XEROX®

User Guide

Guide d'utilisation
Guida dell'utente
Benutzerhandbuch
Guía del usuario
Guia do Usuário
Gebruikershandleiding
Användarhandbok
Руководство пользователя

XEROX.

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1 Features

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System Tour

This section includes:

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System Features

The WorkCentre C2424 Copier-Printer embodies many features to meet your office needs:

- Great performance and superior print quality
  - 24 pages per minute (ppm) with consistent, vibrant, artifact-free color prints and copies
  - 6 second first page out color prints
  - 256 MB of RAM standard; optional up to 1 GB of RAM
  - Job pipelining
- Fast and easy copying and scanning
  - Duplex automatic document feeder for 1- and 2-sided originals
  - First page out color copies under 15 seconds, with subsequent copies at printer speed
  - Preset copy adjustments for bound originals, enlargements/reductions, and 4x4 posters
  - Scan resolutions up to 600 dpi
- Flexible paper handling
  - Tray 1: 100-sheet capacity
  - Tray 2: 525-sheet capacity
  - Tray 3: optional 525-sheet capacity
  - Tray 4: optional 525-sheet capacity
  - Accommodates a wide range of media types and custom size paper
- Wide variety of productivity features
  - High quality color
  - Easy to replace ink sticks
  - PhaserSMART online troubleshooting
  - CentreWare IS provides an embedded web server to help manage, configure, and troubleshoot the system from your computer.
  - Usage Analysis Tool provides cost tracking that logs each job and the cost for each page.
  - PrintingScout provides on-screen notification and guidance if the system needs help.
  - MaiLinX email notifies a specific person when supplies or maintenance are needed.
  - MaiLinX allows printing to your network system from anywhere you have email.

Front View
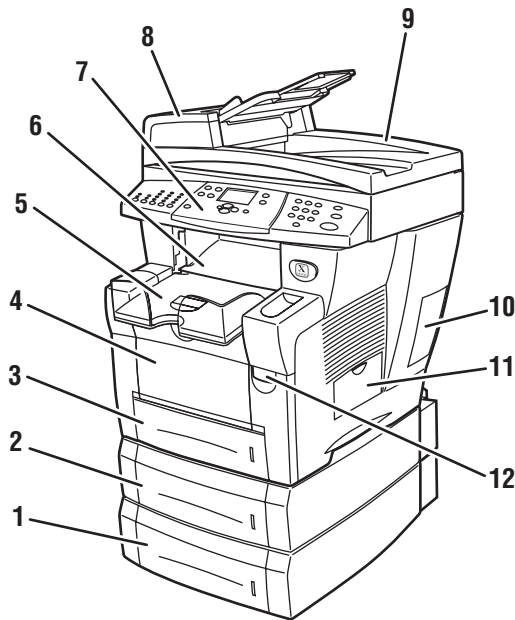
1. Tray 4 (optional)
2. Tray 3 (optional)
3. Tray 2
4. Tray 1
5. Output tray
6. Exit cover
7. Control panel
8. Document feeder access cover
9. Duplex automatic document feeder
10. Interface cover
11. Side door
12. Front cover release (product serial number is behind the front cover)

2424-080

Side View
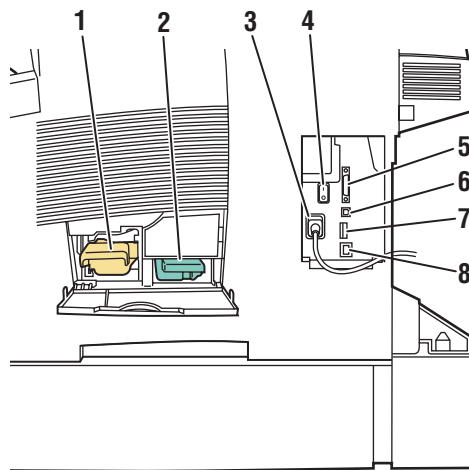
1. Maintenance kit
2. Waste tray
3. Power cord connection
4. Power switch
5. Scanner cable connection
6. USB connection
7. Configuration card
8. Ethernet 10/100 Base-T connection

2424-081

Back View
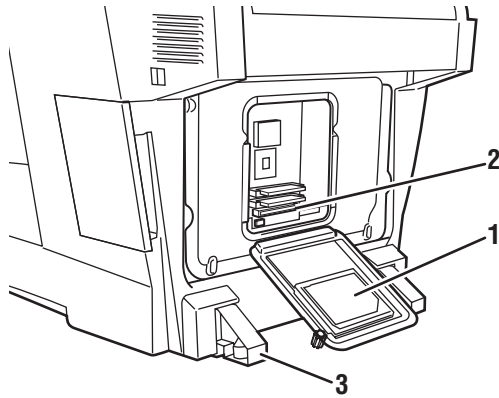
2424-082

1. Hard drive
2. RAM slots
3. Stabilizer

Open View
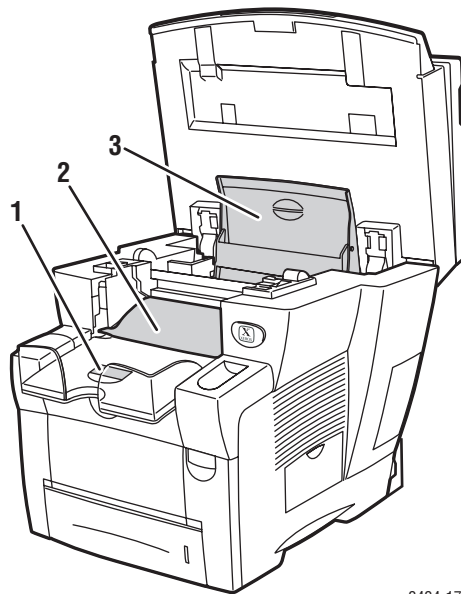
2424-171

1. Short paper stop
2. Exit cover
3. Ink cover

System Options and Accessories

Options

■ Two RAM slots, supporting 128, 256, and 512 MB memory cards (maximum 1 GB)
■ Two 525-Sheet Feeders

Accessory

■ System Cart

For more information on options and accessories, go to www.xerox.com/office/c2424supplies.

Printer and Scanner Drivers

In order to access the full features of your system, install the printer and scanner drivers from the *WorkCentre C2424 Software CD-ROM* or the driver web site at: www.xerox.com/office/drivers.

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

For more information about using the printer driver to access special features, see the Printing chapter of this guide.

Scanner drivers enable you to:

■ Scan images directly to your personal computer
■ Acquire scanned images directly into an application

For more information about installing and using the scanner driver, see the Scanning chapter of this guide.

Additional Resources

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

Information	Source
Setup Guide*	Packaged with system
Quick Reference Guide*	Packaged with system
Supplies and Services Guide	Packaged with system
User Guide and videos*	Packaged with system
	(*User Documentation CD-ROM*)
Printer Management Tools	www.xerox.com/office/pmtools
infoSMART Knowledge Base	www.xerox.com/office/c2424infoSMART
PhaserSMART	www.phaserSMART.com
Technical Support	www.xerox.com/office/c2424support
Information about menu selection or error messages on control panel	Control panel **Help** (**?**) button
Information pages	Control panel menu

* Also available on the Technical Support web site.

The Control Panel

This section includes:

- "Control Panel Features" on page 1-7
- "Control Panel Layout" on page 1-7
- "Menu Map" on page 1-10
- "Information Pages and Sample Pages" on page 1-11

Control Panel Features

The control panel:

- Displays the system's operating status or errors and warnings.
- Prompts you to load paper, replace supplies, and clear jams.
- Enables you to select settings for your print, copy, and scan jobs.
- Displays menus that enable you to change system settings and access tools to help resolve problems.

See "System Settings" on page 1-14 for details about changing system settings.

Control Panel Layout

The control panel is divided into three major areas.

2424-172
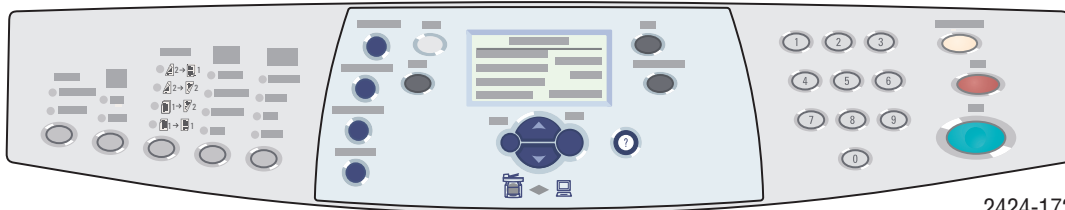
Left side

Copying and scanning function buttons and LEDs

Middle

Graphic display screen, mode buttons, menu navigation buttons, shortcut buttons, and status LEDs

Right side

Numeric keypad, **Clear/Clear All**, **Stop**, and **Start** buttons

Left Side of the Control Panel
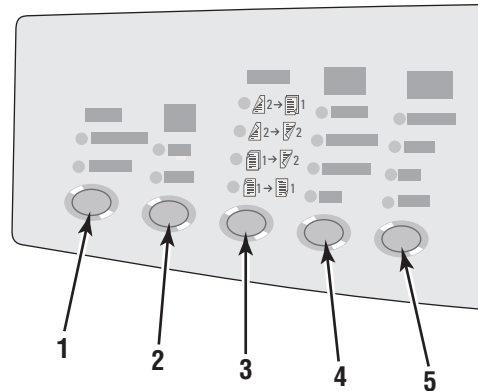
2424-173

The left side of the control panel contains the following copy and scan function buttons and LEDs. A green LED shows the current selection. More details about using these buttons are provided in the Copying and Scanning chapters of this guide.

