

ApeosPort[®]

Reference Guide

Main Unit

A guide describing the basic operations, maintenance, troubleshooting and precautions for use of the main unit.

When “Fuji Xerox Co., Ltd.” is used as a product provider in this document, replace it with “FUJIFILM Business Innovation Corp.”.

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- Parts of this manual are subject to change without prior notice.
- The screen shots and the illustrations in this manual are used as examples. They may differ from yours depending on the model, the software, or the OS.

i Before Using the Machine

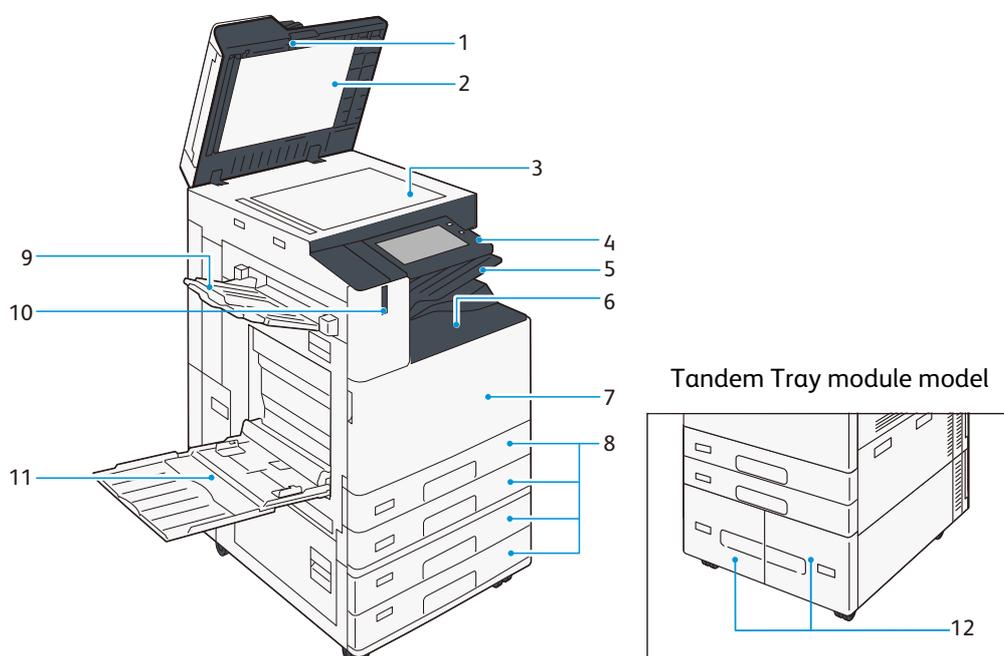
p.2 Device Components

p.6 Print Area

p.8 Paper

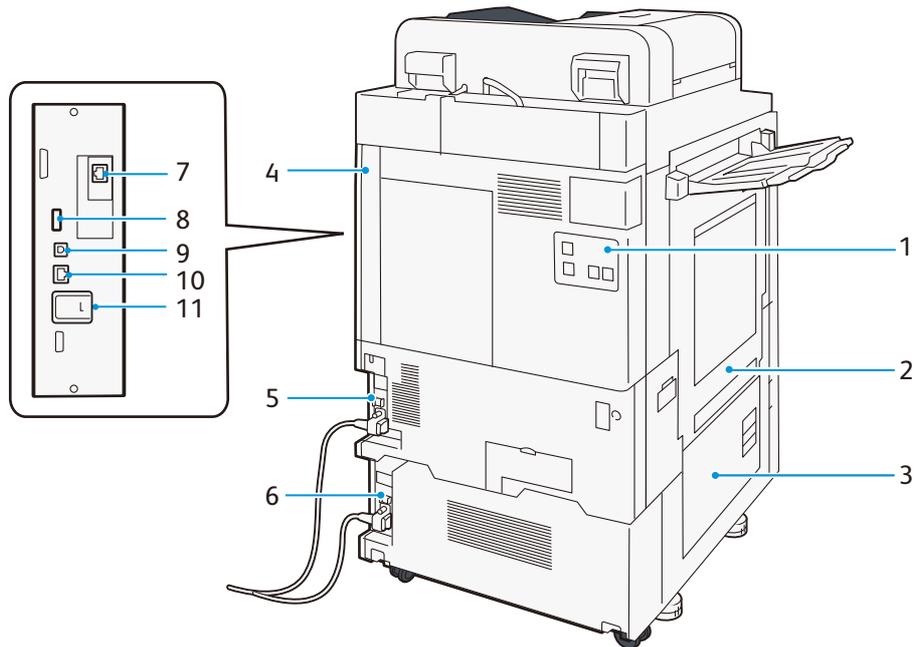
Device Components

Front view



No.	Component	Function
1	Duplex Automatic Document Feeder	Load documents here.
2	Document Cover	Holds a document in place.
3	Document Glass	Load a document here.
4	Control Panel	Switches the power of the machine on and off. A touch screen used for operation of the machine.
5	Extra Center Tray (optional)	Outputs are delivered here.
6	Center Tray	
7	Front Cover	Open this cover to clear paper jams or replace the consumables.
8	Standard Trays (Paper Trays 1, 2, 3, 4)	Load paper here.
9	Side Tray (optional)	Outputs are delivered here.
10	Smart WelcomEyes (SWE) human motion sensor	Exits the Power Saver Mode when the machine detects user presence.
11	Bypass Tray (Paper Tray 5)	Load paper here.
12	Tandem Trays (Paper Trays 3, 4)	

Left Side and Rear View



No.	Component	Function
1	Telephone line connectors	Use "TEL" to call. Use "LINE 1" for calls using a handset connected to the TEL jack.
2	Upper Left Cover	Open this cover to clear paper jams.
3	Lower Left Cover	
4	Right Rear Cover	Open this cover to access each connector.
5	Reset button	Automatically switches the machine off when a current leakage is detected.
6		
7	Network Port (optional)	Connects to a network cable.
8	USB 2.0 interface connector	Connects to a memory card reader, an optional component or a peripheral with a USB cable.
9	USB 3.0 interface connector	Connects to a USB cable for printing.
10	Network Port	Connects to a network cable.
11	Wireless Network Kit (optional)	Used for connecting wireless network (Wi-Fi/Bluetooth) to the machine.

LAN connection

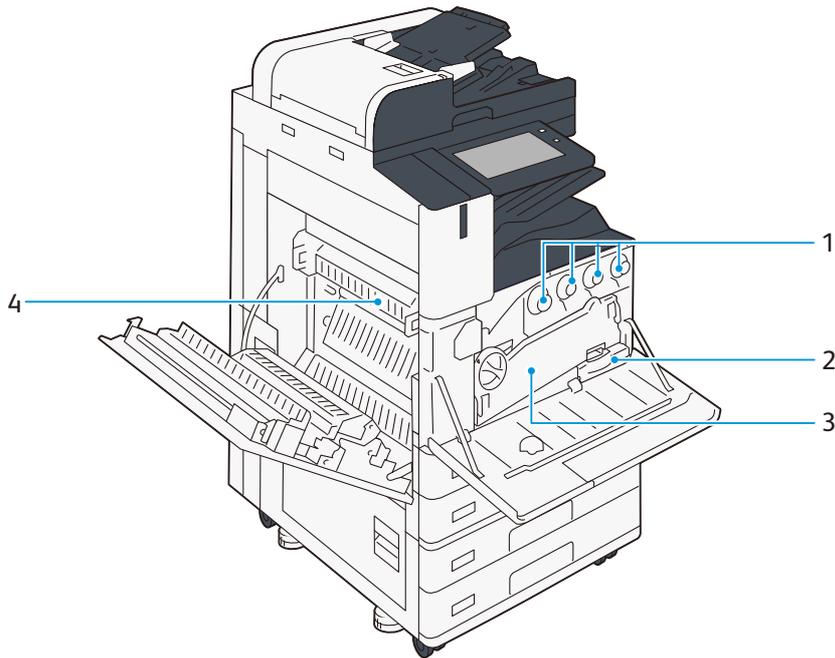
When connecting to the network port, keep the machine power switched off.

Note Connection failure may be solved by selecting the Administrator Mode's Home screen > [Device] > [Connectivity & Network Setup] > [Protocol Settings] > [Ethernet Settings] > [Energy Efficient Ethernet] > [Disabled].

USB connection

When connecting to a USB connector, keep the machine power switched off.

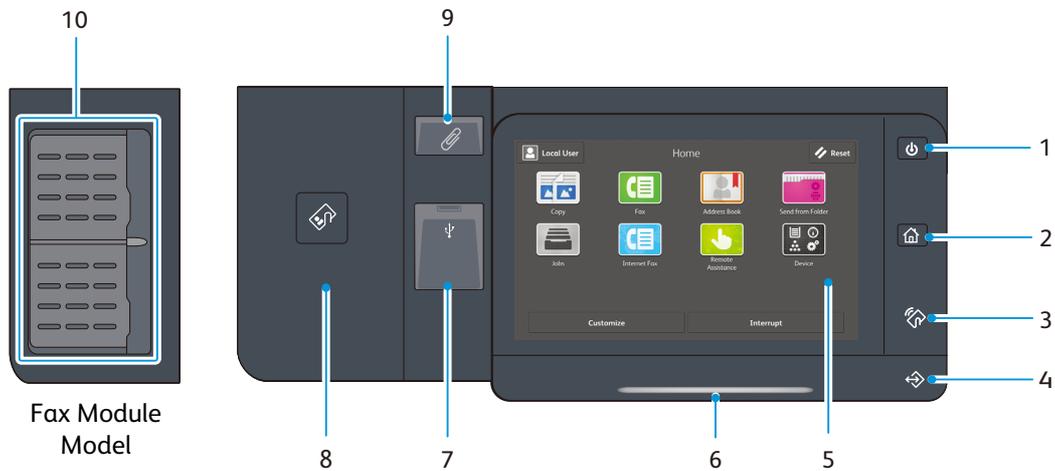
Inside



No.	Component	Function
1	Toner Cartridges	Contain Black (K), Cyan (C), Magenta (M), and Yellow (Y) toners.
2	Waste Toner Container (R5)	Collects waste toner.
3	Conveyance Box	Remove this box when replacing a drum cartridge.
4	Fusing Unit (R8)	Fuses toner on paper. Do not touch this unit as it is extremely hot.

Control Panel

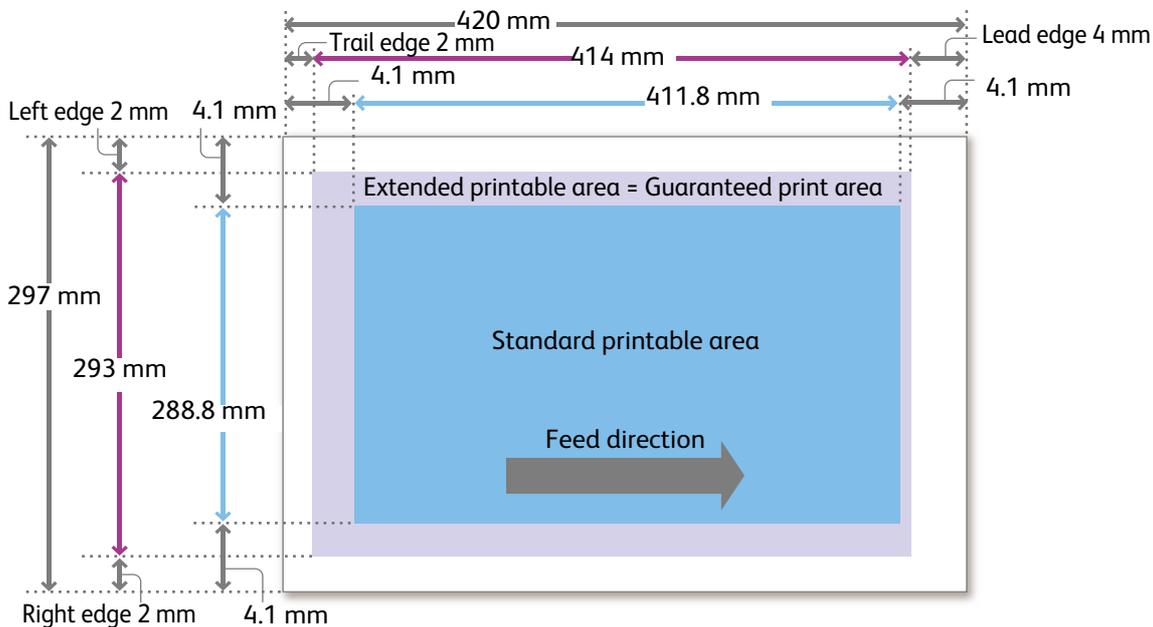
 **Refer** For Control Panel, refer to the *Reference Guide - Operations*.



No.	Component	Function
1	Power button	The power switches on. Note <ul style="list-style-type: none"> When “Please wait...” is displayed, the machine is warming up. The use of machine is not available during this time. If the power does not switch on, confirm that the Reset button is in the reset position (button is pushed in) and the power plug is connected.
2	Home button	Pressing this button displays the Home screen.
3	NFC touch area	This is an area for you to hold up your NFC-supported mobile devices over. To communicate interactively, the NFC function of this machine needs to be enabled.
4	Data indicator	This indicator blinks while data is being sent from the machine or data is being received from the client PC. Also, this indicator lights up when documents are saved in the machine or the fax is stored in a local folder.
5	Touch panel display	Displays messages required for operation, and buttons for various features.
6	Note on status display lamp	The lamp lights up in blue at an instant of operation reception. When an error occurs, the lamp blinks in orange.
7	USB memory slot (optional)	Insert a USB memory device directly here. Note A memory card reader or a USB memory device cannot be connected to the USB memory slot with a USB cable. Note that the machine will not recognize the memory on a memory card reader or a memory device connected to a USB interface connector on the rear side of the machine when a USB memory device is already inserted in the USB memory slot.
8	Built-in IC card reader (optional)	Used to authenticate a user using an IC card.
9	Paper clip tray	Used for placing paper clips and staples.
10	One-touch buttons	Allows you to specify a recipient with the simple press of a button. You can use the buttons for the Fax, Internet Fax, Scan (E-mail), and Scan (to PC) jobs.

Print Area

A3 size (297 x 420 mm)



Guaranteed Print Area

The following are the areas for which the image quality is guaranteed.

A3 or smaller		Area excluding an image loss area along all four edges of the paper.
Larger than A3	Copying	297 x 432 mm max.
	Printing	297 x 476.6 mm max.

