisions

- > To access this option, press the [Machine Status] key located to the right of the LCD.

The Machine Status menu displays the settings options.

- > Select [Machine revisions] using the scroll key  and press [Enter].

Use this option to view a list of machine revisions.

**NOTE:** Some options are not available in all Markets and for every machine configuration. Therefore, feature numbering can vary.



<b>Machine status</b>	
01. Default settings	▲
02. Print report	
03. Initial setup	▼
04. Menu map	
05. Self test	
06. Customer support number	
07. Machine serial number	
08. Xerox supply number	
09. Total print counter	
10. Machine revisions	
<b>Machine revisions</b>	
1FMWWXC1SPK	▲
2FMWWXC1SPK	
3FMWWXC1SPK	▼

# Appendix A - Safety Notes

Your Xerox product and supplies have been designed and tested to meet strict safety requirements. These include Safety Agency approval, and compliance to established environmental standards. Please read the following instructions carefully before operating the product and refer to them as needed to ensure the continued safe operation of your product.

**The safety testing and performance of this product have been verified using XEROX materials only.**

**Follow** all warnings and instructions marked on, or supplied with the product.



This WARNING Mark alerts users to the possibility of personal injury.



This WARNING Mark alerts users to heated surfaces.



---

**WARNING: This product must be connected to a protective earthing circuit.**

---

**This product** is equipped with a 3-wire type plug, provided with a protective earthing pin. This plug will fit only into an earthed power outlet. This is a safety feature. To avoid risk of electric shock, contact your electrician to replace the receptacle if you are unable to insert the plug into the outlet. Never use an earthed adapter plug to connect the product to a power source receptacle that lacks an earth connection terminal.

**This product** should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your local power company.

**Do not** allow anything to rest on the power cord. Do not locate the product where persons will step or trip on the cord.

**Use of an extension cord with this product is not recommended or authorized.** Users should check building codes and insurance requirements if a properly earthed extension cord is to be used. Ensure that the total ampere ratings of the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total amperage of all products plugged into the wall outlets does not exceed the outlet rating.

**Disconnect Device** for this product is the power cord. To remove all electrical power to the product, disconnect the power cord from the power receptacle.

**Your equipment** is equipped with an energy saving device to conserve power when the machine is not in use. The machine may be left on continuously.

**Unplug** this product from the wall outlet before cleaning. Always use materials specifically designated for this product. Use of other materials may result in poor performance and could create a hazardous situation.

**Do not** use aerosol cleaners. Follow the instructions in this User Guide for proper cleaning methods.

**Never** use supplies or cleaning materials for purposes other than those for which they were intended. Keep all supplies and materials out of reach of children.

**Do not** use this product near water, wet locations, or outdoors.

**Do not** place this product on an unstable cart, stand or table. The product may fall, causing personal injury or serious damage to the product

**Slots and Openings** in the cabinet and in the back and sides of the product are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The product should never be located near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

**Never** push objects of any kind into the slots of the product as they may touch dangerous voltage points or short out parts which could result in a fire or electric shock.

**Never** spill liquid of any kind on the product.

**Never** remove covers or guards that require a tool for removal, unless directed to do so in a Xerox approved maintenance kit.

**Never** defeat interlock switches. Machines are designed to restrict operator access to unsafe areas. Covers, guards and interlock switches are provided to ensure that the machine will not operate with covers opened.

**Do not** put your hands into the fuser area, located just inside the exit tray area, as you may be burned.

**Quality Standards:** The product is manufactured under a registered ISO9002 Quality system.

If you need additional safety information concerning this XEROX product or XEROX supplied materials you may call the following number:

EUROPE +44 (0) 1707 353434

USA/CANADA 1 800 928 6571

## Safety Standards

---

**EUROPE** This XEROX product is certified by the following Agency using the Safety Standards listed.

**Agency: SEMKO**

Standard: IEC60950 3rd Edition Amendments A1, A2, A3 and A4.

**USA/CANADA** This XEROX product is certified by the following Agency using the Safety Standards listed.

**Agency: UNDERWRITERS LABORATORIES**

Standard: UL 1950 3rd Edition. Certification is based on reciprocity agreements, which include requirements for Canada.