1. **Output** button and LEDs (copy only)

   Press to select **Uncollated** or **Collated** for your copies.

2. **Color Mode** button and LEDs

   Press to select **B/W** (black and white) or **Color** for your copy or scan job.

3. **2-Sided** button and LEDs

   Press to select whether the original is 2-sided and whether you want the output 2-sided.

4. **Output Quality** button and LEDs (copy only)

   Press to select the output quality for the copy job.

5. **Original Type** button and LEDs

   Press to select the type of original for your copy or scan job.

Middle of the Control Panel

2424-174

1. **Original Size** button

   Press to jump to **Original Size** option on the menu.

2. **Lighten/Darken** button

   Press to jump to the **Lighten/Darken** option on the menu.

3. **Reduce/Enlarge** button

   Press to jump to **Reduce/Enlarge** option on the menu.

4. **Paper Supply** button

   Press to jump to the **Paper Supply** option on the menu.

5. **Copy** button

   Press to display the **Copy** menu on the graphic display.

6. **Scan** button

   Press to display the **Scan** menu on the graphic display.

7. Graphic display shows status messages and menus.

8. **Up Arrow** button

   Scrolls upward.

9. **Enter** button

   Accepts the setting selected.

10. Status Indicator LED:

    Blinking green = System is busy or in Standby or PowerSaver mode

    Steady green = Ready

11. **Down Arrow** button

    Scrolls downward.

12. Status Indicator LED:

    Blinking red = Error condition, stops job

    Yellow = Warning, continues job

13. **Back** button

    Returns to the previous menu item.

14. **Print** button

    Press to display the **Print** menu on the graphic display.

15. **System Setup** button

    Press to display the **System Setup** menu on the graphic display.

16. **Help (?)** button

    Press to display a help message explaining the menu or message shown on the graphic display.

Right Side of the Control Panel

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1. Number keys

Press to enter a number, such as for the number of copies or a numeric password.

2. **Clear/Clear All** button

Press once to reset the current menu selection; press twice to reset the system.

3. **Stop** button

Press to pause the printing of the current copy or print job. To then cancel the job, follow the instructions shown on the graphic display.

4. **Start** button

Press to start a copy or scan job.

Menu Map

The Menu Map is a visual representation of the control panel menu structure. You can use it to see how to access the system settings and information pages. To print the Menu Map:

1. On the control panel, press the **System Setup** button.

2. In the menu, select **Information**, then press the **Enter** button.

3. Select **Menu Map**, then press the **Enter** button to print.

Information Pages and Sample Pages

Your system comes with a set of information and sample pages to help you obtain the best results from your system. You access these pages from the control panel. Print the Menu Map to see where these information pages are located in the control panel menu structure.

This print icon appears before the titles of information pages that can be printed. When the information page is highlighted on the control panel, press the **Enter** button to print that page.

For example, to print the "Configuration Page", which shows current information about your system, do the following:

1. On the control panel, press the **System Setup** button.

2. In the menu, select **Information**, then press the **Enter** button.

3. In the menu, select **Information Pages**, then press the **Enter** button.

4. In the menu, select **Configuration Page**, then press the **Enter** button to print.

Note

You can also print the "Configuration Page" from CentreWare IS and from the printer driver.

Color Sampler Pages

The printing function of the system uses color corrections to translate color from your computer to the system. To view the CMYK or RGB colors printed by the system, print the color sampler pages:

1. On the control panel, press the **System Setup** button.

2. In the menu, select **Information**, then press the **Enter** button.

3. Select **Sample Pages,** then press the **Enter** button.

4. Select either **CMYK Sampler Pages** or **RGB Sampler Pages**, then press the **Enter** button to print.

Note

Color samples print based on your system PostScript settings for print quality and color correction. For information about adjusting these settings, see the Printing chapter of this guide.

Managing Your System

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

This section includes:

■ "System's IP Address" on page 1-12
■ "CentreWare Internet Services (IS)" on page 1-12
■ "PhaserSMART" on page 1-13
■ "PrintingScout" on page 1-13

System's IP Address

You need your system's IP address to view the status of your system and change system settings through CentreWare Internet Services. To see your system's IP address:

1. On the control panel, press the **System Setup** button.
2. In the menu, select **Information**, then press the **Enter** button.
3. Select **System Identification**, then press the **Enter** button.
4. Scroll down to locate the **IP Address**.

CentreWare Internet Services (IS)

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

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

Launching CentreWare IS

To launch CentreWare IS:

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

For more information about CentreWare IS, see the Networking chapter of this guide.

PhaserSMART

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

To access PhaserSMART Technical Support:

1. Open your browser and go to www.phaserSMART.com.
2. Enter your system's IP address in the browser window.
3. Follow the instructions on the screen.

PrintingScout

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

Note

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

System Settings

This section includes:

- "Controlling the Printing of the Startup Page" on page 1-14
- "Changing the Power Saver Timeout" on page 1-15
- "Changing Intelligent Ready Mode" on page 1-16
- "Locking the Control Panel Menus" on page 1-17
- "Changing the Load Paper Timeout" on page 1-18
- "Adjusting Control Panel Brightness" on page 1-19
- "Adjusting Control Panel Contrast" on page 1-19
- "Setting the Control Panel Language" on page 1-19
- "Setting the System Date and Time" on page 1-20

Note

You can print the Menu Map to see the path through the menus to make other selections; see "Menu Map" on page 1-10. You can also press the **Help (?)** button at any time to get more information about menu selections.

Controlling the Printing of the Startup Page

The system automatically produces a "Startup Page" each time the system is turned on or reset. You can turn off the automatic printing of the "Startup Page" and later print it from the information pages menu.

To turn on/off the "Startup Page", use either:

- The control panel
- CentreWare IS

Using the Control Panel

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

1. On the control panel, press the **System Setup** button.
2. In the menu, select **General Setup**, then press the **Enter** button.
3. Select **System Controls**, then press the **Enter** button.
4. Select **Startup Page**, then press the **Enter** button.
5. Select **On** or **Off**, then press the **Enter** button.

Using CentreWare IS

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

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

Printing the Startup Page

To print the "Startup Page":

1. On the control panel, press the **System Setup** button.
2. In the menu, select **Information**, then press the **Enter** button.
3. Select **Information Pages**, then press the **Enter** button.
4. Select **Startup Page**, then press the **Enter** button to print.

Note

You can also print the Startup Page from the Troubleshooting tab of the Windows printer driver.

Changing the Power Saver Timeout

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

Note

When the system enters Power Saver mode, you will hear the printhead moving. This is part of the normal system operation.

If you find that the system is going into Power Saver mode too often and you do not want to wait while the system warms up, increase the length of time before the system goes into Power Saver mode.

To change the Power Saver timeout value, use either:

- The control panel
- CentreWare IS

Using the Control Panel

1. On the control panel, press the **System Setup** button.
2. In the menu, select **General Setup**, then press the **Enter** button.

3. Select **System Controls**, then press the **Enter** button.
4. Select **Power Saver Timeout**, then press the **Enter** button.
5. Press the **Down Arrow** or **Up Arrow** button to scroll to a selected Power Saver timeout value. Select a larger value if you want to extend the length of time before the system goes into Power Saver mode.
6. Press the **Enter** button.

Using CentreWare IS

1. Launch your web browser.
2. Enter your system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Select **Properties**.
4. Click the **General** folder on the left sidebar, then click **Warmup**.
5. Select a value from the **Power Saver Timeout** drop-down list to change the setting.
6. Click **Save Changes** at the bottom of the page.

Changing Intelligent Ready Mode

Intelligent Ready mode is an automated system that:

■ Monitors the system's usage.
■ Warms up the system when you are most likely to need it based on past usage patterns.

To turn on/off Intelligent Ready mode, use either:

■ The control panel
■ CenterWare IS

Using the Control Panel

To turn Intelligent Ready mode on/off:

1. On the control panel, press the **System Setup** button.
2. In the menu, select **General Setup**, then press the **Enter** button.
3. Select **System Controls**, then press the **Enter** button.
4. Select **Intelligent Ready**.
5. Select **On** or **Off**, then press the **Enter** button.

Using CentreWare IS

To select Intelligent Ready mode or to schedule warmup/standby settings:

1. Launch your web browser.
2. Enter your system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Click **Properties**.
4. Click the **General** folder on the left sidebar, then click **Warmup**.
5. Click the **Warmup Mode** drop-down list and select **Intelligent Ready**, **Scheduled**, or **Job Activated**.
6. If you select **Scheduled** in Step 5, make selections for each day's warmup setting and standby setting.
7. Click **Save Changes** at the bottom of the screen.

Note

> Although the control panel selections only allow you to turn Intelligent Ready Mode on or off, CentreWare IS allows you to specify particular system Warmup Modes and settings.

Locking the Control Panel Menus

Lock the control panel menus to prevent others from changing settings in the system setup menus. To lock or unlock the system setup menus, use CentreWare IS.

1. Launch your web browser.
2. Enter your system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Click **Properties**.
4. Open the **General** folder on the left sidebar, then click **Printer Defaults**.
5. Click the **Control Panel Menus** drop-down list, then select **On** or **Off.**
   - Select **On** to have all menus available from the control panel.
   - Select **Off** to prevent access to system setup menus at the control panel.
6. Click **Save Changes** at the bottom of the page.