Image Loss Width (mm)

There is an unprintable area (image loss area) along all four edges of the paper.

Paper size	Lead edge	Trail edge	Left edge	Right edge
A3 or smaller	4	2	2	2
Larger than A3	4	2	2	
Long paper	4	2	Paper larger than 309 mm: (Paper size - 305) ÷ 2	

Standard Printable Area

A3 or smaller		Area excluding a margin (4.1 mm) along all four edges of the paper.
Larger than A3	Standard size	305 x 480 mm max.
	Custom size	Area excluding a margin (4.1 mm) along all four edges of the paper.
Long paper		305 x 1,194 mm max.

Extended Printable Area

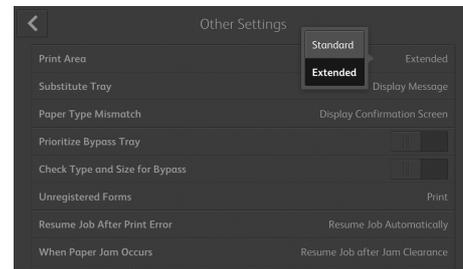
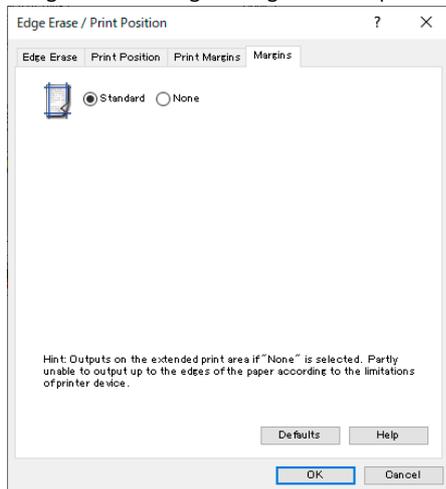
Changing the printable area settings enables you to print over a margin (4.1 mm) for the standard printable area.

A3 or smaller		Area excluding an image loss area along all four edges of the paper.
Larger than A3	Copying	297 x 432 mm max.
	Printing	305 x 476.6 mm max.
Long paper		305 x 1,194 mm max.

Changing the extended printable area settings

1. On the Home screen, login to the Administrator Mode.
2. Select [Device] > [App Settings] > [Print Settings] > [Other Settings] > [Print Area], and then tap on [Extended].

You can change the settings using the PCL printer driver.



Paper

Recommended Paper

Standard paper

Paper name	Paper type setting for paper tray	Image processing to the paper type	Paper weight	Country
P	Plain	Plain (A)	64 g/m ²	All
Colotech ⁺	Bond	Bond (A)	90 g/m ²	All
Premier	Plain	Plain (B)	80 g/m ²	Hong Kong
Business	Plain	Plain (B)	80 g/m ²	China

To use paper other than the above, contact your local Fuji Xerox representative.

Unusable paper

Avoid using the following paper to prevent machine malfunction.

- Paper using ink that deteriorates with fusing heat
- Ink jet printer paper
- Business card size paper
- Wrinkled or folded paper
- Damp paper, damp and wavy paper
- Paper with 12 mm or greater curl
- Thermal paper, heat-transfer paper
- Envelopes with windows

There are more types of unusable paper other than the above. For details, contact your local Fuji Xerox representative.

Storing and Handling Paper

Storing paper

Follow the guidelines below since paper is susceptible to moisture in the air and easily deformed by impacts.

- Store paper in a place of low humidity. Paper that has absorbed moisture can create paper jams or poor image quality.
- Using paper stored in a low-temperature environment may cause fusing failures. Storing paper in an environment where the temperature is 16°C or higher is recommended.
- Coated paper stored in a high-temperature, high-humidity environment may cause misfeeding or double-feeding.
- After opening a package of paper, seal and store the remaining paper in a moisture-proof wrapper or a reclosable plastic bag.
- To prevent bending or warping, store paper flat. Do not store it upright.
- Do not store paper under direct sunlight.

Handling paper

- Do not use collected pieces of paper.
- Do not use wrinkled or folded paper.
- Do not load paper of different sizes or types in the same tray.
- Before loading paper into the tray, fan a stack of paper well to prevent paper jams and double-feeding (multiple sheets of paper are being fed simultaneously) of transparency films, films and coated paper.

ii Basic Operations of the Machine

p.9	Paper and Other Media
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Paper and Other Media

After loading paper, configure the paper tray settings on the Home screen.

! Important

- Do not place paper or other objects in the reserved space of the tray. Doing so can result in a paper jam or malfunction.
- While the printer is processing a job, do not remove the paper tray used for the job.



Note

Before loading the paper into the paper tray, fan a stack of paper well. This will separate the sheets, and it can prevent paper jamming.



Refer

For details, refer to “Basic Operations” in the *Reference Guide - Operations*.

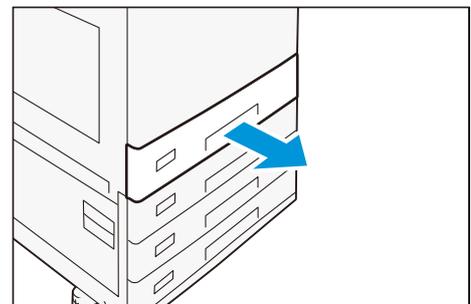
Standard Trays

The paper feeding method is the same for Paper Trays 1 (top tray) through 4 (bottom tray). The top face of loaded paper is the print surface.

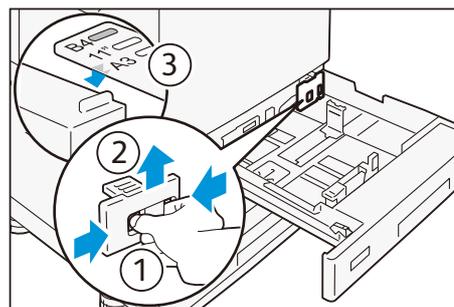
Loadable paper

Paper size	Width	100 to 320 (Tray 1: 297) mm
	Length	148 to 457.2 (Tray 1: 431.8) mm
Paper weight	Single side printing	52 to 300 g/m ²
Maximum number of sheets		500 sheets (80 g/m ² paper)

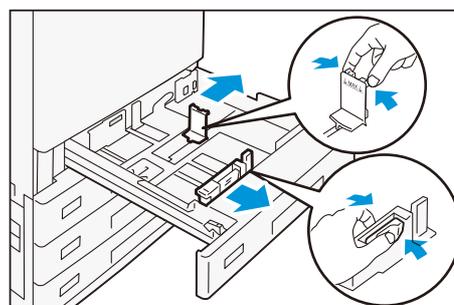
1. Pull out the paper tray until it stops.
2. When paper is already loaded in the tray, take out the paper.



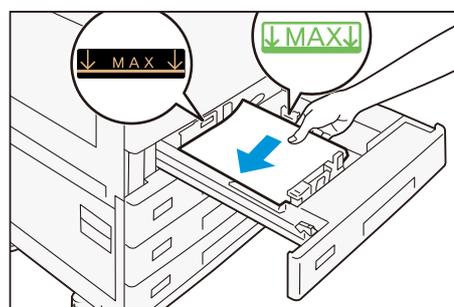
- 3. When loading paper whose size is JIS B4 or larger, pinch the knob and lift the paper rear end guide, and set the guide into the hole for the indicated size.**



- 4. Pinch the two guide clips, and adjust to the correct paper size.**



- 5. Fan a stack of paper, face the print surface up, and then load the paper with edges aligned according to the direction of the arrow.**



 **Important**

Do not load paper above the maximum fill line. It may cause paper jams or machine malfunction.

 **Note**

Adjust the guide correctly to the size of paper. If the guide is not adjusted correctly, the machine cannot feed the paper properly, resulting in paper jams.

- 6. Push in the paper tray.**

Loading special paper

■ Hole Punched paper

Paper orientation: Load paper with holes facing the left side when viewed from the front of the machine

■ Postcards

Paper orientation: SEF

■ Envelopes

Install an optional Envelope Tray.

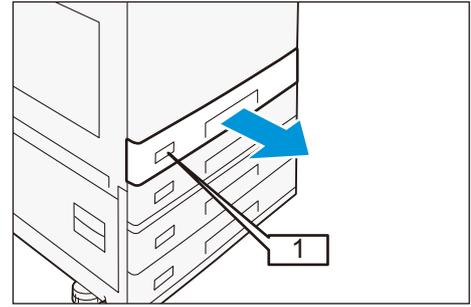
Usable tray: Tray 1

Paper orientation when the flaps are open: Flaps come at the right when viewed from the front of the machine

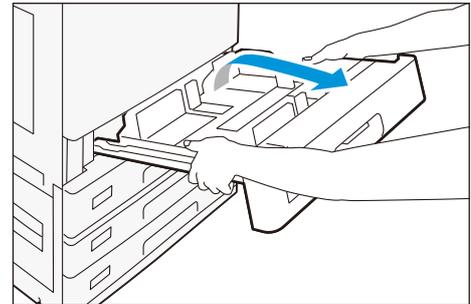
Paper orientation when the flaps are closed: Flaps come at the left when viewed from the front of the machine

Paper size	Width	90 to 241 mm
	Length	98 to 372 mm
Paper weight	Envelopes	75 to 90 g/m ²
	Postcards	106 to 220 g/m ²
Maximum number of sheets		50 sheets (Ncolor envelopes)

1. Pull out Paper Tray 1 until it stops.

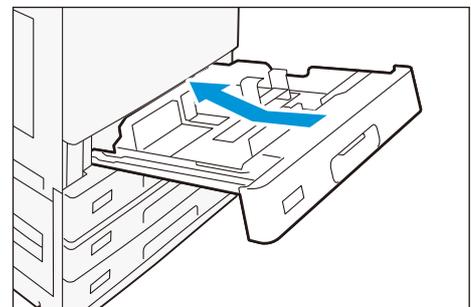


2. Slightly lift the front side of Paper Tray 1 and remove Paper Tray 1.

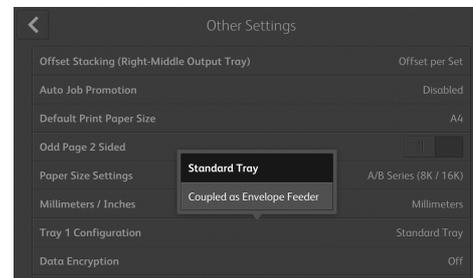


3. Push in the Envelope Tray.

4. On the Home screen, login to the Administrator Mode.



5. Select [Device] > [System Settings] > [Other Settings] > [Tray 1 Configuration], and then tap on [Coupled as Envelope Feeder].



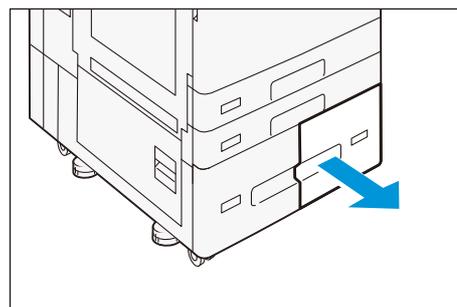
Tandem Trays

The paper feeding method is the same for Paper Trays 3 (left side) and 4 (right side). The top face of loaded paper is the surface printed on.

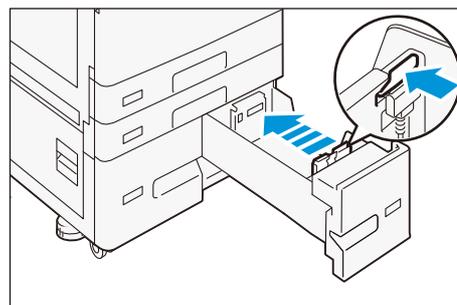
Loadable paper

Paper size		JIS B5  , A4  , 8.5 x 11" 
Paper weight	Single side printing	52 to 300 g/m ²
Maximum number of sheets	Tray 3	810 sheets (80 g/m ² paper)
	Tray 4	1,175 sheets (80 g/m ² paper)

1. Pull out the paper tray until it stops.
2. When paper is already loaded in the tray, take out the paper.



3. Pinch the guide clip, and adjust to the correct paper size.
4. Fan a stack of paper, face the print surface up, and then load the paper with edges aligned according to the direction of the arrow.



 **Important**

Do not load paper above the maximum fill line. It may cause paper jams or machine malfunction.

5. Push in the paper tray.

Loading special paper

■ **Hole Punched paper**

Paper orientation: Load paper with holes facing the left side when viewed from the front of the machine

Bypass Tray

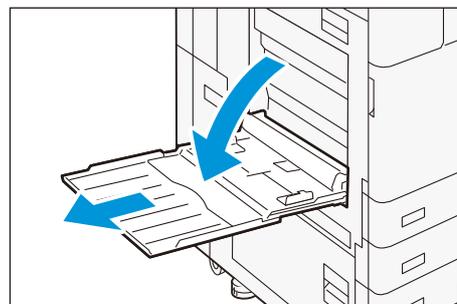
The Paper Tray 5 (Bypass) allows you to use a variety of paper sizes and types that cannot be used in Standard Trays and Tandem Tray.

The bottom face of loaded paper is the surface printed on.

Loadable paper

Paper size	Width	88.9 to 320 mm
	Length	98.4 to 1,200 mm
Paper weight	Single side printing	52 to 300 g/m ²
Maximum number of sheets		90 sheets (80 g/m ² paper)

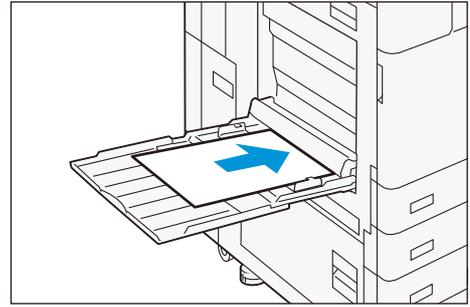
1. Open the paper tray.



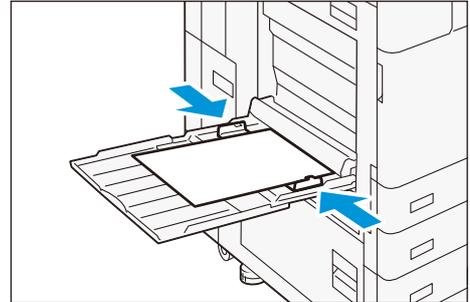
2. **Fan a stack of paper, face the print surface down, and insert the paper gently along the paper guide until it stops.**

! Important

Do not set documents above the maximum fill line. It may cause paper jams or machine malfunction.