# Regulatory Information

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The CE marking applied to this product symbolizes Xerox Limited Declaration of Conformity with the following applicable Directives of the European Union as of the dates indicated:

**January 1, 1995:** Council Directive 73/23/EEC amended by Council Directive 93/68/EEC, approximation of the laws of the member states related to low voltage equipment.

**January 1, 1996:** Council Directive 89/336/EEC, approximation of the laws of the member states related to electromagnetic compatibility.

**March 9, 1999** Council Directive 99/5/EC, on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

A full declaration, defining the relevant directives and referenced standards can be obtained from your Xerox representative or by contacting:

Environment, Health and Safety

Xerox Limited

PO Box 17

Bessemer Road

Welwyn Garden City

Herts

AL7 1HE

England

Tel Number +44 (0) 1707 353434



---

**WARNING:** This product is certified manufactured and tested in compliance with strict safety and radio frequency interference regulations. Any unauthorized alteration which includes the addition of new functions or the connection of external devices may impact this certification. Please contact your local XEROX Limited representative for a list of approved accessories.

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**WARNING:**In order to allow this equipment to operate in proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation from the ISM equipment may have limited or special mitigation measures taken.

---



---

**WARNING:**This is a Class A product in a domestic environment. This product may cause radio frequency interference in which case the user may be required to take adequate measures.

---



---

**WARNING:**Shielded cables must be used with this equipment to maintain compliance with Council Directive 89/336/EEC.

---

### **FCC Part 15**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits were 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 and, if not installed and used in accordance with the instruction manual, 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 own expense.

Changes or modifications to this equipment not specifically approved by the XEROX corporation may void the user's authority to operate this equipment.

### **ICES-003**

This Class "A" digital apparatus complies with the Canadian ICES-003. Cet appareil numérique de la classe "A" est conforme à la norme NMB-003 du Canada.

## Laser Safety

---



**CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.**

---

With specific regard to lasers, the equipment complies with laser product performance standards set by governmental, national and international agencies as a Class 1 Laser Product. It does not emit hazardous radiation as the beam is totally enclosed during all phases of customer operation and maintenance.

## The Electricity at Work Regulations - UK ONLY

---

The Electricity at Work Regulation 1989 came into force in England and Wales on the 1 April 1990. This 1989 Regulation places a duty on all employers and self-employed persons to ensure the electrical system in their premises is constructed, maintained and operated in such a manner as to prevent, so far as reasonably practical, danger. This includes ensuring all electrical equipment connected to such electrical systems safely constructed, maintained and operated.

All Xerox equipment has been designed to exacting safety standards and has undergone a variety of stringent safety tests including earth bond, insulation resistance and electrical strength tests. Xerox Limited manufacturing plants have been awarded ISO 9000 quality certification and are subject to regular audits by the British Standards Institution or equivalent national standards body.

Xerox equipment which has been properly and regularly serviced and maintained should not have to undergo additional specific safety tests pursuant to the 1989 Regulation. Customers wishing to complete safety testing should contact Xerox Limited Technical Centre (*see page B-9*) for advice prior to any test implementation.

XEROX equipment should, however, be properly and regularly serviced and maintained at all times.

**QUESTION: What is the Electricity at Work Regulation?**

**ANSWER:** The Electricity at Work Regulation 1989 came into force in England and Wales on the 1 April 1990. This 1989 Regulation places a duty **on all employers and self-employed persons** to ensure the electrical systems in their premises are constructed, maintained and operated in such a manner as to prevent, so far as reasonably practicable, danger. This includes ensuring that all electrical products connected to such electrical systems are safely constructed, maintained and operated.

**QUESTION: Does XEROX Limited comply with the Electricity at Work Regulation?**

**ANSWER:** The regulation places a duty on **all employers and self-employed persons** to ensure the electrical systems in their premises are, effectively safe.

The regulation does not impose on, amongst others, **manufacturers or suppliers** of such electrical systems. However, rest assured that all XEROX equipment which XEROX Limited and its authorized distributors supplies to customers, conforms with all the relevant safety legislation and standards.

**QUESTION: Is XEROX equipment safe?**

**ANSWER:** All XEROX equipment supplied by XEROX Limited and their authorized distributors conforms to all relevant safety legislation and standards.