Changing the Load Paper Timeout

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

To change the load paper timeout, use either:

■ The control panel
■ CentreWare IS

Using the Control Panel

To change the load paper timeout:

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

Using CentreWare IS

To change the load paper timeout:

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

Adjusting Control Panel Brightness

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

1. On the control panel, press the **System Setup** button.

2. In the menu, select **General Setup**, then press the **Enter** button.

3. Select **Control Panel Setup**, then press the **Enter** button.

4. Select **Control Panel Brightness**, then press the **Enter** button.

5. Press the **Down Arrow** or **Up Arrow** button or use the keypad to increase or decrease the control panel brightness value. The brightness values range from **0** (no background light) to **10** (brightest background light).

6. Press the **Enter** button to save your change.

Adjusting Control Panel Contrast

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

1. On the control panel, press the **System Setup** button.

2. In the menu, select **General Setup**, then press the **Enter** button.

3. Select **Control Panel Setup**, then press the **Enter** button.

4. Select **Control Panel Contrast**, then press the **Enter** button.

5. Press the **Down Arrow** or **Up Arrow** button or use the keypad to increase or decrease the control panel contrast value. The contrast values range from **1** (least contrast) to **10** (highest contrast).

6. Press the **Enter** button to save your change.

Setting the Control Panel Language

To select the default control panel language, use either:

- The control panel
- CentreWare IS

Using the Control Panel

To select the default control panel language:

1. On the control panel, press the **System Setup** button.

2. In the menu, select **General Setup**, then press the **Enter** button.

3. Select **Control Panel Setup**, then press the **Enter** button.

4. Select **Control Panel Language**, then press the **Enter** button.

5. Select the desired language, then press the **Enter** button.

Using CentreWare IS

To select the default control panel language:

1. Launch your web browser.

2. Enter your system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).

3. Click **Properties**.

4. Click the **General** folder on the left sidebar, then click **Printer Defaults**.

5. In the **User Preferences** box, select the language from the **Set Control Panel Language** drop-down list.

6. Click **Save Changes** at the bottom of the screen.

Setting the System Date and Time

The system creates file names for scanned images using the current date and time. To change the system date and time, use either:

■ The control panel
■ CentreWare IS

Using the Control Panel

To change the system date and time:

1. On the control panel, press the **System Setup** button.

2. In the menu, select **General Setup**, then press the **Enter** button.

3. Select **System Controls**, then press the **Enter** button.

4. Select **Date and Time**, then press the **Enter** button. The system displays the current settings for the **Year**, **Month**, **Day**, **Hour**, **Minute**, and **Second**.

5. To change one of the date/time settings, select the appropriate setting, press the **Enter** button, press the **Up Arrow** or **Down Arrow** button or use the keypad to enter a value, then press the **Enter** button.

Using CentreWare IS

To change the system date and time:

1. Launch your web browser.

2. Enter your system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).

3. Click **Properties**.

4. Click the **General** folder on the left sidebar, then click **Date and Time**. The window displays the system's current date and time.

5. To change the date or time, select the a value from the **New Day** or **New Time** drop-down boxes.

6. Click **Save Changes** at the bottom of the screen.

Note

For more information about scanned image files, see the Scanning chapter of this guide.

2 Loading Media

This chapter includes:

- "Supported Media" on page 2-2
- "Loading Media in Tray 1" on page 2-7
- "Loading Media in Trays 2, 3, and 4" on page 2-13

Supported Media

This section includes:

■ "Tray and Media Usage Guidelines" on page 2-2
■ "Duplex Automatic Document Feeder Guidelines" on page 2-3
■ "Supported Papers, Transparencies, and Other Specialty Media" on page 2-4
■ "Supported Envelopes" on page 2-5
■ "Media Storage Guidelines" on page 2-6
■ "Media that May Damage Your System" on page 2-6

Your system is designed to be used with a variety of paper types. Follow the guidelines in this section to ensure the best print and copy quality and to avoid jams.

For best results, use Xerox printing media specified for your WorkCentre C2424 Copier-Printer. They are guaranteed to produce excellent results with your system. For the most current information about Xerox printing media, go to www.xerox.com/office/c2424support.

Caution

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

Tray and Media Usage Guidelines

The system trays accommodate most sizes and types of paper, transparencies, or other specialty media.

■ Do not overload the paper tray. Do not load paper above the fill line on the inside of the paper guide.
■ Adjust the paper guides to fit the paper size. For Trays 2, 3, and 4, the paper guides click into place when they are adjusted correctly.
■ If excessive jams occur, use paper, transparencies, or other specialty media from a new package.
■ Custom size paper can be printed only from Tray 1.
■ Xerox Professional Solid Ink Photo Paper, Xerox Professional Solid Ink Glossy Paper, and Xerox Professional Solid Ink Trifold Brochures, can be printed from any tray, although they exceed the recommended weight guidelines for Trays 2–4.
■ Use Xerox Professional Solid Ink Transparencies; print quality may vary with other transparencies.
■ When printing photos, postcards, or brochures, some attention to stacking in the output tray may be required.

- Use only paper envelopes. Do not use envelopes with windows, metal clasps, or adhesives with release strips.
- Do not print CD labels in this system.
- When using pre-punched paper, load the paper so that the holes are on the right side of the tray. Adjust print and copy margins to accommodate the pre-punched holes.

Duplex Automatic Document Feeder Guidelines

The document feeder accommodates original sizes from 114 x 140 mm (4.5 x 5.5 in.) to 216 x 356 mm (8.5 x 14.0 in.), with weights within the following range:
60–120 g/m^2 (16–32 lb. Bond) (22–45 lb. Cover).

Videos are available with instructions for using the document feeder. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Follow these guidelines when loading originals into the document feeder:

- Load originals faceup, so the top of the document enters first.
- Place only loose sheets of paper in the document feeder.
- Adjust the paper guides so they fit against the originals.
- Insert paper in the document feeder only when the ink on the paper is completely dry.

Use the glass rather than the document feeder to copy or scan the following types of originals:

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

Supported Papers, Transparencies, and Other Specialty Media

Paper Sizes	Paper Types	Paper Weight/Description	Any Tray	Tray 1 Only	Auto 2-Sided Printing	1-Sided Printing Only
Letter (8.5 x 11.0 in.) A4 (210 x 297 mm) Legal (8.5 x 14.0 in.) Executive (7.25 x 10.5 in.) A5 (148 x 210 mm) Statement (5.5 x 8.5 in.) US Folio (8.5 x 13 in.) B5 ISO (176 x 250 mm) B5 JIS (182 x 257 mm)	**Plain Paper, Letterhead, Card Stock**	60–120 g/m^2 (16–32 lb. Bond) (22–45 lb. Cover)	●		●	
		121–220 g/m^2 (33–40 lb. Bond) (46–80 lb. Cover)			●	●
Letter (8.5 x 11.0 in.) A4 (210 x 297 mm)	**Special** (Pre-punched Paper, Business Cards, Photo Paper, Weatherproof Paper, Carbonless Paper, Glossy Paper)	60–120 g/m^2 (16–32 lb. Bond) (22–45 lb. Cover)	●		●	
		121–220 g/m^2 (33–40 lb. Bond) (46–80 lb. Cover)			●	●
	Special	Xerox Phaser Postcards	●		●	
		Xerox Professional Solid Ink Glossy Paper	●		●	
		Xerox Phaser Trifold Brochures	●		●	
	Transparency, Labels		●			●
A6 (105 x 148 mm) Index Cards (3 x 5 in.)	**Plain Paper, Card Stock**	60–220 g/m^2 (16–40 lb. Bond) (22–80 lb. Cover)			●	●
Custom		Width: 140–216 mm (5.5–8.5 in.) and Height: 210–356 mm (8.3–14.0 in.)	●		●	
		Width: 76–139 mm (3.0–5.4 in.) or Height: 127–209 mm (5.0–8.2 in.)	●			●
		Weight: 60–120 g/m^2 (16–32 lb. Bond) (22–45 lb. Cover)	●		●	
		Weight: 121–220 g/m^2 (33–40 lb. Bond) (46–80 lb. Cover)	●			●

For best results, use Xerox printing media recommended for your WorkCentre C2424 Copier-Printer. For the most current information about Xerox printing media, go to www.xerox.com/office/c2424support.

Supported Envelopes

Note

All envelopes should be printed single-sided only. Use only paper envelopes. Do not use envelopes with windows, metal clasps, or adhesives with release strips. Some wrinkling and embossing may occur when printing envelopes. See Printing on the *User Documentation CD-ROM* for information on how to minimize these occurrences.

Tray	Size/Description
Print these envelopes from any tray	■ #10 Commercial (4.12 x 9.5 in.) ■ DL (110 x 220 mm) ■ C5 (162 x 229 mm)
Print these envelopes from Tray 1 only	■ #5 ½ Baronial (4.375 x 5.75 in.) ■ #6 ¾ Commercial (3.625 x 6.5 in.) ■ Monarch (3.87 x 7.5 in.) ■ #6 ½ Booklet (6 x 9 in.) ■ Lee (5.25 x 7.25 in.)

Note

Envelopes with side seams, end-flaps, or with flat, announcement style flaps may jam.
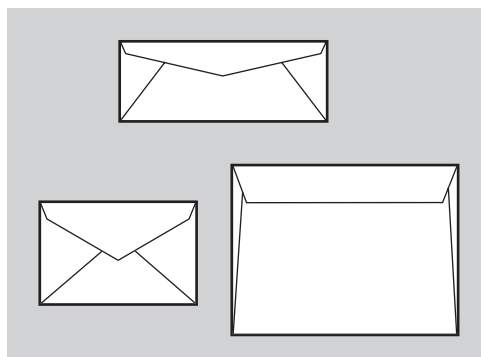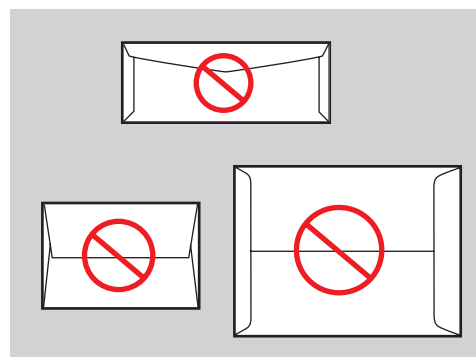
Supported   **Not Supported**

See the *User Documentation CD-ROM* or go to the infoSMART Knowledge Base at www.xerox.com/office/c2424infoSMART for more information about supported papers, transparencies, envelopes, and other specialty media.