3. **Adjust the paper guide to the correct paper size.**



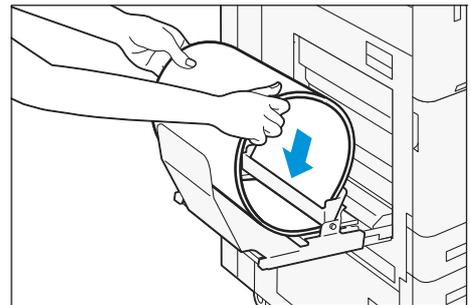
Loading special paper

■ Long paper

Load paper one sheet at a time.

Using an optional Long Paper Inserter prevents skewed feeding and the paper from falling.

 **Refer** For the Long Paper Inserter, refer to the *Installation Guide* packed together with the guide.



■ Hole Punched paper

Paper orientation: Load paper with holes facing the right side when viewed from the front of the machine

■ Postcards

Paper orientation: SEF

■ Envelopes

Paper orientation when the flaps are open: Flaps come at the left when viewed from the front of the machine

Paper orientation when the flaps are closed: Flaps come at the right when viewed from the front of the machine

Original Documents

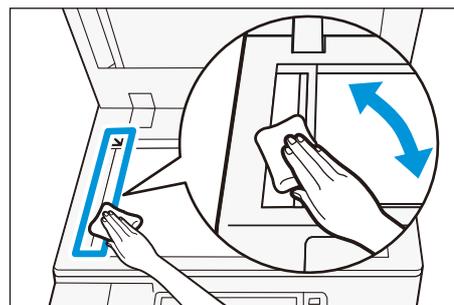
Document Feeder

Loadable document

		B1-PC	C2-PC
Document size	Width	125 to 297 mm	139.7 to 297 mm
	Length	85 to 432 mm	84 to 432 mm
Document weight	Single side printing	38 to 128 g/m ²	38 to 200 g/m ²
	Double side printing	50 to 128 g/m ²	50 to 200 g/m ²
Maximum number of sheets		130 sheets (80 g/m ² paper)	250 sheets (80 g/m ² paper)

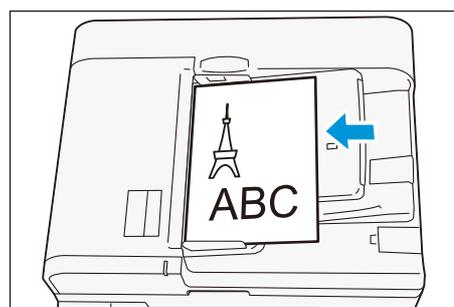
 **Note** When the Fax Kit is equipped, the loadable paper size is up to 600 mm for the length.

1. Open the document cover.
2. Wipe off any dirt adhering to the glass strip and white plastic area located in the left side of the document glass.
3. Close the document cover.
4. Check that the document is free of tag paper, adhesive tape, staples, and clips, and stretch out the document if it is wrinkled or folded.
5. Align the upper left corner of the document so that the document size is correctly detected.
6. Load the document face up (when the document is 2-sided, place the front side up) in the center of Document Feeder.

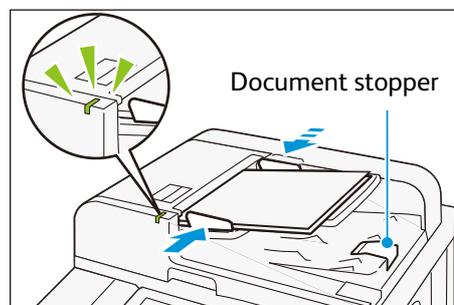


 **Important**

Do not set documents above the maximum fill line. It may cause paper jams or machine malfunction.



7. When the confirmation indicator lights up, move the document guide to align with both edges of the document.

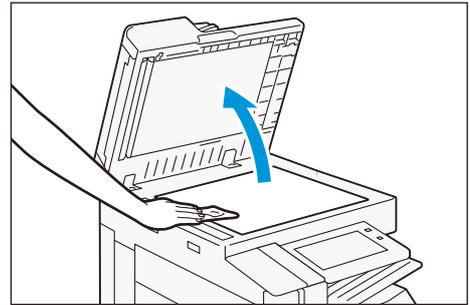


Document Glass

Loadable document

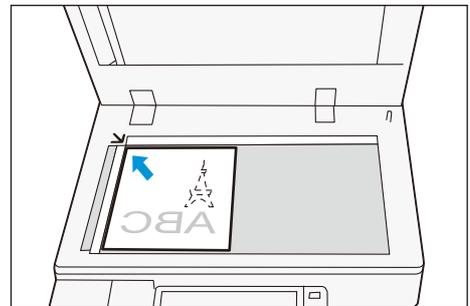
Document size	Width	Up to 297 mm
	Length	Up to 432 mm

1. Open the document cover, and wipe off any dirt from the document glass.



2. Load the document face down with the document aligned with the upper left corner of the document glass.

3. Close the document cover.



Outputting Paper

Print Surface

The print surface refers to the surface printed on in single-sided printing (the first page in double-sided printing).

Trays other than Side Tray: Face-down

Side Tray: Face-up

 **Note** Paper cannot be output upside down.

		Single-sided printing	Double-sided printing
Paper size	Width	88.9 to 320 mm	128 to 320 mm
	Length	98.4 to 482.6 mm	139.7 to 482.6 mm
Paper weight		52 to 300 g/m ²	

Long paper

Long paper cannot be used for double-sided printing.

Paper size	Length
	Up to 1,200 mm

 **Note** The paper cannot be output to the Center Tray depending on the type of finisher installed.

Tray Capacity

A4 paper

Center Tray	With Extra Center Tray	Without offset	400 sheets
		With offset	200 sheets
	Without Extra Center Tray	Without offset	250 sheets
		With offset	125 sheets
Extra Center Tray	Without offset	Models equipped with Finisher A	200 sheets
		Models not equipped with Finisher A	250 sheets
	With offset		125 sheets
Side Tray			100 sheets

-  **Note**
- The tray capacity varies depending on the following conditions.
 - Paper size, paper weight
 - Paper types (coated paper or uncoated paper, paper curl height, etc.)
 - Single-sided prints / double-sided prints
 - Image density
 - The output operation automatically stops when the Center Tray becomes full.

Offset

Note Offset on the Extra Center Tray is optional. Offset cannot be performed on the Side Tray.

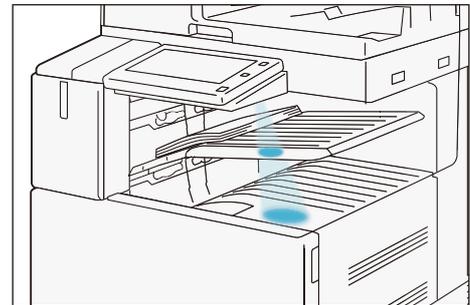
The paper is output with offset stacking for easy separation. Use the printer driver to set the offset of outputs.

Paper size	Width	128 to 297 mm
	Length	210 to 432 mm
Paper weight		52 to 256 g/m ²

Center Tray Attention Light

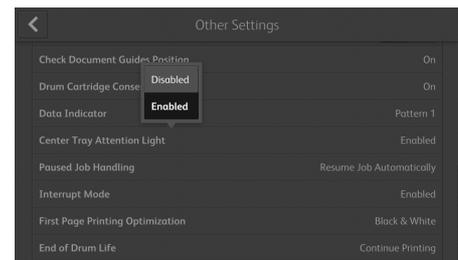
Center Tray Attention Light starts blinking after a print job is started and lights up after the printing is finished. So, you can check the printing progress even when you are away from the machine. Also, the Center Tray Attention Light remains lit when ejected paper is still remaining on the Center Tray.

- Note**
- Center Tray Attention Light may not blink or light up depending on the output tray used and method of finishing the job.
 - In the Power Saver Mode, the Center Tray Attention Light does not turn on.



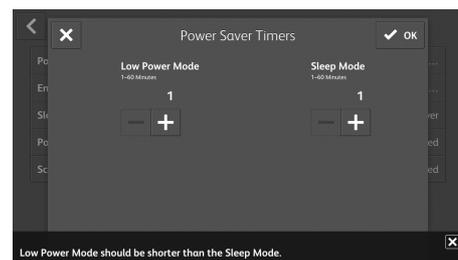
Inhibiting the light from lighting

- On the Home screen, login to the Administrator Mode.
- Select [Device] > [System Settings] > [Other Settings] > [Center Tray Attention Light], and then tap on [Disabled].



Changing the Light Lighting Duration

- On the Home screen, login to the Administrator Mode.
- Select [Device] > [System Settings] > [Power Saver Settings] > [Power Saver Timers], enter the time for [Low Power Mode] and [Sleep Mode], and then tap on [OK].



iii Maintenance

- p.18 Consumables
- p.24 Cleaning Main Unit

Consumables

Consumables recommended by Fuji Xerox are manufactured under the standards suitable for this machine. Using consumables not recommended by Fuji Xerox may affect print quality or performance provided by the product. Use consumables that Fuji Xerox recommends for this machine.

Consumable types
Toner Cartridge [K] (Black)
Toner Cartridge [C] (Cyan)
Toner Cartridge [M] (Magenta)
Toner Cartridge [Y] (Yellow)
Drum Cartridge (YMCK)
Waste Toner Container (30 - 55 Model)
Waste Toner Container (65 - 70 Model)
Stamp Replacement Kit

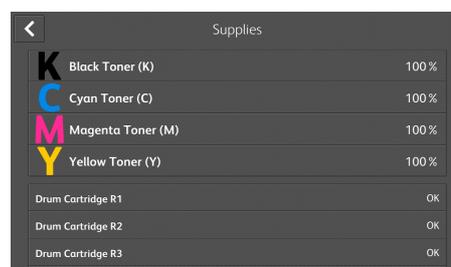
Handling consumables

- Do not store boxes of consumables upright.
- Do not unpack consumables before use. Avoid storing consumables in the following locations:
 - In high temperature and humid locations
 - Near heat-generating devices
 - Areas exposed to direct sunlight
 - Dusty areas
- When using consumables, carefully read precautions for use instructed on their bodies or packages.
- We recommend keeping spare consumables in stock.
- When calling your local Fuji Xerox Representative to order consumables, have the product codes ready.

Replacing consumables

To display the consumables progress, tap on Home screen > [Device] > [Supplies].

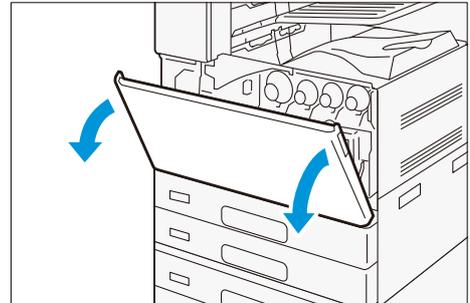
When the end of life for a consumable is reached, a message appears on the touch panel display. Replace the consumable indicated in the message.



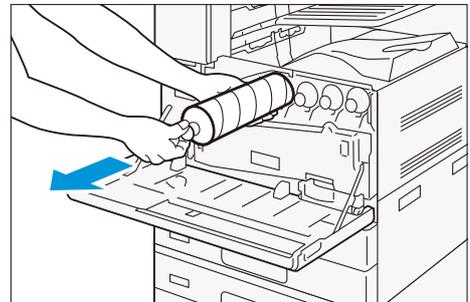
Toner Cartridge

- Note**
- When replacing toner cartridges, keep the machine power switched on.
 - When replacing a toner cartridge, toner may spill and soil the floor. We recommend laying a piece of paper or a sheet on the floor beforehand.

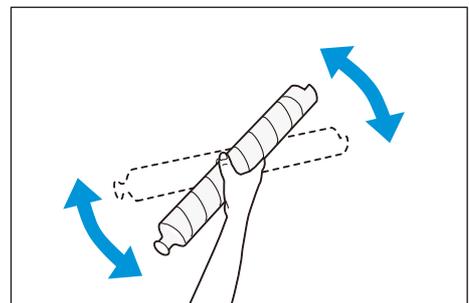
- 1. Confirm that the machine is not operating, and open the front cover.**



- 2. Place your hand under the toner cartridge, and slowly pull out the toner cartridge.**

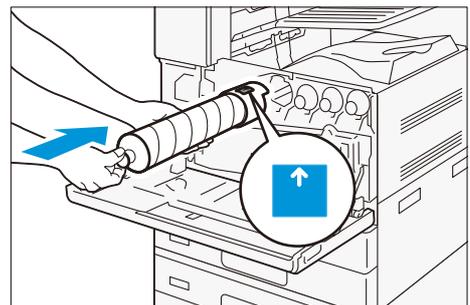


- 3. Take the new toner cartridge, and gently shake the cartridge up and down and left and right 10 times.**



- 4. Orient the toner cartridge with the arrow (↑) facing up, and insert the cartridge until it stops.**

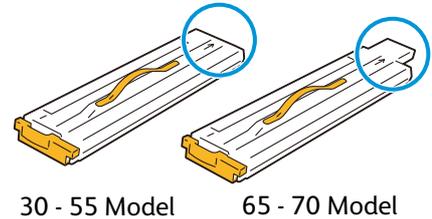
- 5. Close the front cover.**



Waste Toner Container

The toner remaining in the drum after copying (or printing) is collected in the waste toner container. There are two types with the waste toner container.

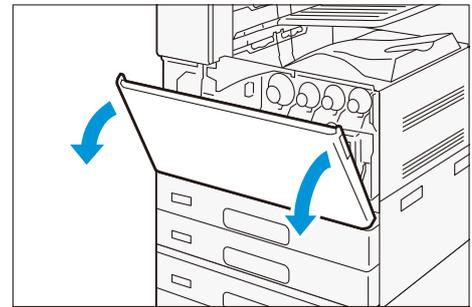
- Note**
- Do not take out or shake the waste toner container before it is filled up. Accurate detection can become no longer possible, and the toner may be spilled from the Waste Toner Container.
 - When replacing a toner cartridge, toner may spill and soil the floor. We recommend laying a piece of paper or a sheet on the floor beforehand.
 - With the 65 - 70 Model, do not touch the filter surface at the leading end of waste toner container. You can get toner on your fingers.