**QUESTION: Is the XEROX equipment in my premises safe?**

**ANSWER:** All XEROX equipment supplied by XEROX Limited and their authorized distributors conforms to all relevant safety legislation and standards. However, like all electrical equipment, they have to be regularly serviced and maintained by competent persons.

XEROX Limited Customer Service Engineers ensure XEROX equipment is serviced and maintained to exacting XEROX safety standards. If you would like your XEROX equipment to be serviced and maintained to such high standards, please contact your local XEROX Limited Customer Service Organization. They will be pleased to assist you.

**QUESTION: Does the XEROX equipment in my premises comply with the Electricity at Work Regulations?**

**ANSWER:** All employers and self-employed persons must ensure that the electrical systems in their premises are safe. This will include ensuring XEROX equipment in such premises is safe.

XEROX Limited's Product Safety function has prepared a guide which contains a list of tests which may be completed by your XEROX Limited Customer Service Organization.

**THESE TESTS MUST BE CARRIED OUT ONLY BY PERSONS WHO POSSESS THE RELEVANT SKILL, KNOWLEDGE AND EXPERIENCE TO CARRY OUT SUCH TESTS.**

Please contact the XEROX Limited Customer Service Organization for further information.

THE USE OF INAPPROPRIATE TEST PROCEDURES AND TEST EQUIPMENT MAY PROVIDE MISLEADING RESULTS AND MAY CAUSE DEATH, PERSONAL INJURY AND/OR DAMAGE TO PROPERTY.

**QUESTION: I would like to carry out my own safety tests on the XEROX equipment in my premises.**

**ANSWER:** You may, of course, request such tests as you deem necessary to satisfy yourself that your XEROX equipment is safe. Your XEROX Limited Customer Support will be pleased to advise you on such testing.

**QUESTION: I require records of all tests.**

**ANSWER:** After safety testing, your XEROX Limited Customer Service Engineer will provide you with a certificate which details the results of all tests completed.

In the event of any defect being noted, the XEROX equipment will be switched off and disconnected from the supply until the defect has been corrected. You will be advised of such action to enable such defects to be corrected.

**PLEASE NOTE: YOU MUST ENSURE THAT YOUR XEROX EQUIPMENT IS SAFE AT ALL TIMES.**

Please contact us if you have any queries regarding the information provided in this document.

Environment, Health and Safety

XEROX Limited

PO Box 17

Bessemer Road

Welwyn Garden City

Herts

AL7 1HE

England

Tel Number +44 (0) 1707 353434

## Certification to 1999/5/EC

---

### Radio Equipment & Telecommunications Terminal Equipment Directive

---

This Xerox product has been self-certified by Xerox for pan-European single terminal connection to the analogue public switched telephone network (PSTN) in accordance with Directive 1999/5/EC.

The product has been designed to work with the national PSTNs and compatible PBXs of the following countries:

Austria	Germany	Luxembourg	Sweden
Belgium	Greece	Netherlands	Switzerland
Denmark	Iceland	Norway	United Kingdom
France	Ireland	Portugal	
Finland	Italy	Spain	

In the event of problems, you should contact your local Xerox representative in the first instance.

This product has been tested to and is compliant with TBR21, a technical specification for terminal equipment for use on analogue switched telephone networks in the European Economic Area.

The product may be configured to be compatible with other country networks. Please contact your Xerox representative if it needs to be reconnected to another country's network. There are no user-adjustable settings in the product.

---

**NOTE:** Although this product can use either loop disconnect (pulse) or DTMF (tone) signalling it is recommended that it is set to use DTMF signalling. DTMF signalling provides reliable and faster call set-up.

---

Modification, connection to external control software or to external control apparatus not authorised by Xerox, will invalidate its certification.

## FCC Regulations

---

### Send Header Requirements

---

Federal Communications Commission (FCC) regulations require all persons within the United States who send any message via a facsimile machine to include an identifying message in the transmission. The message must clearly contain an identifier and telephone number for the entity (business or individual) sending the message.

This facsimile machine provides the local ID and name features required for the FCC regulation. To satisfy the FCC regulation, the telephone number and name must be included with the printed document. To comply with the FCC rules, carefully read and follow the instructions listed in this document to program the local ID and name.