Media Storage Guidelines

Providing a good environment, and safe handling and storage conditions for your paper and other media contributes to optimum print quality.

■ Store paper in dark, cool, relatively dry locations. Most paper items are susceptible to damage from ultraviolet (UV) and visible light. UV radiation, which is emitted by the sun and fluorescent bulbs, is particularly damaging to paper items. The intensity and length of exposure to visible light on paper items should be reduced as much as possible.

■ Maintain constant temperatures and relative humidity.

■ Avoid light, heat, and dampness.

■ Avoid attics, kitchens, garages, and basements for storing paper. Inside walls are drier than outside walls where moisture can collect.

■ Store paper flat. Paper should be stored on pallets, cartons, shelves, or in cabinets.

■ Avoid having food or drinks in the area where paper is stored or handled.

■ Do not open sealed packages of paper until you are ready to load them into the system. Leave paper in the original packaging. For most commercial cut-size grades, the ream wrapper contains an inner lining that protects the paper from moisture loss or gain.

■ Some specialty media is packaged inside resealable plastic bags. Leave the media inside the bag until you are ready to use it; reinsert unused media in the bag and reseal it for protection.

Media that May Damage Your System

Your system is designed to use a variety of media types for print and copy jobs. However, some media can cause poor output quality, increased paper jams, or damage to your system.

Unacceptable media for Trays 1–4 include:

■ Rough or porous media
■ Plastic media
■ Paper that has been folded or wrinkled
■ Paper that has been photocopied
■ Paper with staples inserted
■ Envelopes with windows, metal clasps, or adhesives with release strips
■ Padded envelopes
■ CD labels
■ Media that is less than 60 g/m^2 or more than 220 g/m^2

Loading Media in Tray 1

Use Tray 1 for a wide range of media including:

- Plain paper
- Transparencies
- Card stock
- Labels
- Envelopes
- Some specialty media, such as photo paper, index cards, business cards, trifold brochures, glossy paper, carbonless paper, and weatherproof paper.
- Custom size paper ranging from 76 x 127 mm (3.0 x 5.0 in.) to 216 x 356 mm (8.5 x 14.0 in.).

Note

If you change the paper in Tray 1, you are prompted by the control panel to either accept the indicated paper type and size or change them.

2424-176

Videos are available with instructions for using Tray 1. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

To load paper or other media in Tray 1:

1. Open Tray 1 by pulling up and out on the handle.
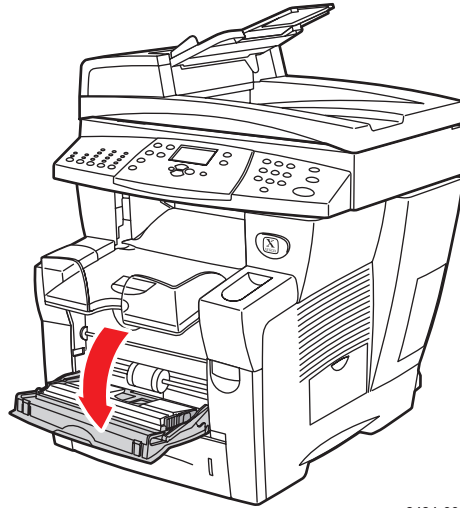
2424-006

2. Open the tray extension.
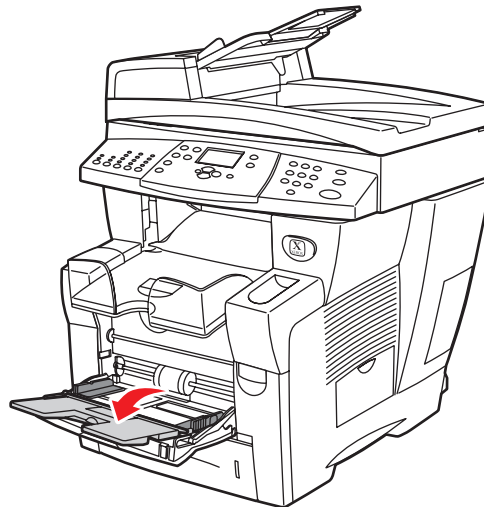
2424-007

3. Insert the paper or other media into the tray.

- **Single-sided printing**: Insert the side to be printed **facedown** with the **top** of page against the roller.
- **2-sided printing**: Insert side one **faceup** with the **bottom** of the page against the roller.
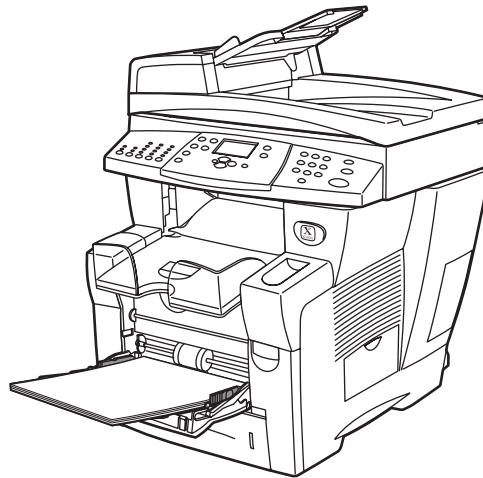
2424-177

- **Pre-punched Paper**: Load pre-punched paper with the holes next to the right paper guide.
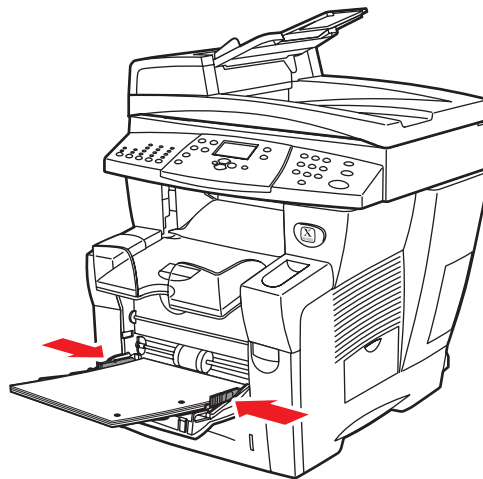
2424-182

Caution

When using pre-punched paper, adjust print or copy margins to accommodate the holes. Printing over the holes may cause ink to transfer onto subsequent pages. A minimum margin of 19 mm (0.75 in.) is recommended.

- **Envelopes**: Insert envelopes with the **flap side up** and the **flap** toward the left of the system. Slide the side guides until the arrows on the guides match the appropriate envelope size.
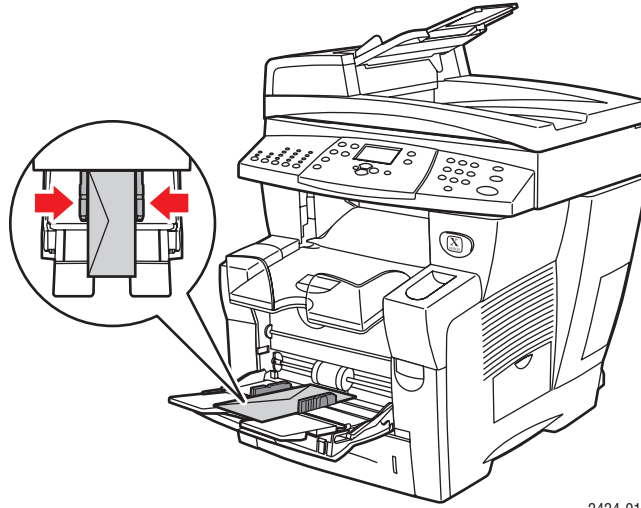
2424-010

Caution

Do not load paper above the fill line on the inside of the left guide. Overloading the tray may cause paper jams.
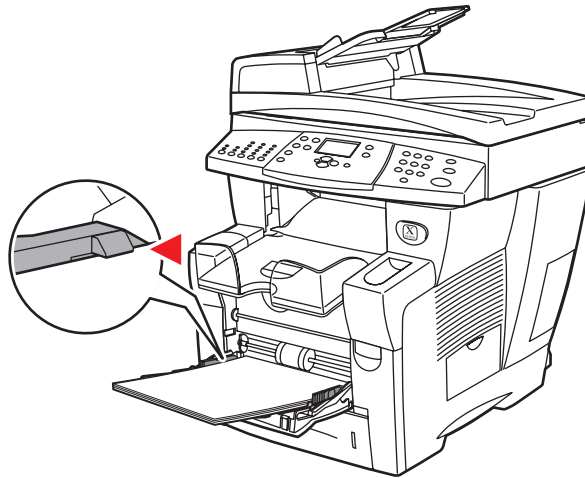
2424-009

4. Verify that the paper is pushed against the roller until it stops and verify that the side guides are pressed against the paper.
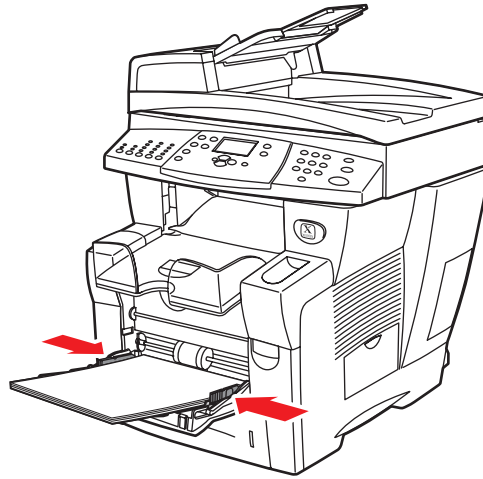
2424-041

5. When prompted at the control panel:

- ■ If the paper size and type are correct, press the **Enter** button.
- ■ If the paper size and type are not correct, select **Change**, press the **Enter** button, select the paper size, press the **Enter** button, select the paper type, then press the **Enter** button.
- ■ If you are using custom size paper, see the Printing chapter of this guide for instructions on entering the **Custom Width** and the **Custom Height** of the paper.