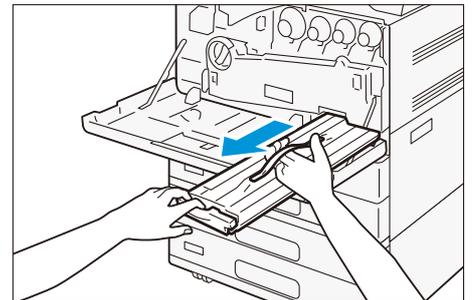
30 - 55 Model

65 - 70 Model

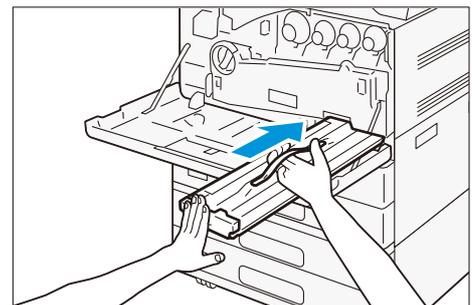
1. **Confirm that the machine is not operating, and open the front cover.**



2. **Hold the handle of the waste toner container, and take out the waste toner container.**



3. **Hold the handle of the new waste toner container, and slowly push in the waste toner container until it stops.**



4. **Clean the LED printheads.**

 **Refer** For cleaning methods, refer to *LED Printhead* (p.24).

5. **Close the front cover.**

Drum Cartridge

Customers with total service contract agreement

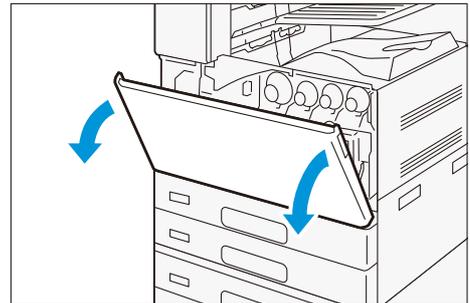
Contact your local Fuji Xerox representative.

Customers with spot maintenance contract agreement

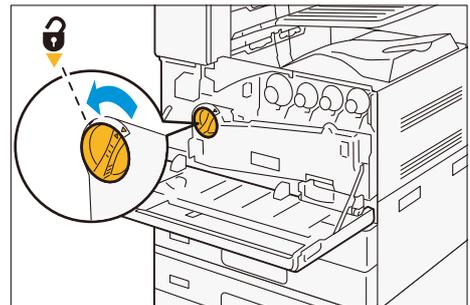
Replace the drum cartridge according to the steps described below.

 **Note** A trouble with image quality results if the drum cartridge is placed under a direct sunlight or intense fluorescent light, or if the drum surface is touched and scratched.

- 1. Confirm that the machine is not operating, and open the front cover.**

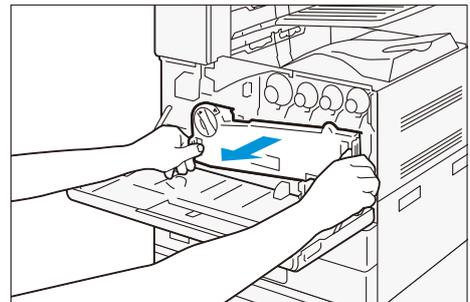


- 2. Turn the handle counterclockwise.**

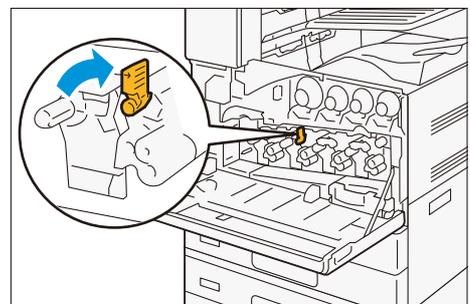


- 3. Hold the tab at either end of the conveyance box, and remove the box.**

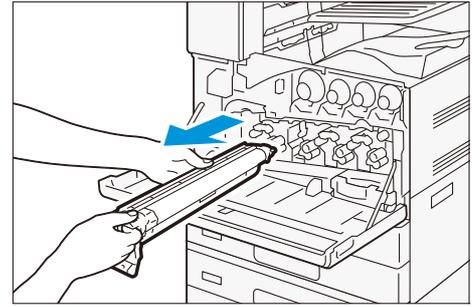
Place the removed box upright on a flat surface.



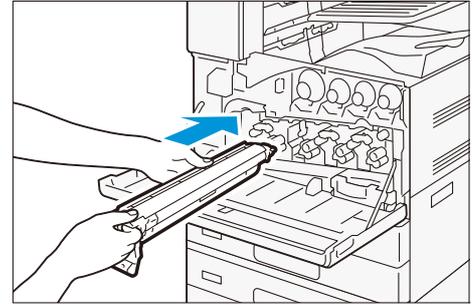
- 4. Turn the stopper for the drum cartridge you want to replace clockwise.**



5. Place your hand under the drum cartridge, and slowly pull out the drum cartridge.
6. Take the new drum cartridge out of the box, place the used drum cartridge into the supplied plastic bag, and put it away into the box.

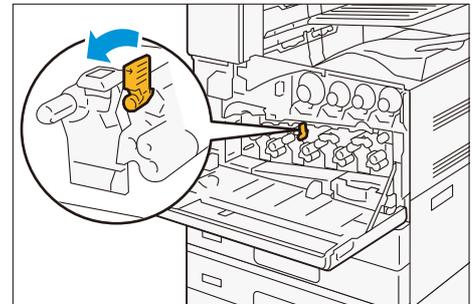


7. Without removing the protective cover, slowly push in the new drum cartridge until a clicking sound is heard.
8. Hold the tab on top of the drum cartridge, and gently pull out the protective cover.

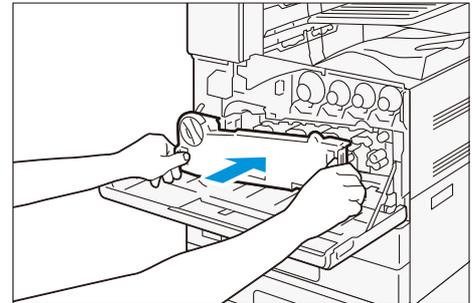


9. Turn the stopper counterclockwise to lock.
10. Clean the LED printheads.

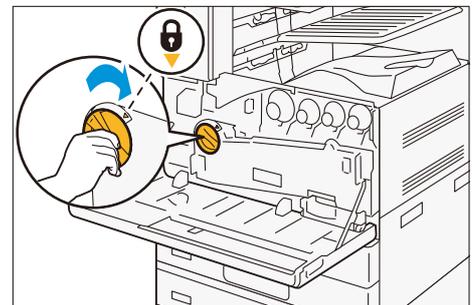
 Refer For cleaning methods, refer to *LED Printhead* (p.24).



11. Return the conveyance box back to its original state.

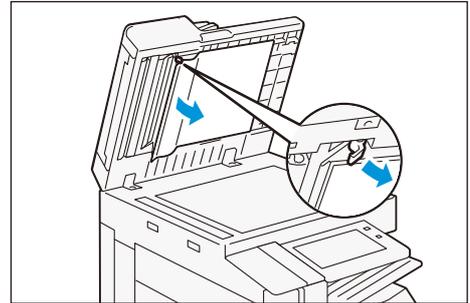


12. Turn the handle clockwise to lock.
13. Close the front cover.

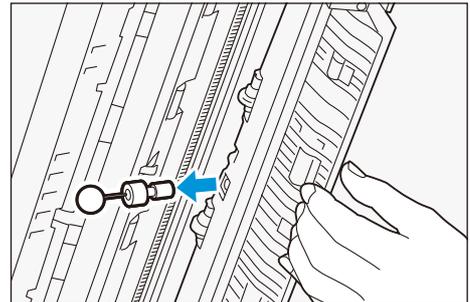


Stamp Replacement Kit

1. Open the document cover, and grip the lever to open the Side 2 scanner.

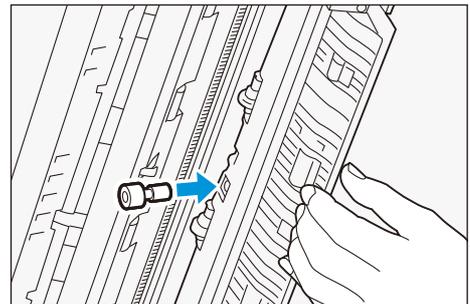


2. Stick the supplied pin into the old stamp kit and pull it out of the machine.



3. Insert a new stamp kit.

4. Close the Side 2 scanner, then close the document cover.



Cleaning Main Unit

- When wiping the main unit with a wet cloth, use a soft, moistened and tightly-squeezed cloth. The main unit may break down if the moisture remains on it.
- Do not use chemicals such as benzine or thinner. Doing so may damage the paint or coating on plastic parts.

Outside the Main Unit

Exterior

1. Wipe the exterior with a soft, moistened, and tightly-squeezed cloth.

When stains cannot be removed easily, wipe them lightly with the soft cloth slightly moistened with a thin neutral detergent solution.

2. Wipe the moisture off with a dry soft cloth.

Touch panel display

Wipe the touch panel display lightly with a soft cloth moistened with a neutral detergent or alcohol.

-  **Note**
- When you moisten a cloth with a neutral detergent or alcohol, make sure that no drips come off the cloth. When the cloth is heavily soaked with detergent or alcohol, squeeze the cloth lightly before wiping.
 - Wiping the panel strongly may damage the panel. Wipe lightly.

LED Printhead

When you have replaced the waste toner container or drum cartridge, clean the LED printheads in order to prevent density and color irregularities from occurring.

1. Remove the conveyance box.

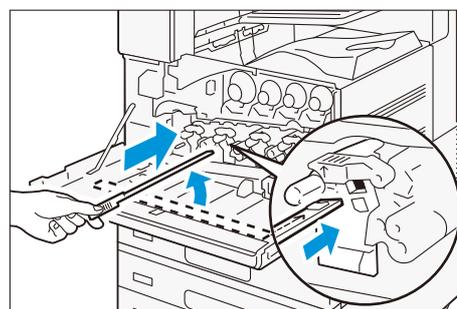
 **Refer** For conveyance box removing method, refer to *Drum Cartridge (p.21)*.

2. Slide out the cleaning bar from the back side of the front cover to clean each LED printhead.

Orient the cleaning bar with the arrow (↑) facing up, insert the cleaning bar until it stops, and then pull it out slowly. Clean each LED printhead by repeating the back and forth action two to three times.

3. Place the cleaning bar back to its original position in the back side of the front cover.

4. Return the conveyance box back to its original state.

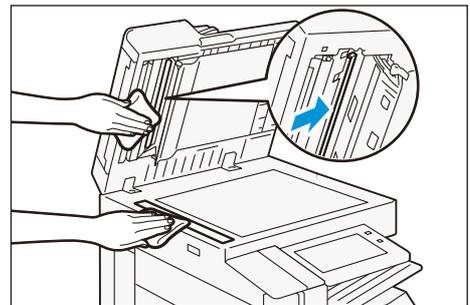
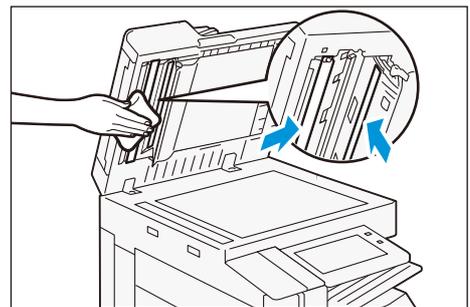
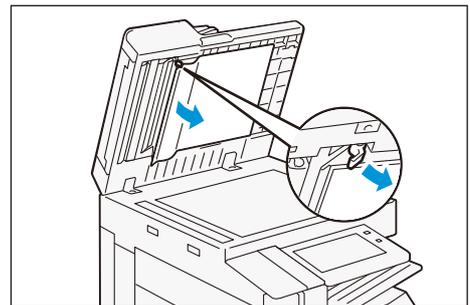
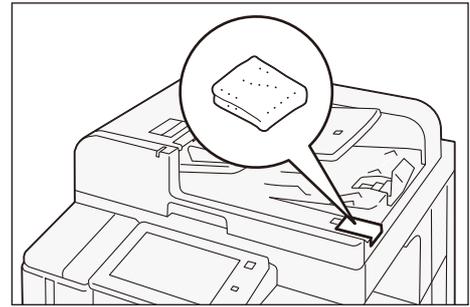


Scanner

Document cover, document glass, film, scanner glass

Wipe off any dirt with the supplied cloth about once a month. When stains cannot be removed easily, wipe them lightly with the soft cloth slightly moistened with a thin neutral detergent solution.

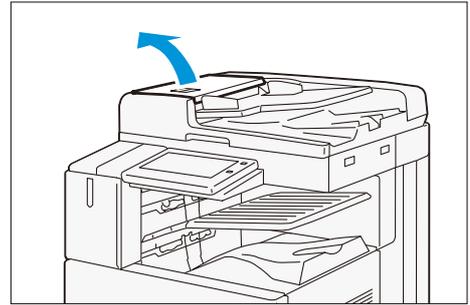
1. Open the document cover, and grip the lever to open the Side 2 scanner.
2. Wipe off any dirt from the film.
3. Wipe off any dirt from the glass.
4. Close the Side 2 scanner, then close the document cover.



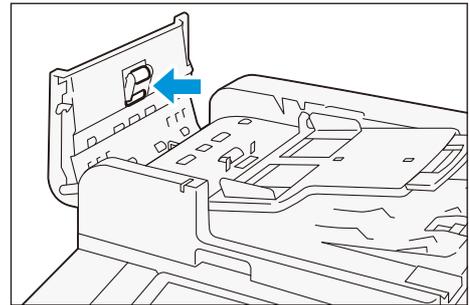
Document Feeder rollers

Clean the Document Feeder rollers about once a month.

1. Pull up the front handle of the left cover of the Document Feeder, and open the left cover until it stops.



2. While turning the rollers, wipe them with a soft cloth slightly moistened with water.
3. Close the left cover of the Document Feeder and make sure that there is no gap on the front or rear of the cover.



iv Problem Solving

p.27 Troubleshooting

p.37 Paper Jams

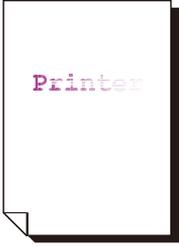
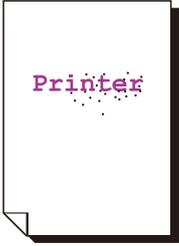
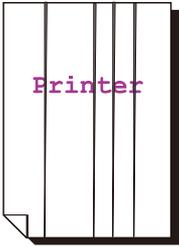
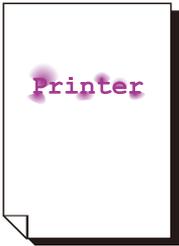
Troubleshooting

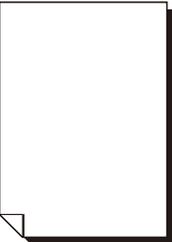
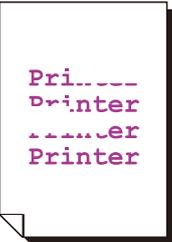
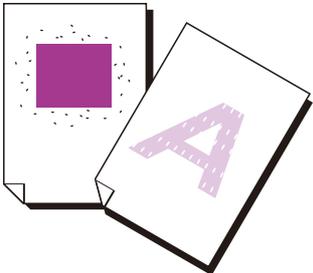
If you have an EP-BB MFD management service contract, the machine automatically sends an inspection or repair request to our Customer Support Center as needed. A service representative visits you in response to the notification as required.