### Data Coupler Information

---

This Xerox machine contains an internal data coupler. Its use is restricted by the FCC (Federal Communications Commission). To comply with the FCC rules, you must carefully read and follow the instructions listed below.

This equipment complies with Part 68 of the FCC rules. On the rear of this equipment is a label that contains, among other information, the FCC registration number and Ringer Equivalence Number (REN). If requested, provide this information to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. In most, but not all areas, the sum of the RENs of all devices should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.

---

**WARNING: Ask your local telephone company for the modular jack type installed on your line. Connecting this machine to an unauthorized jack can severely 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.**

---

You may safely connect the machine to the following standard modular jack: USOC RJ-11C. Use the standard line cord (with modular plugs) provided with the installation kit to connect it.

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant.

Do not connect this machine to a party or coin operated phone line.

Repairs to the machine should be made only by a Xerox representative or an authorized Xerox service agency. 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.

If you find the telephone line is damaged or the telephone company notifies you that your machine is causing damage, disconnect the machine from the telephone line and call for service. Do not reconnect the machine until necessary repairs are made.

The telephone company will, where practical, notify you when they need to temporarily disconnect service. However, if action is reasonable and necessary, but prior notice is not practical, they may still temporarily disconnect your service. In such cases they must:

- Immediately notify you of their temporary action.
- Reconnect service when the source of damage is removed.
- Inform you of your rights to bring a complaint to the FCC under FCC rules.

The telephone company may make changes to its communications facilities, equipment, operations, or procedures. Such action must be reasonable, required in the operation of their business, and consistent with FCC rules. They must give you prior written notification if the changes can:

- Make your machine incompatible with their equipment.
- Require modification or alteration of the machine.
- Otherwise physically affect performance of the machine.

---

**WARNING:When programming emergency numbers and/or making test calls to emergency numbers:  
Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.  
Perform such activities in the off-peak hours, such as early morning hours or late evenings.**

---

**Notice:** The Industry Canada Label on the machine identifies certified equipment. This certification means that the equipment meets certain telecommunications networks protective, operational and safety requirements. Industry Canada does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord).

The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

---

**CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician, as appropriate.**

---

**Notice:** The Ringer Equivalence Number (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 may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

# Environmental Compliance

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## Energy Star®

---



XEROX Corporation designed this product to comply with the guidelines of the ENERGY STAR® program of the Environmental Protection Agency. As an ENERGY STAR® Partner, XEROX has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

Your *WorkCentre Pro 421* will be delivered with the timer for switching to Low Power Mode (Standby) from the last copy/print out, set at 15 minutes. The time to switch to power save (auto off/sleep) mode is set at 30 minutes from the last copy/print out. A more detailed description of these modes together with instructions on changing the default times to suit your work pattern can be found in the “*Power Save*” on page 2-15 of this User Guide.

# Appendix B - Specifications

The *WorkCentre Pro 421* adheres to strict specifications, approvals and certifications. These specifications are designed to provide for the safety of users and to ensure that the machine operates in a fully functional state. Use the specifications listed in this chapter to quickly identify the capabilities of the machine.

If further specification information is required please contact your Xerox Representative.

# Machine Specifications

---

## Hardware Configuration

---

<b>WorkCentre Pro 421E</b>	Simplex digital copier with a document glass, a single paper tray, a bypass tray and a stand.
<b>WorkCentre Pro 421DE</b>	Simplex digital copier with an automatic document feeder (ADF), one paper tray, a bypass tray and a stand.
<b>WorkCentre Pro 421DEi (European Product)</b>	Digital copier with an automatic duplex unit (ADU), a duplex automatic document feeder (DADF), one paper tray, a bypass tray and a stand.
<b>WorkCentre Pro 421DEi (North American Product)</b>	Digital copier with an automatic duplex unit (ADU), a duplex automatic document feeder (DADF), two paper trays, a bypass tray and a stand.
<b>WorkCentre Pro 421Pi</b>	Digital copier and printer with an automatic duplex unit (ADU), an offset catch tray (OCT), a duplex automatic document feeder (DADF), two paper trays, a bypass tray and a stand.

## Machine Weight

---

Basic configuration approximately 62 kgs (137 lbs)

Fully Featured configuration approximately 92 kgs (203 lbs)

## Accessibility

---

From the front and sides.