Note

If the control panel does not show the paper size that you loaded, slide the paper guides to fit against the paper, then repeat Step 5.

6. Adjust the output tray for short or long media.
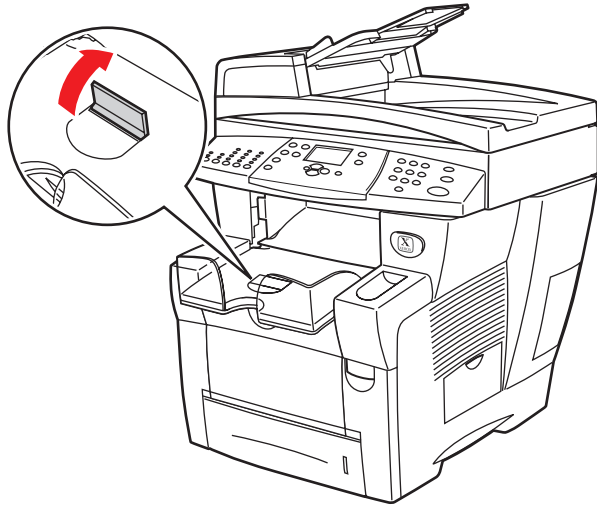
2424-186

For media shorter than 190 mm (7.5 in.), flip up the paper stop.
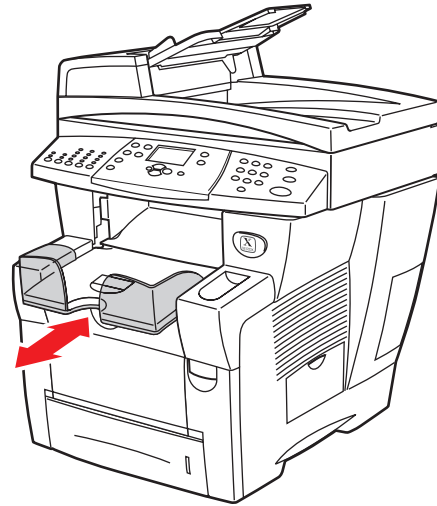
2424-056

For media longer than 297 mm (11.7 in.), extend the output tray.

Loading Media in Trays 2, 3, and 4

Use Trays 2, 3, and 4 for a wide range of media including:

- Plain paper
- Transparencies
- Labels
- #10 Commercial, DL, and C5 envelopes
- Some specialty papers, such as Xerox Professional Solid Ink Photo Paper and Glossy Paper, and Xerox Phaser Postcards, Trifold Brochures, and Weatherproof Paper.

To load paper or other media in Tray 2, 3, or 4:

1. Pull the tray completely out of the system.

2424-001

2. If necessary, adjust the length and side paper guides to match the size of the paper.

- Press the sides of the length guide, then slide the guide until the arrow on the guide matches the appropriate paper size and clicks into place.
- Slide the side guides until the arrows on the guides match the appropriate paper size and the guides click into place.

2424-094

Note

When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

3. Insert the paper into the tray.

- **Single-sided printing**: Insert the side to be printed **faceup** with the **top** of the page toward the **front** of the tray.
- **2-sided printing**: Insert side one **facedown** with the **top** of the page toward the **back** of the tray.

2424-095

Single-sided printing
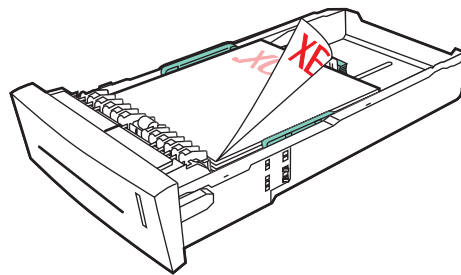
2424-096

2-sided printing

■ **Pre-punched Paper**: Load pre-punched paper with the holes next to the right paper guide.
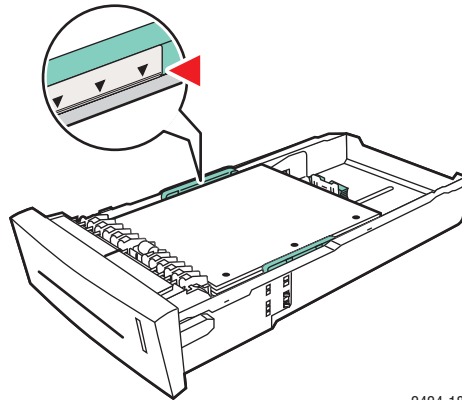
2424-183

Caution

When using pre-punched paper, adjust print or copy margins to accommodate the holes. Printing over the holes may cause ink to transfer onto subsequent pages. A minimum margin of 19 mm (0.75 in.) is recommended.

■ **Envelopes**: Insert the envelopes with the **flap side down** and the **flap** of the envelope toward the **left** of the system.
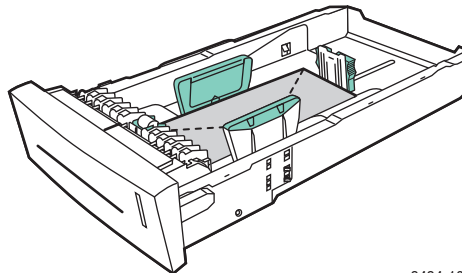
2424-100

Caution

There are separate fill lines inside the tray for envelopes and for other media. Do not load the tray above the appropriate fill line. Overloading the tray may cause jams.
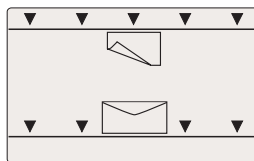
4. Insert the tray into the tray slot and push it completely to the back of the system.
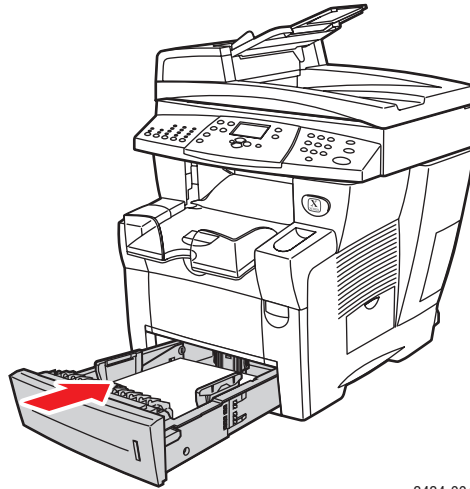
2424-004

5. If you changed the paper type, select the tray paper type:

    a. On the control panel, press the **Copy** or **Print** button.

    b. In the menu, select **Paper Supply**, then press the **Enter** button.

    c. Select **Tray 2, 3,** or **4 Paper Type**, then press the **Enter** button.

    d. Select the appropriate paper type, then press the **Enter** button to save your selection.

6. Adjust the output tray for short or long media.
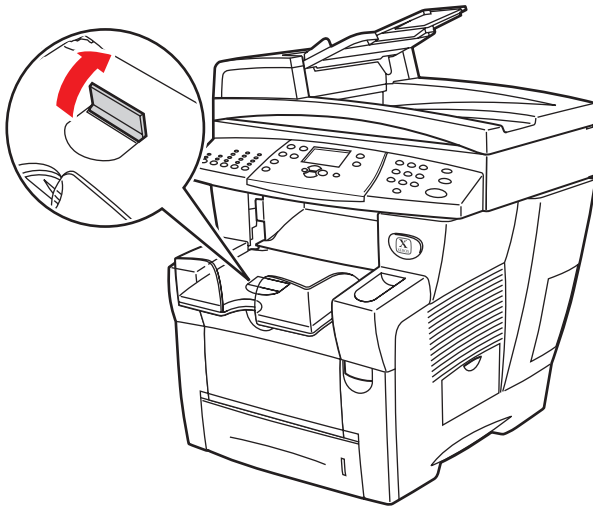
2424-186

For media shorter than 190 mm (7.5 in.), flip up the paper stop.
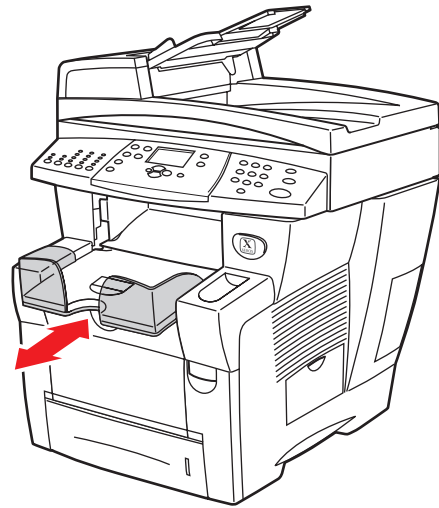
2424-056

For media longer than 297 mm (11.7 in.), extend the output tray.

3 Copying

This chapter includes:

Basic Copying

Follow these steps to make copies.