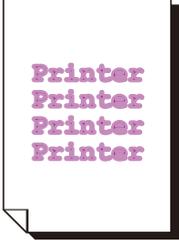
Machine Trouble

Symptom	Cause/Remedy
The machine is not powered on.	<p>The power cord may have been unplugged or may not be firmly plugged in. Switch the machine power off, and then reconnect the power cord to the power outlet and the machine. Then switch the machine power on.</p> <p>Connect the machine to a power outlet that supplies the proper rated voltage or current.</p>
The display is blank.	The machine may be in the Power Saver Mode. Press the Power button on the Control Panel to exit the Power Saver Mode. If this does not remedy the problem, there may be a problem with the machine. Contact your local Fuji Xerox representative.
The printer makes an odd noise.	<p>Install the printer on a level, sturdy surface.</p> <p>Push the trays firmly into the machine.</p> <p>There may be a foreign object inside the machine. Switch the machine power off, and then remove the foreign object inside the machine. If the object cannot be removed without dismantling the machine, contact your local Fuji Xerox representative.</p>
Condensation has formed in the machine.	On the control panel, set the Sleep Mode trigger time to more than 60 minutes, and let the machine stand with its power on for 60 minutes. Before using the machine, make sure that no water droplets remain inside the machine (rollers, metal parts, etc.). If condensation occurs frequently, keep the machine power switched on by selecting [Device] > [System Settings] > [System Clock / Timers] > [Warmer Mode] > [On] on the Control Panel. This may remedy the condensation.
The machine does not switch to the Power Saver Mode.	<p>The machine does not enter the Low Power Mode or the Sleep Mode in the following cases to inform users on what is happening to the machine and provide its performance.</p> <ul style="list-style-type: none"> • When the user is operating the Control Panel • When a message indicating to replace any one of the consumables is displayed • When the machine requires user operation for paper jams or open covers • When an error occurs due to machine failure • When the machine is executing the condensation prevention processing as the [Warmer Mode] is set to [On]

Image Quality Trouble

Symptom	Cause/Remedy
<p>Output is too light (faded or unclear).</p> 	<p>The paper is damp. Replace the paper.</p> <p>The paper is not appropriate for the machine. Load appropriate paper.</p> <p>A drum cartridge or the fusing unit is damaged or has deteriorated. Depending on its condition, the drum cartridge or fusing unit may need replacement. Contact your local Fuji Xerox representative.</p> <p>Change the paper type setting and try printing again.</p> <p>No toner is left in the toner cartridge. Replace the toner cartridge with a new one.</p> <p>Confirm that correct paper is loaded.</p> <p>Select [Combined Calibration] on the Home screen and adjust image quality.</p>
<p>Black spots, black lines or color lines appear on output. Equally spaced smears appear on output.</p>   	<p>The paper path may not be clean. Print a couple of sheets or so.</p> <p>A drum cartridge or the fusing unit is damaged or has deteriorated. Depending on its condition, the drum cartridge or fusing unit may need replacement. Contact your local Fuji Xerox representative.</p> <p>Short longitudinal color streaks may be improved by extending the time set for image quality adjustment performed when the machine is powered on. Change the setting on the Control Panel. Doing so makes the warm-up period longer than usual and the drum cartridge life slightly shorter.</p>
<p>Printing can be rubbed off with your finger. Toner is not fused to the paper. Output is smudged with toner.</p> 	<p>The paper type of the selected paper tray is not appropriate. Change the paper type setting and try printing again.</p> <p>The paper is damp. Replace the paper.</p> <p>The paper is not appropriate for the machine. Load appropriate paper.</p> <p>The fusing unit is damaged or has deteriorated. Depending on its condition, the fusing unit may need replacement. Contact your local Fuji Xerox representative.</p>

Symptom	Cause/Remedy
<p>The whole page is printed black.</p> 	<p>A drum cartridge is damaged or has deteriorated. Depending on its condition, the drum cartridge may need replacement. Contact your local Fuji Xerox representative.</p> <p>There may be something wrong with the high-voltage power supply. Contact your local Fuji Xerox representative.</p>
<p>Output is blank.</p> 	<p>Multiple sheets were fed at once. Fan the paper well and reload it in the tray.</p> <p>A drum cartridge is damaged or has deteriorated. Depending on its condition, the drum cartridge may need replacement. Contact your local Fuji Xerox representative.</p> <p>There may be something wrong with the high-voltage power supply. Contact your local Fuji Xerox representative.</p>
<p>Output is partially blanked-out. White streaks or color streaks appear on output.</p> 	<p>The paper is not appropriate for the machine. Load appropriate paper.</p> <p>The paper is damp. Replace the paper.</p> <p>No toner is left in the toner cartridge. Replace the toner cartridge with a new one.</p> <p>A drum cartridge is not installed correctly. Install the drum cartridge correctly.</p> <p>The LED printheads inside the machine may be dirty. Clean the LED printheads.</p> <p>A drum cartridge or the fusing unit is damaged or has deteriorated. Depending on its condition, the drum cartridge or fusing unit may need replacement. Contact your local Fuji Xerox representative.</p> <p>A developing unit is damaged or has deteriorated. Depending on its condition, the developing unit may need replacement. Contact your local Fuji Xerox representative.</p>
<p>White patches appear on output. Images are partially blanked-out. Toner is scattered around images. Images are bluish.</p> 	<p>Change the paper type setting and try printing again.</p> <p>Adjust image transfer under Home screen > [Device] > [Maintenance] > [Image Quality] > [Adj Image Transfer] > [Enter Sample Number and Adjust]. If white patches appear, or output or images are partially blanked-out, lower the transfer voltage. If toner is scattered, raise the transfer voltage.</p>

Symptom	Cause/Remedy
<p>Text is smeared.</p> 	<p>The paper is not appropriate for the machine. Load appropriate paper.</p> <p>The paper is damp. Replace the paper.</p>
<p>Text is garbled. Printed output is not the same as the original data displayed on the screen.</p> 	<p>The machine is set to substitute TrueType fonts with the printer fonts. Set the printing method of TrueType fonts to [Always Use TrueType Fonts] under [Specify Font] on the [Advanced] tab of your printer driver.</p>
<p>Images are skewed.</p> 	<p>The paper guides are not adjusted to the correct positions. Adjust the paper guides to the correct positions.</p>
<p>Print quality on postcards or envelopes is poor.</p>	<p>Unsupported postcards or envelopes are loaded in the machine. Load appropriate media.</p> <p>Check whether the paper type setting on the printer driver properties screen or Control Panel is configured correctly.</p>

Tray and Paper Feed Problems

Symptom	Cause/Remedy
<p>Paper does not feed properly. Paper jams occur. Multiple sheets feed at once. Paper feeds skewed. Output is wrinkled.</p>	<p>Load the paper correctly. Before loading heavy media, such as labels or postcards, or envelopes, fan them well to allow air to enter between each sheet.</p>
	<p>The paper is damp. Replace the paper.</p>
	<p>Load appropriate paper.</p>
	<p>Paper may still wrinkle depending on its type and condition.</p>
	<p>Push the trays firmly into the machine.</p>
	<p>Install the printer on a level, sturdy surface.</p>
	<p>Adjust the paper guides to the correct positions.</p>
<p>Do not add paper to a paper tray that still contains paper. Fan the paper loaded in the tray well and reload it into the tray. Add paper to the tray only when the tray is out of paper.</p>	

Symptom	Cause/Remedy
The machine does not correctly select a paper tray.	<p>If the paper guides are not positioned correctly, the machine may not correctly detect the size of the paper loaded. Adjust the paper guides to the correct positions.</p> <p>Check whether the tray, paper size and paper type settings on the printer driver properties screen and Control Panel are configured correctly.</p>
The paper is dog-eared.	<p>The paper is dog-eared if it is warped (curled). If the following does not solve the problem, replace the paper.</p> <ul style="list-style-type: none"> • Flatten the paper to correct the warpage. • Turn the paper over. • If Tray 1, 2, 3 or 4 has been used, use the Bypass Tray instead of it.
The machine does not feed paper from the Bypass Tray.	[Automatically Select] is selected for the [Select By Tray] setting on the [Paper/Output] tab of the printer driver. Select [Tray 5 (Bypass)] or set the Bypass Tray for auto tray selection when [Automatically Select] is specified.
Lead edge of paper is folded over when the paper is fed from the Bypass Tray.	<p>The paper is damp. Replace the paper.</p> <p>Reduce the paper loaded in the Bypass Tray to 30 sheets or less.</p> <p>Change the paper loading orientation. Feed paper from Paper Tray 1, 2, 3 or 4.</p>

Trouble during Copying

Symptom	Cause/Remedy
The document is not correctly fed from the Document Feeder.	Check the minimum size of document that can be loaded on the Document Feeder and load appropriately sized documents.
	Do not feed irregularly sized documents, business cards, transparencies, or thin documents from the Document Feeder. In addition, do not feed documents with sticky tags, paper clips, adhesive tape, or staples.
	Adjust the document guides correctly to the document.
	When loading documents of mixed sizes, configure settings in [Mixed Size Originals]. Otherwise, a paper jam will occur. Set [Mixed Size Originals] to [On].
The copy is dirty.	Clean the document cover, document glass, film, or scanner glass.
	If the document is highly transparent, such as transparencies, place a white sheet of paper on top of the document when scanning.
	If the document is colored, rough, or a blueprint, the paper's background color is copied. Adjust the copy density or image quality, or specify to suppress the background when copying.
	Glossy printing paper easily sticks to the document glass, and shadows are sometimes copied, soiling the image. Place a transparent film such as a transparency, under the document when copying.
The copy is too dark or too light.	Copy black text. If you feel the printout is too light, select [Text] for [Original Type].
The color of the document and of the copy differ.	Select [Combined Calibration] on the Home screen and adjust image quality.
	Select an image quality type suitable for the document for [Original Type].
	Copy black text. If you feel the printout is too light, select [Text] for [Original Type].
Part of the image is missing on the copy.	If the paper is damp, replace the paper.
	Remove folded or wrinkled paper from the tray or replace the paper.
	If the document is pasted or folded, the pasted or folded section may not be laying flat on the document glass. Place a stack of white sheets on top of the document to flatten the document against the document glass.

Symptom	Cause/Remedy
The copy has a stripe pattern.	Stripes may be printed on the enlarged copies depending on the ratio. Adjust the copy magnification ratio.
The image is not copied to the desired size.	Clean the document cover or document glass.
	If the document is highly transparent, such as transparencies, place a white sheet of paper on top of the document when scanning.
	Load the document correctly.
	The document is a non-standard size Enter the document size before copying.

Trouble during Printing

Symptom	Cause/Remedy
The Note on status display lamp is blinking.	Check the error message displayed in the Control Panel and take action to resolve the error.
Unable to print.	Check whether the machine's IP address is set correctly.
	Check the data-reception control setting.
	The print data size transmitted at one time may have exceeded the upper limit of the receivable size of the machine. This can occur when the receiving buffer size setting is configured to [Spool to Memory]. Divide the print data into the size smaller than the maximum receivable size of the machine. If there are multiple pieces of print data, reduce the number of files to print at one time before printing.
Printing takes too much time.	The receiving buffer capacity may be insufficient. When printing high resolution documents, reduce the memory size of unused items in [Allocate Memory] on the Control Panel to increase the receiving buffer capacity. Increasing the receiving buffer capacity may improve the print processing speed. Adjust the receiving buffer capacity according to the print data capacity. Also, disabling an unused port and assigning the memory for other uses is recommended.
	The printing time may be shortened by changing the [Image Quality] setting on the [Color Options] tab to [Standard] in the [Image Quality] setting of the printer driver.
	Printing may take time depending on the printing method of TrueType fonts. Change the printing method of TrueType fonts under [Specify Font] on the [Advanced] tab of your printer driver.
	If Heavyweight Paper 1, Heavyweight Paper 2, Labels, Coated Paper 2, Coated Paper 3, Postcards, or Envelopes is selected for the paper type setting, or when [High Resolution] is selected for [Image Quality] of your printer driver, the print speed is approximately halved compared to the normal print speed. Also, if the machine internal temperature exceeds a certain level during continuous operation, the machine lowers the print speed. If operation is still continued or the internal temperature rises further, the machine stops operation due to the error. In that case, switch the machine power off, wait for a while until the printer's internal temperature drops, and then switch the power on again.
[Printing] is displayed even though no print job is directed (when using the USB interface).	If you have switched on the computer power after switching on the machine power, cancel printing.
Top section of printed document is missing. Images are not printed at desired positions.	Adjust the paper guides to the correct positions.
	Check whether the paper margin setting is correct with your printer driver.
	Adjust the print position under Home screen > [Device] > [Maintenance] > [Image Quality] > [Adjust Paper Registration].