## Space Requirements

---

Adequate space is required for ventilation, ease of operation, maintenance and replacement of consumables.

Base machine dimensions with stabiliser:

Width - 800 mm (31.5 inches)

Depth - 660 mm (26 inches)

Height - 1041 mm (41 inches)

## Copy Speed

---

A4 - 21 cpm  
A3 - 12 cpm  
Letter (8.5 x 11) - 21 cpm  
Legal (8.5 x 14) - 14 cpm  
Ledger (11 x 17) - 12 cpm

## Copy Magnifications

---

Zoom range 25% to 400% in 1% increments

Fixed Ratios:

Europe	Americas
71%	65%
94%	78%
97%	97%
141%	129%
200%	154%

## Warm-up Time

---

Less than 60 seconds.

# Automatic Document Feeder and Duplex Automatic Document Feeder

---

ADF Capacity: 50 sheets  
DADF Capacity: 100 sheets  
Paper sizes: A5 to A3 (5.5x8.5" to 11x17")  
Paper Weights: 60 - 120 g/m<sup>2</sup> (16 - 32 lb)

## Paper Supply

---

### Trays 1 & 2

Capacity: 550 sheets of 80 g/m<sup>2</sup> (20 lb) per tray  
Paper Weights: 60 - 90 g/m<sup>2</sup> (16-24 lbs)  
Paper Sizes: A5 to A3 (5.5 x 8.5 to 11 x 17 inch)

### Bypass Tray

Capacity: 100 sheets of 80 g/m<sup>2</sup> (20 lb) per tray  
30 transparencies  
1 cardstock/labels  
Paper Weights: 60 - 163 g/m<sup>2</sup> (16 - 100 lbs)  
Paper Sizes: A5 to A3 (5.5 x 8.5 to 11 x 17 inch)

## Approved Media

---

### Paper Trays 1 & 2:

A4: Xerox 3R91720

A3: Xerox 3R91721

Letter (8.5 x 11): Xerox 4024 3R721 (20lb) / HAMMER MILL  
TIDAL DP (20lb)

Legal (8.5 x 14): Xerox 4024 3R727 (20lb) / HAMMER MILL  
TIDAL DP (20lb)

Ledger (11 x 17): Xerox 4024 3R729

Recycled: Xerox 3R94565

**For Use in Bypass Tray Only:**

Transparency: A4 Xerox 3R96019  
Letter (8.5 x 11) Xerox 3R3028

Labels: A4 XEROX 3R97400 (1 up)\*  
A4 XEROX 3R97408 (24 up)\*  
Letter (8.5 x 11) XEROX 3R4472 (8 up)\*  
Letter (8.5 x 11) XEROX 3R4469 (33 up)\*

Cardstock: A4 XEROX 3R91798\*  
Letter (8.5 x 11) XEROX 3R3004\*

\* There maybe some performance degradation when using these media types.

---

**NOTE:** All the Bypass Tray recommended media should only be fed from the Bypass Tray and not any other paper trays.

---

## Centre Tray

---

Stacking Capacity: approximately 500 sheets  
Delivery: face down in order

## Electrical Specifications

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**USA and Canada:** 110 Volt (Range 104-127), 60 hz, 10.1 amps

**Europe:** 220 Volt (Range 196-244), 50 hz, 5.6 amps  
230 Volt (Range 207-253), 50 hz, 5.6 amps

## GDI Print Driver

---

A GDI printer driver is available for the *WorkCentre Pro 421* copier products - you can download it from the 'Drivers' area of [www.xerox.com](http://www.xerox.com). A User Guide and installation instructions are included within the downloaded printer driver software.

The PC requirements are shown below:

Windows	95	98	2000	NT4	XP
<b>Processor (MHz)</b>					
- Minimum	150	150	150	150	233
- Recommended	450	450	450	450	450
<b>RAM (Mb)</b>					
- Minimum	32	64	64	64	64
- Recommended	64	128	128	128	128
<b>Disk Space (Mb)</b>					
- Minimum	4	4	4	8	4

Parallel port on the PC must be set to 'bi-directional'.

IEEE 1284 Parallel Cable (10 metres or 30 feet maximum).

---

**NOTE:** You cannot have the 421 PCL driver installed on the same PC as the GDI driver.

---

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