Note

> To clear the settings from the previous job, press the **Clear All** button twice.

1. Load the originals to be copied. Use either the document glass or the document feeder.
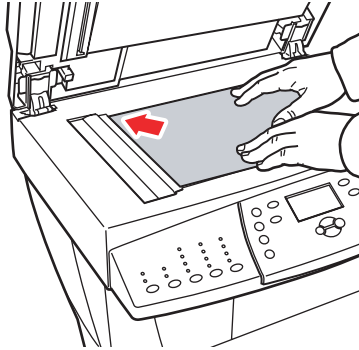
2424-065

2424-076

Document Glass
Lift the document feeder, then place the original **facedown** on the back, left corner of the document glass.
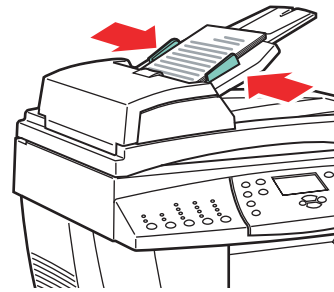
Document Feeder
Insert originals **faceup** with the **top** entering the feeder first. Adjust the paper guides so they fit against the originals.

2. On the control panel, press the **Copy** button.
3. Use the keypad on the control panel to enter the desired number of copies. The number of copies appears in the upper, right corner of the display.
4. If you are making more than one copy, press the **Output** button to turn collation on or off.

Note

> When Output is set to collate and you are copying from the document glass, the system copies the first page and then prompts you for **Another original to copy?**. If you do not want to see this message, press the **Output** button to select **Uncollated** before starting your copy job.

5. Press the **Start** button.

If you placed originals in the document feeder, copying continues until the document feeder is empty.

Note

> Because the WorkCentre C2424 Copier-Printer is often used on networks, the system may be printing a job when you make copies. The system can be set up to allow copy jobs to interrupt print jobs. See page 3-18 for information on setting this option.

Adjusting Copying Options

This section includes:

Basic Settings

This section includes:

Setting the Copy Default Tray

To set the default paper supply tray for copy jobs:

1. On the control panel, press the **System Setup** button.
2. In the menu, select **Job Defaults Setup**, then press the **Enter** button.
3. Select **Copy Defaults Setup**, then press the **Enter** button.
4. Select **Paper Supply**, then press the **Enter** button.
5. Scroll to the desired tray or **Auto Select**.
6. Press the **Enter** button to save the changes.

Specifying a Different Tray to Use

In some cases, you may want to make copies on letterhead, colored paper, or transparencies. After loading the special paper in the tray, select that tray for use for your copies. To do this:

1. On the control panel, press the **Copy** button.
2. In the menu, select **Paper Supply**, then press the **Enter** button.

   Note

   You can press the **Paper Supply** shortcut button on the control panel to skip Steps 1 and 2.

3. Select one of the following trays to use for the copies, then press the **Enter** button.
   - ■ **Tray 1**
   - ■ **Tray 2** (factory default value)
   - ■ **Tray 3** (if available on your system)
   - ■ **Tray 4** (if available on your system)

Note

For best results, specify the size and type of paper if using Tray 1. Specify the paper type if using Tray 2, 3, or 4.

Selecting Color or Black and White Copies

If the original has color, you can create copies in color or in black and white.

Press the **Color Mode** button on the control panel to change the selection to **Color** or **B/W**.
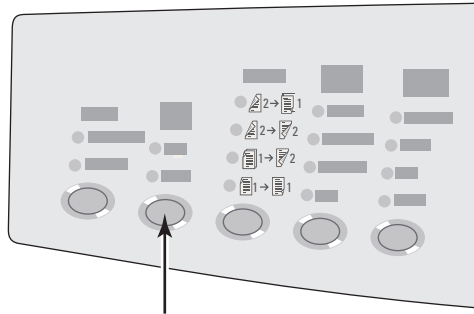
2424-166

If you select **Color** and the system prompts you for a password, use the numeric keypad to enter the password, then press the **Enter** button.

Note

An administrator can limit the use of the color copy function by setting a password. For more information, see "Using a Color Copy Password" on page 3-19.

Specifying 2-Sided Originals or Copies

When you use the document feeder with 2-sided originals, one or both sides can be scanned for copying. You can also choose whether to create 1-sided or 2-sided copies.

Press the **2-Sided** button on the control panel to change the selection to:

- ■ **1 to 1** – Scans just one side of the originals and produces 1-sided copies. (factory default value)
- ■ **1 to 2** – Scans just one side of the originals and produces 2-sided copies.
- ■ **2 to 2** – Scans both sides of the originals and produces 2-sided copies.
- ■ **2 to 1** – Scans both sides of the originals and produces 1-sided copies.
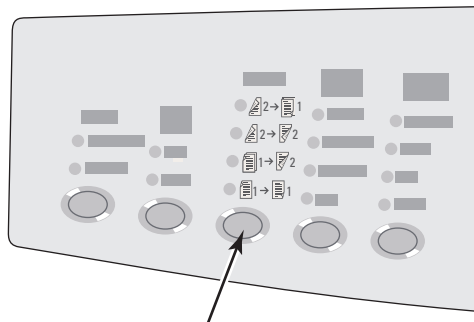
2424-167

Selecting the Quality of the Copies

Press the **Output Quality** button on the control panel to select one of the following output-quality modes:

Output-Quality Mode	Type of Copy Job
Hi-Res	Highest-quality mode for color copies. Provides the best detail and smoothness for photographic images. Produces highest-quality color copies, with the best text resolution and smoothest light colors. This mode takes longer to process and print than the other modes.
Enhanced (factory default setting)	Best mode for business presentations. Produces superior text resolution and very smooth light colors. This mode takes longer to process and print than Standard or Fast.
Standard	General-purpose mode for full-color copies. Produces crisp, bright copies at high speed. Recommended for vibrant, saturated color prints.
Fast	Fastest full-color mode, useful for many images and previewing your work. Rapidly produces review documents; useful for rush jobs. Not recommended for documents containing small text, fine detail, or large areas of bright solid fill.
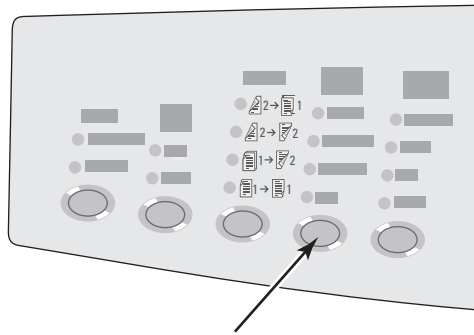
2424-168

Specifying the Original Type

The scanner optimizes the appearance of the output according to the contents of the original.

Press the **Original Type** button on the control panel to change the selection to:

- **Photo** – Optimizes for photograph prints.
- **Graphics** – Optimizes for constant-colored areas.
- **Mixed** – Optimizes for magazines and newspaper photographs.
- **Text** – Optimizes for black and white or colored text.
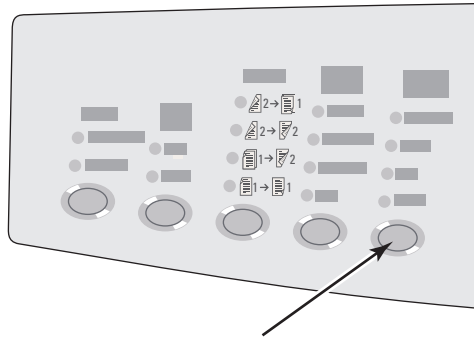
2424-169

Image Adjustments

This section includes:

- "Setting the Original Size" on page 3-8
- "Reducing or Enlarging the Image" on page 3-8
- "Lightening or Darkening the Image" on page 3-9
- "Adjusting the Contrast of the Image" on page 3-9
- "Automatically Suppressing Background Variations" on page 3-9
- "Adjusting the Color Balance" on page 3-10
- "Erasing the Edges of Copy Documents" on page 3-10

Setting the Original Size

You can specify the size of the original so that the correct area is copied. To do this:

1. On the control panel, press the **Copy** button.
2. In the menu, select **Original Size**, then press the **Enter** button.

   Note

   You can press the **Original Size** shortcut button on the control panel to skip Steps 1 and 2.

3. Select one of the preset sizes or **Tray/Auto** (the factory default), then press the **Enter** button.
   - For copies from the document glass, **Tray/Auto** works with the **Book Copy**, **Auto Reduce/Enlarge**, **Poster 4x4**, **Edge Erase**, and **Auto Center** options to pre-scan each original to determine its size. Otherwise, the copy area is the same size as the copy paper.
   - For copies from the document feeder, **Tray/Auto** sets the copied area to the same size as the copy paper.

Reducing or Enlarging the Image

You can reduce the image down to 25% of its original size or enlarge it up to 400% of its original size. If desired, the images can be enlarged and printed on sixteen pages so you can assemble them into a poster.

To reduce or enlarge the image:

1. On the control panel, press the **Copy** button.
2. In the menu, select **Reduce/Enlarge**, then press the **Enter** button.

   Note

   You can press the **Reduce/Enlarge** shortcut button on the control panel to skip Steps 1 and 2.

3. Select one of the following, then press the **Enter** button:

- ■ **100%** – Keeps the copy image the same size as the original. (Factory default value).
- ■ **Auto** – Reduces or enlarges the image as needed to fit the full size of the copy paper.
- ■ **Preset** – Reduces or enlarges the image as needed to fit a selected copy paper size.
- ■ **25%-400%** – Reduces or enlarges the image by a selected percentage.
- ■ **Poster 4x4** – Enlarges the image to fit onto 16 copy pages so that it can be assembled into a 4x4 poster.