Trouble during Faxing

Symptom	Cause/Remedy
A Transmission Report - Job Undelivered is output.	Check the "Transmission Results" in the Transmission Report - Job Undelivered and take an appropriate action. If an error code is displayed, refer to the "Error Code" on our official website to take action to resolve the error.
Unable to communicate (general fax).	The machine is equipped with multiple connectors to which to connect phone lines. Communication is enabled only when the phone line is connected to the correct connector. When the cable connection is correct, the On-hook feature allows you to call via general lines.
	Use a telephone near the machine to check whether you can make a phone call. If the phone call is disabled, the problem is in the phone line, not in the machine.
	Match the line type set for this machine to the line type (PB / 10 pps / 20 pps) subscribed for the machine.
	The data cannot be sent if the fax machine of the recipient is turned off, is set to manual receiving mode, or does not support G3 reception. Paper might have run out or the memory might be full on the recipient's machine. Call the recipient to confirm the machine condition.
	Check the fax number and try sending it again. You cannot use "*" and "#" with fax numbers when using G3 DP (Dial Pulse). When calling from an abbreviated recipient number, also confirm the fax number registered in the Recipients List.
	When calling from an extension line, the external access number is required. When dialing, dial the external access number such as "0", and then dial the fax number. When the switchboard is changed and you cannot send faxes by dialing the external access number "0", try the external access number "0*".
	In the case that you specified a recipient from the address book and appended the external access number when calling, it is possible that the external access number "0" has already been registered to the recipient's number listed in the address book. Confirm the telephone number of the recipient on the Transmission Report - Job Undelivered.
	The document data is too large in size. Lower the resolution to reduce the data size or send the document in several pieces.
	The document is too large in size. Change the size to the readable size or send the document in small segments.
	The fax network has problems. Enter two pauses ("-") after "161" or "162", and then dial the telephone number. Also, check whether a fax network contract has been concluded.
	When using a feature such as the Polling feature, confirm whether the destination fax supports the feature.
	When the Authentication/Accounting feature is used and you send a fax directly from the computer, set the correct user ID and passcode registered on the machine to the fax driver.
	Additional services for Lines 1 to 3 are not set correctly. Check the line contract (caller ID display and Dial-In) concluded with your telephone company and configure settings.
	The machine cannot receive a fax when switched off. Switch the machine power on.
	The machine cannot print received documents when no paper is set.
Paper is jammed. Follow the instructions displayed on the Control Panel to remove the jammed paper.	
The machine cannot receive a fax in the Administrator Mode. Exit the Administrator Mode.	
When a reception password has been set, the machine accepts only data or polling fax sent with the correct reception password in F code.	
The machine is in manual receiving mode. Cancel the manual reception, or set the fax receiving mode to automatic receiving.	

Symptom	Cause/Remedy
Unable to communicate (general fax).	To use the fax information service, set the receiving mode to the manual receiving mode on the on-hook or off-hook screen, enter an information code, and then tap on [Start].
	<p>The document is not loaded correctly on the sender's machine. Check the machine condition with the sender.</p> <p> Note During communication, errors may be caused by a problem with the sender's machine, not just by a problem of the machine.</p>
Unable to communicate (IP fax (SIP)).	Set a correct IP address, subnet mask, and gateway address in the machine.
	Set a correct SIP address in the machine.
	Set a correct IP address of the SIP server in the machine.
	Confirm with your network administrator whether the SIP server is operating correctly.
	Registration of the machine information to a SIP server has failed. Switch the machine power off and then on.
	The data cannot be sent if the IP fax (SIP) machine of the recipient is turned off. Check the machine condition with the recipient.
	<p>The method for specifying the recipient is incorrect. Specify the following recipient information.</p> <ul style="list-style-type: none"> • Neither a SIP server nor a VoIP gateway is used: Specify "SIP user name@IP address" in [Recipient]. • Only a SIP server is used: Specify "SIP user name" or "telephone number" in [Recipient]. • Only VoIP gateway is used: Specify "telephone number" in [Recipient]. • Both SIP server and VoIP gateway are used: Specify "SIP user name" or "telephone number" in [Recipient].
	When using a feature such as the Polling feature, confirm whether the destination fax supports the feature.
	When the Authentication/Accounting feature is used and you send a fax directly from the computer, set the correct user ID and passcode registered on the machine to the fax driver.
	<p>The number of simultaneous connections for IP fax (SIP) is one. The machine cannot send and receive an IP fax (SIP) at the same time.</p> <p>After reception of an IP fax (SIP) is completed, try sending it again.</p> <p>After transmission of an IP fax (SIP) is completed, request the sender to send it again.</p>
	Enable the port for IP fax (SIP) of the network relay device (such as a switch, router, and firewall).
	If the reception IP address has been limited on the machine in the environment where the SIP server is used, add the IP address of the SIP server to the reception IP address.
	If the Ethernet cable has been unplugged for more than one minute, the registration succeeds when Register recovery on the SIP server is completed. No measure is required.
	The machine cannot receive a fax when switched off. Switch the machine power on.
	The machine cannot receive a fax in the Administrator Mode. Exit the Administrator Mode.
When a reception password has been set, the machine accepts only data or polling fax sent with the correct reception password in F code.	
Unable to communicate (IP fax (SIP) via VoIP gateway).	Register the correct VoIP gateway on the machine.
	Confirm with your network administrator whether the VoIP gateway is working properly.
	Confirm with your network administrator whether the VoIP gateway settings are correct.
	The destination G3 fax machine is not working properly. The data cannot be sent if the G3 fax machine of the recipient is turned off. Call the recipient to confirm the machine condition.

Symptom	Cause/Remedy									
IP fax (SIP) transmission takes a long time.	Increase the value for [Prioritize IP Packets] of the machine according to your network environment.									
	A large amount of communication data loss occurs because the queue (buffer) assigned to each QoS of the network relay device (such as a switch and router) is low. Set an appropriate parameter on the network relay device for your network environment.									
	A large amount of communication data loss occurs because the communication rates differ within the network. Use the same communication rate within the network.									
	A large amount of communication data loss occurs because the communication parameters (such as input gain, output attenuation, echo setting) of the VoIP gateway are inappropriate for the network environment. Set appropriate parameters on the VoIP gateway for your network environment.									
	IP fax (SIP) machine is connected to the data network if the telephone and data networks are operated separately. Configure the QoS setting for the entire network environment and control traffic. Set [Prioritize IP Packets] for QoS of the machine.									
Communication/call, other than IP fax (SIP) communication, in the network is slow when IP fax (SIP) communication is executed.	Decrease the value for [Prioritize IP Packets] of the machine according to your network environment.									
	IP fax (SIP) machine is connected to the voice network if the telephone and data networks are operated separately. Configure the QoS setting for the entire network environment and control traffic. Set [Prioritize IP Packets] for QoS of the machine.									
The image quality is poor.	The drum cartridge is damaged. Copy a document. If the image quality is poor, replace the drum cartridge with a new one.									
	The document glass of the sender's machine is dirty, or the resolution setting on the sender's machine is too low. Check the machine condition with the sender.  Note During communication, image quality problems may be caused by a problem with the sender's machine, not just by a problem of the machine.									
The one-page document is received split into multiple pages.	<p>You can set the machine to process the received documents by using a combination of the Auto Reduce on Receipt feature and a border limit value for page splitting. According to the setting combination specified, the received document is printed as follows.</p> <table border="1" data-bbox="424 1420 1417 1621"> <thead> <tr> <th></th> <th>Auto Reduce on Receipt ON</th> <th>Auto Reduce on Receipt OFF</th> </tr> </thead> <tbody> <tr> <td>Within border limit</td> <td>Automatically reduces image size and prints it on one page</td> <td>Trims the portion exceeding standard size and then prints it</td> </tr> <tr> <td>Exceeding border limit</td> <td>Splits data at an equal ratio and prints it</td> <td>-</td> </tr> </tbody> </table>		Auto Reduce on Receipt ON	Auto Reduce on Receipt OFF	Within border limit	Automatically reduces image size and prints it on one page	Trims the portion exceeding standard size and then prints it	Exceeding border limit	Splits data at an equal ratio and prints it	-
	Auto Reduce on Receipt ON	Auto Reduce on Receipt OFF								
Within border limit	Automatically reduces image size and prints it on one page	Trims the portion exceeding standard size and then prints it								
Exceeding border limit	Splits data at an equal ratio and prints it	-								
Although the Box Selector feature is set, the received document is printed, and cannot be stored in the confidential box selected by the received document.	An unregistered confidential box is selected on the Box Selector feature. Select a registered confidential box.									

Trouble during Scanning

Symptom	Cause/Remedy
Operation terminates during scanning.	The file size is too large. Lower the resolution, and import it again.
A Transmission Report - Job Undelivered is output.	Check the "Transmission Results" in the Transmission Report - Job Undelivered and take an appropriate action. If an error code is displayed, refer to "Error Code" on our official website to take action to resolve the error.
Unable to open the multi-page TIFF files or only the first page is displayed.	Multi-page TIFF files are formed by scanning multiple page documents. Install a TIFF Viewer compatible with multi-page TIFF.
Unable to open files though color documents have been scanned.	If the files are saved in TIFF format, they can be opened using TIFF Viewer. If you can view PDF in your environment, save the files in PDF format.
	Since files retrieved from CentreWare Internet Services are converted into TIFF format, they can be opened using TIFF Viewer. If you can view PDF in your environment, save the files in PDF format.
Unable to send data over the network.	Specify the server correctly.
	Specify the storage location correctly.
	When SMB is selected, correctly specify the shared name.
	When SMB (UNC Format) is selected, specify the save destination correctly.
	The login name is not entered correctly. Check the login name you enter.
	The password is not entered correctly. Check the password you enter.
	The time set on the machine does not agree with that of Windows, when transmission is performed to Windows OS. Synchronize the time settings of the machine and Windows.
	On Windows OS, SMB transmission is attempted by users who do not set a password. Follow the steps below to change the settings of network access. (1) Start Windows, and select [Control Panel] > [Administrative Tools] > [Local Security Policy]. (2) Select [Security Settings] > [Local Policies] > [Security Options]. (3) Change [Account: Limit local account use of blank passwords to console logon only] to [Disabled].
	The root of the DFS name space specified for SMB transmission is comprised of more than three characters. Specify a DFS name space with a root comprised of less than four characters.
	The access right to the specified storage location is not set correctly. Set the access right to the specified storage location correctly so that you can read and write the files and folders.
The SMB port number is blocked. Check the destination server, the router between the MFD and the server, virus scanning software on the destination server, and firewall software to confirm whether the SMB port is blocked or not.	
Black-and-white gradation is not reproduced as desired.	[Black & White] is selected for [Output Color]. Select [Grayscale] for [Output Color].

Paper Jams

If paper is jammed, the machine stops and an alarm sounds. A message also appears on the touch panel display. Follow the instructions displayed to remove the jammed paper.

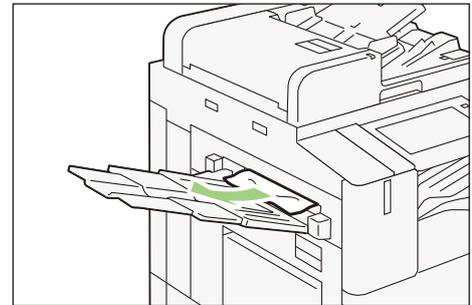
Gently remove the paper being careful not to tear it. If paper is torn while it is being removed from the machine, remove all the torn pieces making sure that none remain inside the machine.

When you have finished clearing the paper jam, printing is automatically resumed from the state before the paper jam occurred. If a paper jam occurred during copying, tap on [Start]. Copying is resumed from the state before the paper jam occurred.

-  **Note**
- If a paper jam occurred, check the paper jam position before pulling out a paper tray.
 - Clear the paper jams while the machine is on.
 - Do not touch components inside the machine. This may cause print defects.

Side Tray

1. Remove the jammed paper.



Inside Upper Left Cover

Warning

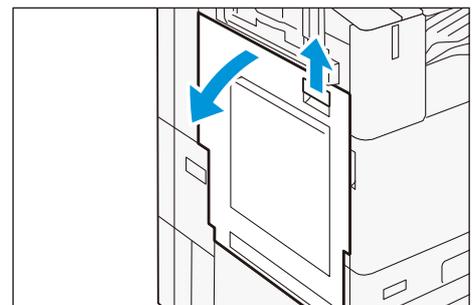
The fusing unit is extremely hot. Do not touch the fusing unit as it may result in a burn injury.

Important

Do not touch the machine-side transfer belt (black film-like belt) inside the upper left cover when you remove the jammed paper. The image quality may be deteriorated or the transfer belt may be damaged and need replacement.

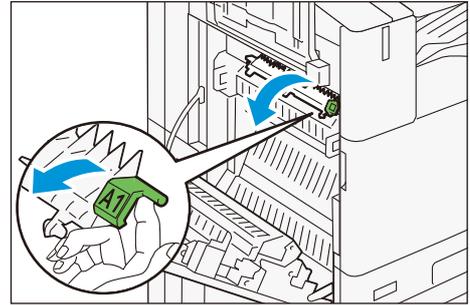
1. While lifting up the release lever, open the upper left cover.

-  **Note**
- When the Side Tray is installed, remove the paper in the Side Tray, close the Side Tray, and then open the upper left cover.
 - When HCF (1 tray) is installed, hold the handle and fully move the unit to the left.

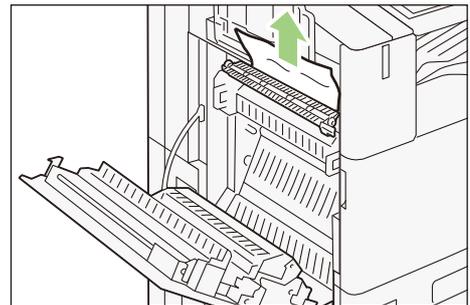


Fusing Unit

- (1) Pull the lever [A1].

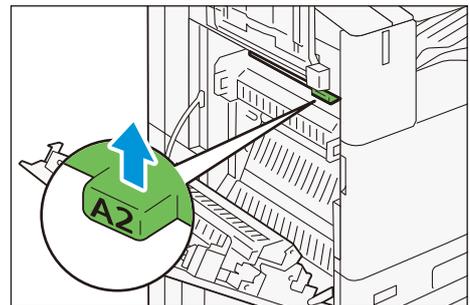


- (2) Remove the jammed paper.
- (3) Return the lever [A1] to the original position.

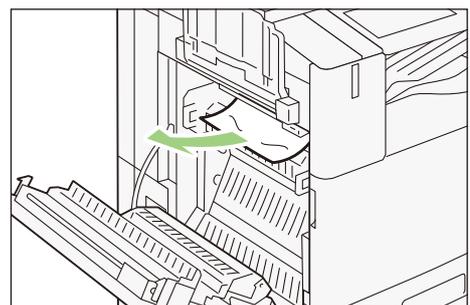


Center Tray Exit

- (1) Pull the lever [A2].

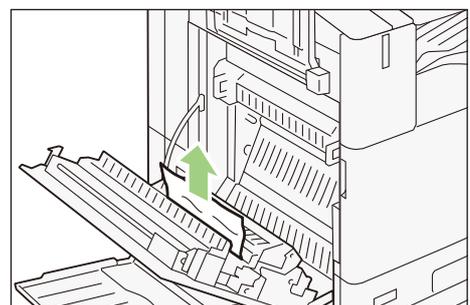


- (2) While holding the lever [A2], remove the jammed paper.
- (3) Return the lever [A2] to the original position.