4. If you selected **Preset**, select the preset value, the size of the original followed by the size of the copy paper.

5. If you selected **25%-400%**, use the keypad to enter a value from **25%** to **400%** (in 1% increments) or press the **Up Arrow** or **Down Arrow** button to scroll to the desired value, then press the **Enter** button.

Lightening or Darkening the Image

To lighten or darken the image when it is copied:

1. On the control panel, press the **Copy** button.

2. In the menu, select **Lighten/Darken**, then press the **Enter** button.

> **Note**
>
> You can press the **Lighten/Darken** shortcut button on the control panel to skip Steps 1 and 2.

3. Press the **Up Arrow** or **Down Arrow** button to scroll to a whole number from **Darkest (+3)** to **Lightest (-3)**, then press the **Enter** button.

Adjusting the Contrast of the Image

To reduce or increase the contrast of the image when it is copied:

1. On the control panel, press the **Copy** button.

2. In the menu, select **Contrast**, then press the **Enter** button.

3. Press the **Up Arrow** or **Down Arrow** button to scroll to a whole number from **Highest (+3)** to **Lowest (-3)**, then press the **Enter** button. The factory default is **0**.

Automatically Suppressing Background Variations

Sometimes, two-sided originals on thin paper show some of the text or images from the back side of the paper. To improve your copies from this type of original, use the **Auto Suppression** setting to minimize the sensitivity of the scanner to variations in light background colors.

To change this setting:

1. On the control panel, press the **Copy** button.

2. In the menu, select **Auto Suppression**, then press the **Enter** button.

3. Select either **On** or **Off**, then press the **Enter** button. The factory default is **Off**.

Adjusting the Color Balance

Sometimes the colors on the original are not optimal. You can adjust the levels of each primary color: cyan, magenta, yellow, and black.

To adjust these color levels:

1. On the control panel, press the **Copy** button.
2. In the menu, select **Color Balance**, then press the **Enter** button.
3. To adjust the level of cyan:
   a. Select **Cyan Color Balance**, then press the **Enter** button.
   b. Press the **Up Arrow** or **Down Arrow** button to a whole number from **Darkest (+3)** to **Lightest (-3)**, then press the **Enter** button.
4. To adjust the level of magenta:
   a. Select **Magenta Color Balance**, then press the **Enter** button.
   b. Press the **Up Arrow** or **Down Arrow** button to a whole number from **Darkest (+3)** to **Lightest (-3)**, then press the **Enter** button.
5. To adjust the level of yellow:
   a. Select **Yellow Color Balance**, then press the **Enter** button.
   b. Press the **Up Arrow** or **Down Arrow** button to a whole number from **Darkest (+3)** to **Lightest (-3)**, then press the **Enter** button.
6. To adjust the level of black:
   a. Select **Black Color Balance**, then press the **Enter** button.
   b. Press the **Up Arrow** or **Down Arrow** button to a whole number from **Darkest (+3)** to **Lightest (-3)**, then press the **Enter** button.

Note

The factory default is **Off**; (**0** adjustment for each color).

Erasing the Edges of Copy Documents

You can clean the edges of your copies, eliminating unwanted material from printing, by specifying the amount to erase on the right, left, top, and/or bottom edge. To do this:

1. On the control panel, press the **Copy** button.
2. In the menu, select **Edge Erase**, then press the **Enter** button.
3. To erase the left edge of the original page:
   a. Select **Left**, then press the **Enter** button.
   b. Press the **Up Arrow** or **Down Arrow** button to scroll to a number from **0.0** through **1.0** inches (in 0.1 inch increments) or from **0** through **25** mm (in 1 mm increments), then press the **Enter** button.
4. To erase the right edge of the original page:
   a. Select **Right**, then press the **Enter** button.
   b. Scroll to a number from **0.0** through **1.0** inches (in 0.1 inch increments) or from **0** through **25** mm (in 1 mm increments), then press the **Enter** button.

5. To erase the top edge of the original page:

    a. Select **Top**, then press the **Enter** button.

    b. Scroll to a number from **0.0** through **1.0** inches (in 0.1 inch increments) or from **0** through **25** mm (in 1 mm increments), then press the **Enter** button.

6. To erase the bottom edge of the original page:

    a. Select **Bottom**, then press the **Enter** button.

    b. Scroll to a number from **0.0** through **1.0** inches (in 0.1 inch increments) or from **0** through **25** mm (in 1 mm increments), then press the **Enter** button.

When you select **Edge Erase**, the right side of the control panel display has a page icon with shading along the edges that have an edge erase setting.

Note

    The factory default is **Off**; (edge erase of **0** on all sides).

Image Placement Adjustments

This section includes:

Printing Multiple Images on a Sheet (N-Up)

You can have two or four original page images copied onto one side of a sheet of paper. The size of the images are reduced proportionally to fit on the selected paper.

To select an N-Up option:

1. On the control panel, press the **Copy** button.

2. In the menu, select **N-Up**, then press the **Enter** button.

3. Select one of the following, then press the **Enter** button.

- **Off** – Copies one original page image onto one side of a sheet of paper. (Factory default value)
- **2-Up Portrait** – Copies two portrait original images onto one side of a sheet of paper, as shown
- **2-Up Landscape** – Copies two landscape original images onto one side of a sheet of paper, with the first page above the second, as shown.
- **4-Up Portrait** – Copies four portrait original images onto one side of a sheet of paper, with the first and second image above the third and fourth, as shown.
- **4-Up Landscape** – Copies four landscape page images onto one side of a sheet of paper, with the first and second image above the third and fourth, as shown.

Note

The copies do not begin printing until the system has scanned all of the originals for the first page.

Repeating Images on a Sheet

You can have several copies of one original image copied onto one side of a sheet of paper. This is useful when you want to make multiple copies of a small image.

To have the image repeated on a sheet:

1. On the control panel, press the **Copy** button.

2. In the menu, select **Repeat Image**, then press the **Enter** button.

3. To have the image repeated in several rows:

    a. Select **Rows**, then press the **Enter** button.

    b. Press the **Up Arrow** or **Down Arrow** button to scroll to a number from **1** to **10**, then press the **Enter** button.

4. To have the image repeated in several columns:

    a. Select **Columns**, then press the **Enter** button.

    b. Press the **Up Arrow** or **Down Arrow** button to scroll to a number from **1** to **10**, then press the **Enter** button.

The factory default is **Off**; (**1** row and **1** column).

Centering the Image

You can automatically center the copy image on the page, or within each area of a page that has multiple copy images (N-Up). To do this:

1. On the control panel, press the **Copy** button.

2. In the menu, select **Auto Center**, then press the **Enter** button.

3. Select either **On** (to automatically center the image) or **Off**, then press the **Enter** button. The factory default is **Off**.

Shifting the Image

In some cases, you may want to make copies on letterhead, colored paper, or transparencies. After loading the special paper in the tray, select that tray for use for your copies. To do this:

1. On the control panel, press the **Copy** button.

2. In the menu, select **Margin Shift**, then press the **Enter** button.

3. To increase the margin on the long edge of the copy:

    a. Select **Long Edge**, then press the **Enter** button.

    b. Press the **Up Arrow** or **Down Arrow** button to scroll to a number from **0** through **2.0** inches (in 0.1 inch increments) or from **0** through **50** mm (in 1 mm increments), then press the **Enter** button.

4. To increase the margin on the short edge of the copy:

    a. Select **Short Edge**, then press the **Enter** button.

    b. Press the **Up Arrow** or **Down Arrow** button to scroll to a number from **0** through **2.0** inches (in 0.1 inch increments) or from **0** through **50** mm (in 1 mm increments), then press the **Enter** button.

When you select margin shift, the right side of the control panel display has a page icon with arrows showing the direction that the image shifts.

The factory default is **Off**; (long edge margin of **0** and short edge margin of **0**).

Output Adjustments

This section includes:

- "Collating Copies" on page 3-14
- "Making Copy Documents with Covers" on page 3-15
- "Using Blank Separators" on page 3-15

Collating Copies

When you are making several copies of a multi-page original, you can automatically collate the output. For example, if you are making three single-sided copies of a six page original and select collated, the copies are printed in this order:

1, 2, 3, 4, 5, 6, 1, 2, 3, 4, 5, 6, 1, 2, 3, 4, 5, 6

If you select uncollated, the copies are printed in this order:

1, 1, 1, 2, 2, 2, 3, 3, 3, 4, 4, 4, 5, 5, 5, 6, 6, 6

Press the **Output** button on the control panel to change the selection to **Collated** or **Uncollated**.
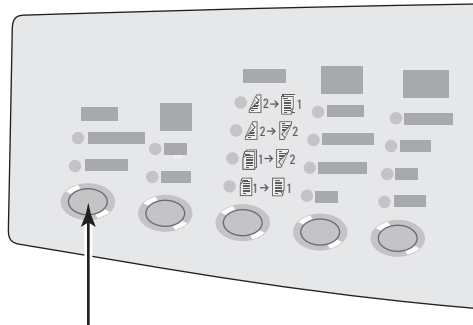
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Making Copy Documents with Covers

You can have the first and/or last pages of your copy job printed on paper from another tray. That tray could contain colored paper or card stock.

To select the type of covers and the tray to use for the cover paper:

1. On the control panel, press the **Copy** button.
2. In the menu, select **Covers**, then press the **Enter** button.
3. Select one of the following, then press the **Enter** button.
   - **Off** – Prints all pages of your copy job on the same paper. (Factory default value)
   - **Front** – Prints the first page of your copy job on paper from another tray.
   - **Back** – Prints the last page of your copy job on paper from another tray.
   - **Front & Back** – Prints the first and last pages of your copy job on paper from another tray.
4. If you selected cover pages, **Cover Tray** displays. Select a tray to use for the cover pages, then press the **Enter** button.