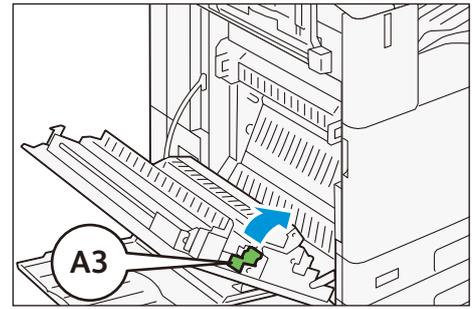


Duplex Unit

- (1) Remove the jammed paper.

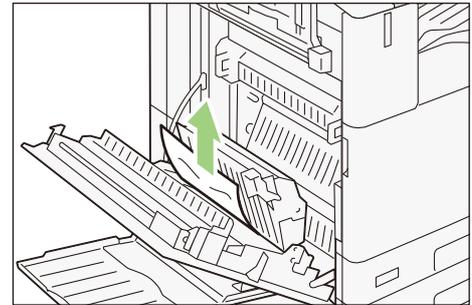


(2) Pull the lever [A3].



(3) While holding the lever [A3], remove the jammed paper.

(4) Return the lever [A3] to the original position.

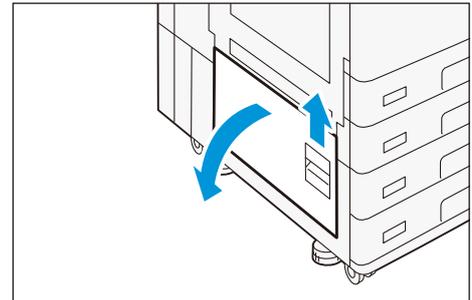


2. Close the upper left cover.

Inside Lower Left Cover

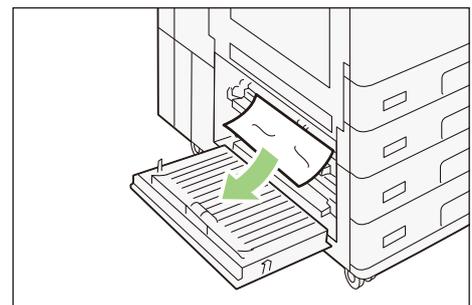
1. While lifting up the release lever, open the lower left cover.

 **Note** When High Capacity Feeder is installed, hold the handle and fully move the unit to the left.



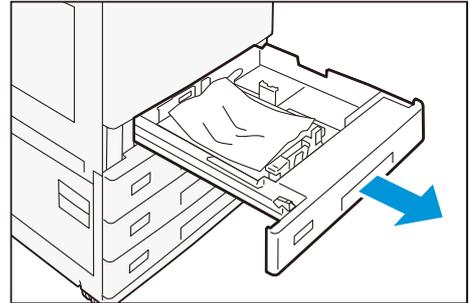
2. Remove the jammed paper.

3. Close the lower left cover.

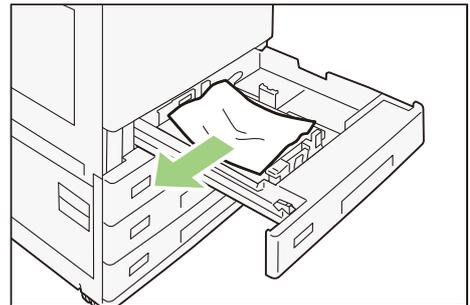


Standard Trays

1. Pull out the paper tray where the paper jam occurred until it stops.

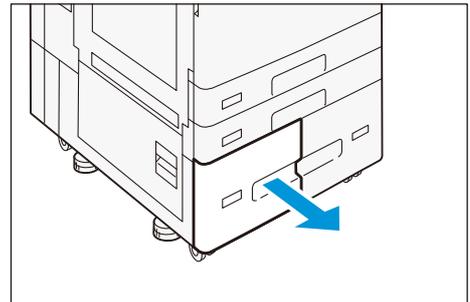


2. Remove the jammed paper.
3. Push in the paper tray.

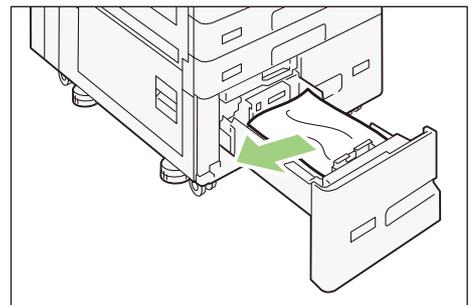


Tandem Trays

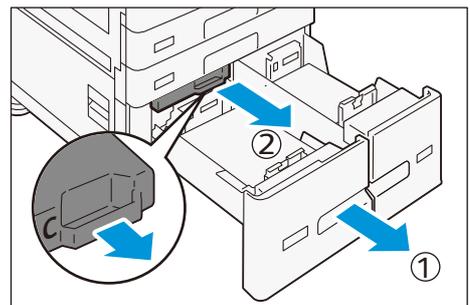
1. Pull out the paper tray where the paper jam occurred until it stops.



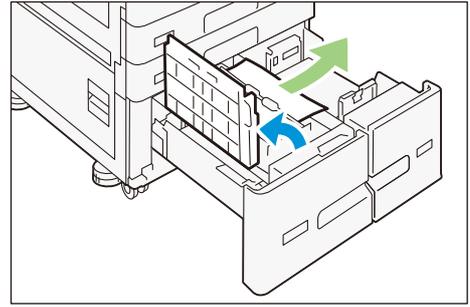
2. Remove the jammed paper.



3. If paper is jammed in the paper feed section, pull out [C].

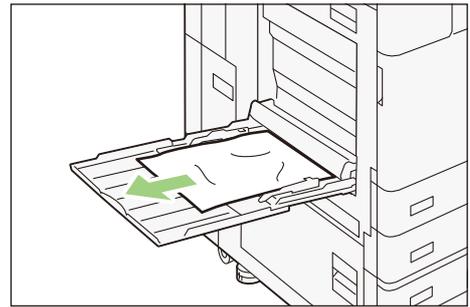


4. Open the cover and remove the jammed paper.
5. Close the cover and push in the paper tray.



Bypass Tray

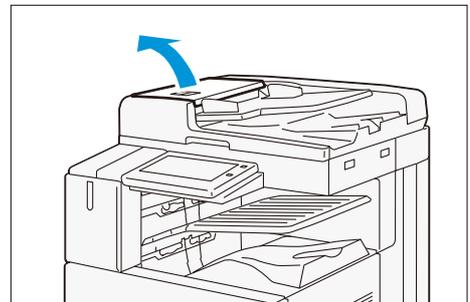
1. Remove the jammed paper.



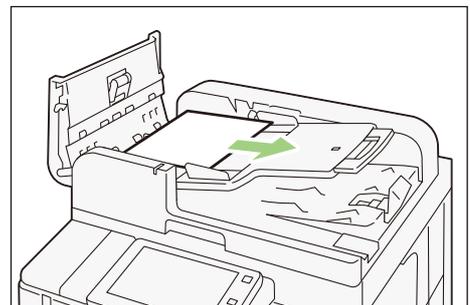
Duplex Automatic Document Feeder

B1-PC

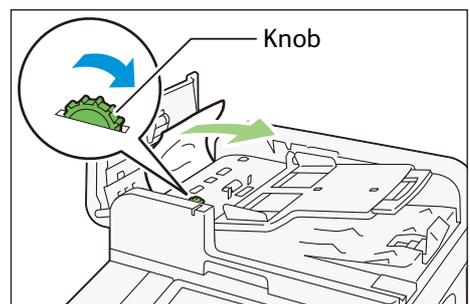
1. Pull up the front handle of the cover and open the cover until it stops.



2. Remove the document.

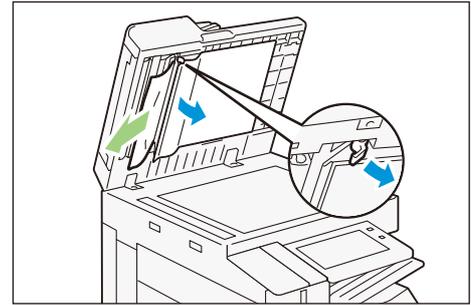


3. Turn the knob to eject the document.
4. Close the cover.



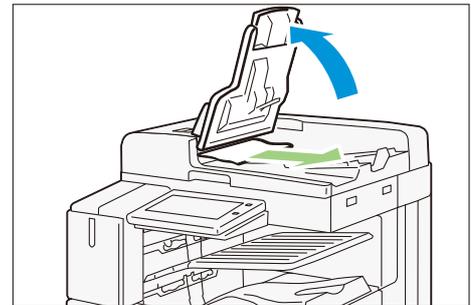
5. If you cannot find the document, open the document cover, grip the lever to open the Side 2 scanner, and then remove the document.

6. Close the Side 2 scanner, then close the document cover.



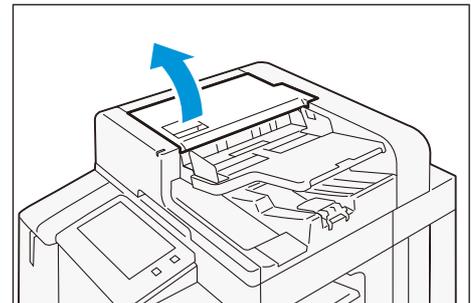
7. Lift the document feeder tray and remove the document.

8. Put the document feeder tray back into position.



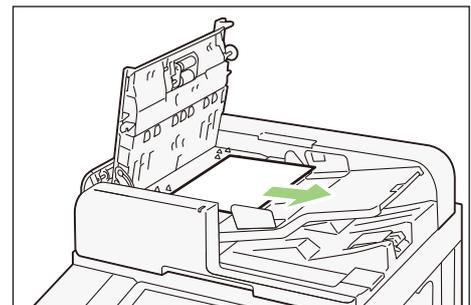
C2-PC

1. Pull up the front handle of the top cover and open the cover until it stops.



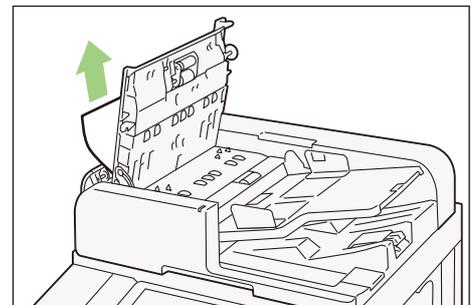
2. Open the left cover until it stops.

3. Remove the document.

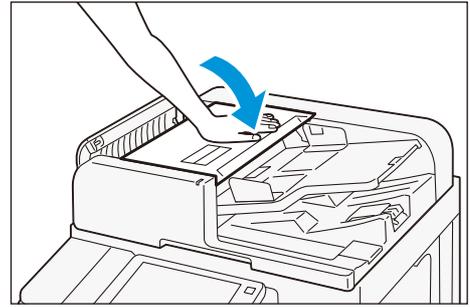


4. If the document is caught in the entry, remove the jammed paper from the left cover.

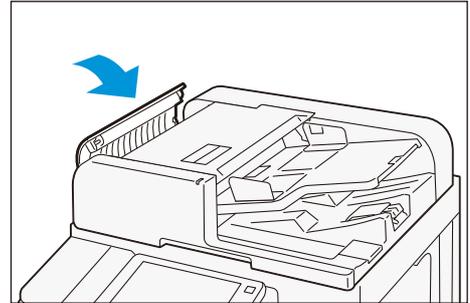
 **Note** If the document is caught in the exit area, lift the document feeder tray and pull the document toward the exit.



5. Close the top cover.

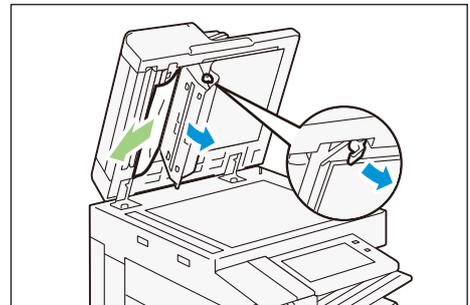


6. Close the left cover.



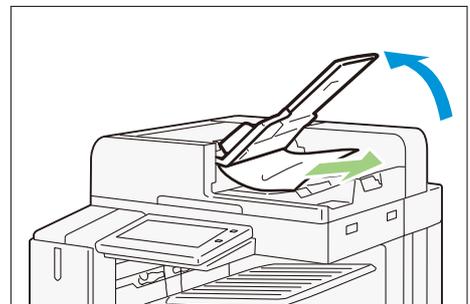
7. Open the document cover, grip the lever to open the Side 2 scanner, and then remove the document.

8. Close the Side 2 scanner, then close the document cover.



9. Lift the document feeder tray and remove the document.

10. Put the document feeder tray back into position.



V Appendix

p.44 Specifications

p.50 Safety Notes

Specifications

This section lists the main specifications of the machine. Note that the specifications and the appearance of the product may change without prior notice.

 **Note** The specifications are not intended to guarantee the image quality performance and feeding performance of all papers. Use of Fuji Xerox brand paper is recommended. To use other paper, contact your local Fuji Xerox representative.

 **Refer** For specifications of optional units, refer to the chapter of the concerned unit in the *Reference Guide - Optional Units*.

Basic Specifications/Copy Function

Item	Specification				
Type	Console				
Memory capacity	4 GB (Max. 4 GB)				
Storage Capacity	Standard : 128GB SSD Optional : 128GB or more HDD with Data Overwrite function				
Color capability	Full color				
Scanning resolution	600 x 600 dpi				
Printing resolution	1,200 x 2,400 dpi (multicolored photo), 600 x 600 dpi (text/text-photo/photo/map)				
Halftone (printable colors)	256 halftones for each color (16,700,000 colors)				
Warm-up time	<ul style="list-style-type: none"> When the built-in Plug-In feature/custom service is enabled 30 seconds or less (at 23°C room temperature) When the built-in Plug-In feature/custom service is disabled 24 seconds or less (at 23°C room temperature) 				
Recovery time (Recovery time from Sleep Mode)	C7070/C6570	C5570/C4570	C3570/C3070		
	13 seconds or less (at 23°C room temperature)	11 seconds or less (at 23°C room temperature)	4 seconds or less (at 23°C room temperature)		
First copy output time (A4 )	C7070/C6570	C5570	C4570	C3570/C3070	
	Monochrome (monochrome priority mode)	3.3 seconds or less	3.7 seconds or less	4.4 seconds or less	4.9 seconds or less
	Color (Color priority mode)	4.1 seconds or less	5.2 seconds or less	5.7 seconds or less	6.7 seconds or less
Reduction/enlargement	Size-for-size: 1: 1 ± 0.7 % Preset: 50 %, 70 %, 81 %, 86 %, 115 %, 122 %, 141 %, 200 % Variable: 25 - 400 % (1 % increments)				

Item	Specification				
Continuous copy speed (continuous 1-sided copy/same magnification, monochrome/color)	Paper size	B5  /A4 	A4/B5	B4	A3
	C7070	70 sheets/minute	50 sheets/minute	41 sheets/minute	35 sheets/minute
	C6570	65 sheets/minute	47 sheets/minute	38 sheets/minute	32 sheets/minute
	C5570	55 sheets/minute	40 sheets/minute	32 sheets/minute	27 sheets/minute
	C4570	45 sheets/minute	32 sheets/minute	26 sheets/minute	22 sheets/minute
	C3570	35 sheets/minute	27 sheets/minute	23 sheets/minute	19 sheets/minute
	C3070	30 sheets/minute	23 sheets/minute	20 sheets/minute	17 sheets/minute
Continuous copy	999 sheets				
Power supply Maximum power consumption (except for Taiwanese specifications)	Power supply	AC 220 - 240 V \pm 10 %, 10 A, 50/60 Hz common			
	Maximum power consumption	2.2 kW (AC 220 V \pm 10 %) 2.4 kW (AC 240 V \pm 10 %)			
	Standby Mode	C7070/C6570/C5570/C4570: 111 W (AC230 V) C3570/C3070: 75 W (AC230 V)			
	Low Power Mode	55 W (AC 230V)			
	Sleep Mode	0.5 W			
 Note The Low Power Mode is not set at the time of shipment from the factory.					
Dimensions	65 - 70 Model	Width 620 x Depth 793 x Height 1,169 mm			
	45 - 55 Model	Width 620 x Depth 723 x Height 1,141 mm			
	30 - 35 Model	2 Tray Model: Width 620 x Depth 723 x Height 880 mm 4 Tray Model: Width 620 x Depth 723 x Height 1,141 mm			
Weight	C7070/C6570	154 kg			
	C5570/C4570	4 Tray Model: 133 kg Tandem Tray Model: 144 kg			
	C3570/C3070	2 Tray Model: 105 kg 4 Tray Model: 133 kg Tandem Tray Model: 144 kg			
Space requirement	C7070/C6570	C5570/C4570/C3570/C3070			
	Width 1,072 x Depth 723 mm*1	Width 1,141 x Depth 793 mm*1			
*1: When the Bypass Tray is fully extended and the stopper of the Duplex Automatic Document Feeder is pulled out.					

Print Function

Item	Specification		
Type	Built-in		
Continuous print speed	Same as the Basic Specifications/Copy Function  Note <ul style="list-style-type: none"> ▪ This speed may be reduced due to image quality adjustment. ▪ The productivity may be reduced depending on the document type. 		
Printing resolution	PCL driver	Standard	1,200 x 2,400 dpi
		Fine	1,200 x 2,400 dpi
		Superfine	1,200 x 1,200 dpi
	Adobe® PostScript® 3™ driver	High speed (standard)	600 x 600 dpi
		Fine	1,200 x 2,400 dpi
		Superfine	1,200 x 1,200 dpi
PDL	Standard: PCL5, PCL6 Optional: Adobe PostScript 3		
Supported protocol	Ethernet: TCP/IP (LPD, IPP, Port9100, WSD, ThinPrint)		
Supported operating system	For information about the latest supported OS, refer to the Download page of our official website for your model.		
Built-in fonts	Standard	European 83 type faces Japanese font 2 type faces, Simplified Chinese font 1 type face, Traditional Chinese font 1 type face, Korean font 6 type faces	
	Optional	Adobe® PostScript® 3™ kit : European 136 type faces Additional font kit of Chinese 4 type faces	
Emulation	PDF, XPS, DocuWorks, TIFF, JPEG, KSSM, KS5843, KS5895, ESC/P-K (LQ1900K II+), PCL (HP-CLJ5500), HP-GL (7586B or DJ750C Plus), HP-GL/2 (DJ750C Plus)  Note XPS stands for XML Paper Specification.		
Interface	Standard	Ethernet 1000BASE-T/100BASE-TX/10BASE-T, USB 3.0	
	Optional	Wireless LAN (IEEE 802.11 a/b/g/n/ac)	

Scan Function

Item	Specification
Type	Color scanner
Document size	Same as the Basic Specifications/Copy Function
Scanning resolution	600 x 600 dpi, 400 x 400 dpi, 300 x 300 dpi, 200 x 200 dpi
Document scanning speed	Same as the “Document scanning speed” of the Duplex Automatic Document Feeder
Interface	Ethernet 1000BASE-T/100BASE-TX/10BASE-T

Item	Specification	
Box storage	Supported protocol	TCP/IP (WebDAV, HTTP)
	Output format	Monochrome binary: TIFF, DocuWorks ^{*1} , PDF ^{*1} Grayscale: TIFF, JPEG ^{*2} , DocuWorks ^{*1} , PDF ^{*1} Full color: TIFF, JPEG, DocuWorks ^{*1} , PDF ^{*1} , high compression DocuWorks ^{*1} , high compression PDF ^{*1} ^{*1} : When CentreWare Internet Services are used ^{*2} : When Network Scanner Utility 3 is used
	Driver	Compatible with TWAIN interface
	Supported operating system	For information about the latest supported OS, refer to the Download page of our official website for your model.
PC storage	Supported protocol	TCP/IP (SMB, FTP)
	Output format	Monochrome binary: TIFF, DocuWorks, PDF Grayscale / Full color: TIFF, JPEG, DocuWorks, PDF, high compression DocuWorks, high compression PDF, Word*, Excel* *: Optional
	Supported operating system	For information about the latest supported OS, refer to the Download page of our official website for your model.
E-mail transmission	Supported protocol	TCP/IP(SMTP)
	Output format	Same as the PC storage

Fax Function

Basic function

Item	Specification	
Document size	Maximum: A3, 11 x 17", long document (maximum: 600 mm)	
Recording paper size	Maximum: A3, 11 x 17", Minimum: A5	
Transmission time	2 seconds or more but below 3 seconds  Note When transmitting an A4 size 700-character document in the standard quality (8 x 3.85 lines/mm) and high speed mode (28.8 kbps or above: JBIG). This is only the transmission speed for image information and does not include the controlling time for the communication. Note that the actual transmission time depends on the content of documents, the machine that the recipient uses, and the status of the communication line.	
Transmission mode	ITU-T G3	
Scanning resolution	Standard	8 x 3.85 lines/mm, 200 x 100 dpi
	Fine	8 x 7.7 lines/mm, 200 x 200 dpi
	Superfine (400 dpi)	16 x 15.4 lines/mm, 400 x 400 dpi
	Superfine (600 dpi)	600x 600 dpi
Coding method	MH, MR, MMR, JBIG	
Transmission speed	G3: 33.6/31.2/28.8/26.4/24.0/21.6/19.2/16.8/14.4/12.0/9.6/7.2/4.8/2.4 kbps	
Applicable lines	Telephone subscriber line, PBX, fax communication network (PSTN), 3 ports maximum (G3: 3 ports)  Note A maximum of 3 lines can be connected. The number of ports indicates the number of channels that can be used for communication.	

Direct fax

Item	Specification
Document size	A3, B4, A4
Transmission resolution	Same as the scanning resolution of Basic Function
Transmission speed	Same as the Basic Function
Applicable lines	Same as the Basic Function
Supported operating system	For information about the latest supported OS, refer to the Download page of our official website for your model.

Internet fax

Item	Specification
Document size	A3, B4, A4
Scanning resolution	Same as the Basic Function
Output format	Format: TIFF-FX, Compression method: MH, MMR, JBIG
Profile	TIFF-S, TIFF-F, TIFF-J
Supported protocol	Transmission: SMTP, Reception: SMTP, POP3
Interface	Ethernet 1000BASE-T/100BASE-TX/10BASE-T

IP fax (SIP)

Item	Specification
Document size	Same as the Basic Function
Scanning resolution	Same as the Basic Function
Supported protocol	SIP, JT-T.38
Coding method	Same as the Basic Function
Interface	Ethernet 1000BASE-T/100BASE-TX/10BASE-T

Duplex Automatic Document Feeder

B1-PC

Item	Specification
Document feeder type	Single-pass Duplex Automatic Document Feeder
Document scanning speed (when copying)	Same as the continuous copy speed
Document scanning speed (when scanning)	<p>Monochrome: 80 sheets/minute, Color: 80 sheets/minute (Single-pass duplex scanning: Monochrome 154 sheets/minute, Color 154 sheets/minute)</p> <p> Note</p> <ul style="list-style-type: none"> ▪ The values above apply when a Fuji Xerox standard document (A4) is saved in the confidential box at 200 dpi. ▪ When the Quiet Mode is disabled, the scanning speed of a monochrome document is 160 sheets/minute and that of a color document is 160 sheets/minute. The Quiet Mode is enabled at the time of shipment from the factory.

C2-PC

Item	Specification
Document feeder type	Single-pass Duplex Automatic Document Feeder
Document scanning speed (when copying)	Same as the continuous copy speed
Document scanning speed (when scanning)	Monochrome: 135 sheets/minute, Color: 135 sheets/minute (Single-pass duplex scanning: Monochrome 270 sheets/minute, Color 270 sheets/minute)
	 Note The values above apply when a Fuji Xerox standard document (A4) is saved in the confidential box at 200 dpi.

Envelope Tray

Item	Specification
Dimensions/Weight	Width 620 x Depth 566 x Height 87 mm, 3 kg

Side Tray

Item	Specification
Dimensions/Weight	Width 324 x Depth 567 x Height 228 mm, 1.3 kg

Safety Notes

 **Refer** Also refer to the *User's Manual*.

Machine Installation



To keep this product in a good performance and condition, always use it in the following environment:

Temperature: 10 -32°C

Humidity: 15 - 85 %

When the product is left in a chilly room and the room is rapidly warmed up by heater, dew condensation may form inside the product and cause a partial deletion on printing or scanning.

Regulation

Product Safety Certification (CB)

This product is certified by the following agency using the safety standards listed.

Agency: Standard

TUV Rheinland: IEC60950-1: ed. 2

Environment

- For environmental protection and efficient use of resources, Fuji Xerox reuses returned consumables to make recycle parts, recycle materials or energy recovery.
- Proper disposal is required for consumables no longer needed. Do not open consumables. Return them to your local Fuji Xerox representative.

Support

Fuji Xerox will store the spare parts necessary to maintain the function of this product for 7 years after the production termination of this product.

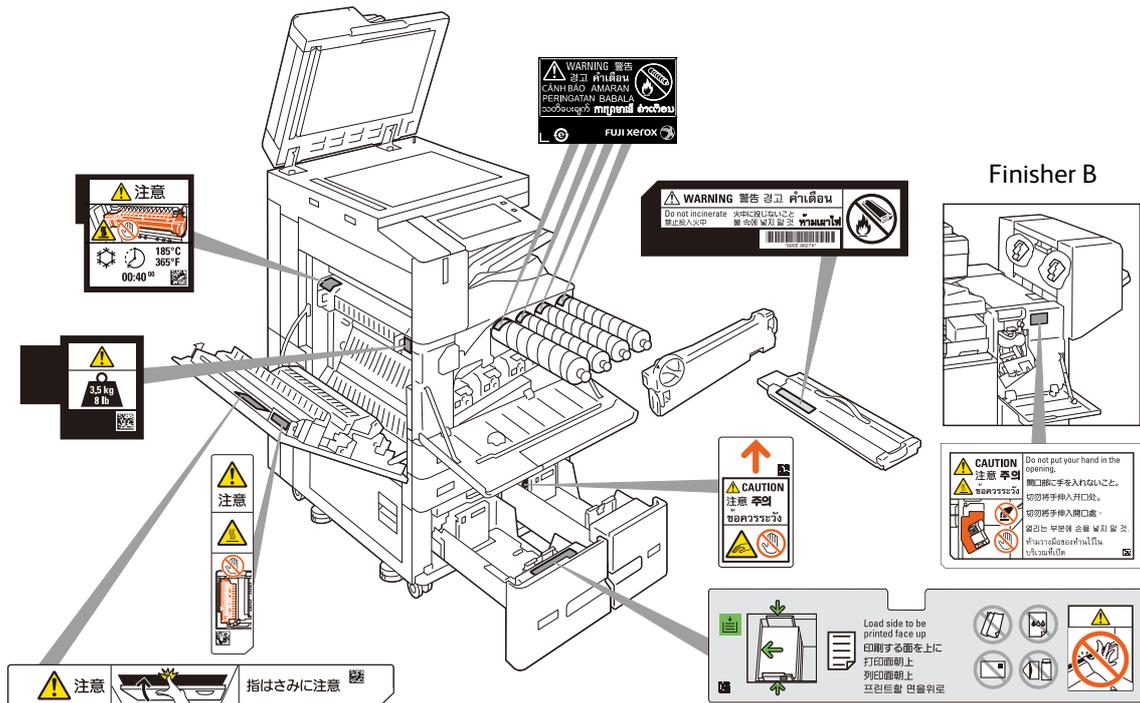
Legal Notice

Printing certain documents may be illegal in your country. Penalties of fines or imprisonment may be imposed on those found guilty. The following are examples of items that may be illegal to copy or print in your country.

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

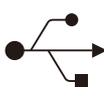
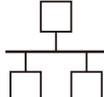
This list is not inclusive and no liability is assumed for either its completeness or accuracy. In case of doubt, contact your legal counsel.

Location of Warning and Caution Labels



Symbols Marked on the Machine

	Caution, Danger, Warning
	Caution. Hot
	Watch your fingers
	Do not touch
	Watch your fingers
	Do not use ink jet printer paper
	Do not use envelopes

	Do not use envelopes with windows
	Do not use postcards
	Do not use folded, wrinkled or curled paper
	Do not use paper with staples or clips
	Do not copy money
	USB
	LAN

	Do not throw a toner cartridge into fire
	Do not throw a waste toner container into fire
	“  ” switch: Standby
	Heavy object
	Cooling
	Elapsed time