When you select cover pages, the right side of the control panel display has a cover page icon.

Using Blank Separators

When you create copies on transparencies or other special media, you may want to insert blank separator pages between each copy.

After you select the tray that contains the media you want to use for the copies (see "Setting the Copy Default Tray" on page 3-4), use the control panel to turn on blank separators and select the tray to use for the separation pages:

1. On the control panel, press the **Copy** button.
2. In the menu, select **Blank Separators**, then press the **Enter** button.
3. Select one of the following, then press the **Enter** button.
   - **Off** – Does not insert separation pages between your copies. (Factory default value)
   - **On** – Inserts a blank separation page between every page of the copy job.
4. If you selected **On**, select the tray to use for the blank separators, then press the **Enter** button.

Advanced Copying

This section includes:

- "Copying Books" on page 3-16
- "Creating Booklets" on page 3-17

Copying Books

When copying from a book, you have many choices. You can copy the left and/or right pages from an open book as separate images or you can copy just the left page or just the right page.

Note

You must use the document glass to make copies from books.

To select special book copying:

1. On the control panel, press the **Copy** button.
2. In the menu, select **Book Copy**, then press the **Enter** button.
3. Select one of the following, then press the **Enter** button.
    - **Off** – Copies an open book as one image. (Factory default value)
    - **Both Pages** – Copies the left and the right pages of an open book as two images.
    - **Left Page Only** – Copies just the left page of an open book.
    - **Right Page Only** – Copies just the right page of an open book.
4. If you selected book copy, **Gutter Erase** displays so you can specify the measurement of the gutter (the distance between the left and right pages). Press the **Up Arrow** or **Down Arrow** button to scroll to either:
    - A value from **0.0** to **2.0** inches (in 0.1 inch increments), then press the **Enter** button.
    - A value from **0** to **50** mm (in 1 mm increments), then press the **Enter** button.

Creating Booklets

You can have two original pages copied onto each side of a sheet of paper in the correct order so that you can fold the copy pages into a booklet. The size of the images are reduced proportionally to fit on the selected paper. You can combine this feature with the **Book Copy** option to reproduce bound documents.

To select booklet copies:

1. On the control panel, press the **Copy** button.
2. In the menu, select **Create Booklet**, then press the **Enter** button.
3. Select one of the following, then press the **Enter** button.

   - **Off** – Does not create a booklet. (Factory default value)
   - **1-Sided Original** – Creates a booklet from 1-sided originals.
   - **2-Sided Original** – Creates a booklet from 2-sided originals.

When you select a booklet option, the right side of the control panel display has a booklet icon.

Note

The system does not print the copies until it has scanned all of the originals.

Note

When you create a booklet, the output is automatically set to 2-sided with no blank separators.

Managing Copy Functions

This section includes:

■ "Setting Whether a Copy Job Interrupts a Print Job" on page 3-18
■ "Using a Color Copy Password" on page 3-19

Setting Whether a Copy Job Interrupts a Print Job

Normally, the system interrupts print jobs when users make copies. Printing continues while the system scans the originals. When the copies are ready to print, the print job pauses, the copies print, then the print job resumes.

Set the print interrupt option at the control panel.

1. On the control panel, press the **System Setup** button.
2. In the menu, select **General Setup**, then press the **Enter** button.
3. Select **System Controls**, then press the **Enter** button.
4. Select **Print Job Interrupt**, then press the **Enter** button.
5. Select one of the following, then press the **Enter** button:
   ■ **On** – Interrupts print jobs when you make copies. (Factory default value)
   ■ **Off** – Allows print jobs to finish before printing copies.

For more information about system controls, see the Features chapter of this guide.

Using a Color Copy Password

You can set a password to limit access to the color copy function. The system prompts users to enter the password when they press the **Color Mode** button to select color copies.

Use the control panel to enable, disable, or change the color copy password.

1. On the control panel, press the **System Setup** button.
2. In the menu, select **General Setup**, then press the **Enter** button.
3. Select **System Controls**, then press the **Enter** button.
4. Select **Color Copy Password**, then press the **Enter** button.
5. Select one of the following, then press the **Enter** button:
   - **Enable Password** – Sets a color copy password. At the prompt, use the numeric keypad to enter a 4-digit password, then press the **Enter** button.
   - **Disable Password** – Allows color copies without a password. At the prompt, use the numeric keypad to enter the current color copy password, then press the **Enter** button.
   - **Change Password** – Changes the existing color copy password. At the prompt, use the numeric keypad to enter the current color copy password, press the **Enter** button, enter a new 4-digit password, then press the **Enter** button.

Note

The Disable and Change Password options are only available when a password has already been enabled.

Note

If you forget your color copy password, you can reset the system controls to disable the password. Select **General Setup**, then press the **Enter** button, select **System Controls**, then press the **Enter** button, select **Reset System Controls**, and then press the **Enter** button. For more information about system controls, see the Features chapter of this guide.

4 Scanning

This chapter includes:

- "Basic Scanning" on page 4-2
- "Installing the Scan Driver" on page 4-4
- "Adjusting Scanning Options" on page 4-5
- "Retrieving Images" on page 4-11
- "Managing Files and Controlling Scanning Options" on page 4-18

Basic Scanning

This section includes:

■ "Overview" on page 4-2
■ "Scanning the Originals at the System" on page 4-3
■ "Retrieving the Scanned Images" on page 4-4
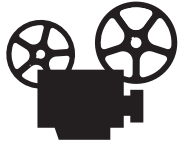
Videos are available with instructions for basic scanning. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Overview

The scanning procedure used with the WorkCentre C2424 Copier-Printer differs from that of desktop scanners. Because the system is normally connected to a network rather than directly to a computer, the user scans a document or image at the system, then uses their computer to retrieve the scanned image.

Scanned images are normally stored on the system's hard drive, in either the Public Folder or in a private folder. Users can also choose to scan images directly to their computer (Windows only).

Note

Jobs can print while you are scanning originals or retrieving files from the system hard drive.

File Names

The system creates file names for scanned images using the current date and time. For information about setting the system date and time, see the Features chapter of this guide.

File Sizes

The size of scanned image files varies based on the image that is scanned and the scan resolution and color options selected:

■ The higher the scan resolution, the larger the file size.
■ An image scanned in color will have a larger file size than the same image scanned in black and white.

For more information, see "Setting the Scan Resolution" on page 4-7 and "Selecting Color or Black and White Images" on page 4-8.

For information about managing system disk space, see "Deleting Image Files" on page 4-19.

Scanning the Originals at the System

Follow these steps to scan an image at the system:

Note

> To clear the settings from the previous job, press the **Clear All** button twice.

1. Load the originals to be scanned. Use either the document glass or the document feeder.

2424-076

2424-065

Document Feeder
Insert originals **faceup** with the **top** entering the feeder first. Adjust the paper guides so they fit against the originals.
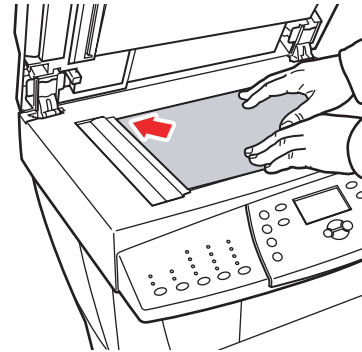
Document Glass
Lift the document feeder, then place the original **facedown** on the back, left corner of the document glass.

2. Press the **Scan** button. A list of scanning options appears on the control panel screen.

3. If desired, change the destination of the scanned images. If you choose a private folder or a PC name, you may also need to enter the correct numeric password. For information, see "Setting the Scan Destination" on page 4-6.

4. Press the **Start** button on the right side of the control panel.

Unless you changed the destination in Step 3, the image is scanned to the public folder on the system's hard drive.

Note

> If you placed originals in the document feeder, the images are placed in a multi-page file. Scanning continues until the document feeder is empty.

5. When you finish scanning to a password protected location, press the **Clear/Clear All** button twice. This prevents the next person that uses the system from scanning files to or deleting files from that location.

Retrieving the Scanned Images

The method you use to retrieve scanned images depends on how the system is connected to the network and the destination you chose for the scanned image.

■ If the system is connected to a network, you can copy the image files from the Public Folder or a private folder on the system's hard drive to your computer's hard drive using **CentreWare IS**, or using the **Xerox Scan Utility** (Windows only).

■ If the system has either a USB or network connection, you can import the images from the Public Folder or a private folder on the system's hard drive into an application on your computer by using the application's **Insert**, **Acquire**, or **Import** menu selection.

■ If you scanned images directly to your Windows computer, you can retrieve the images from the **My Scanned Images** folder on your computer.

For more information, see "Retrieving Images" on page 4-11.

Installing the Scan Driver

If you plan to either import the scanned images directly into an application (such as Photoshop or Word) or scan directly to your computer, you must install the Xerox scan driver.

Xerox provides scan drivers for the Windows and Macintosh operating systems along with the printer drivers on the *WorkCentre C2424 Software CD-ROM* that came with your system.

Note

Xerox scan drivers can also be found on the web at www.xerox.com/office/drivers.

To install the scan driver:

1. Insert the *WorkCentre C2424 Software CD-ROM* in your computer.

2. Click the **Install Drivers** link.

3. Click the **Install Printer and Scan Drivers** link, then follow the instructions to install the drivers.

Adjusting Scanning Options

This section includes:

- "Setting Up a Private Folder for Scanning" on page 4-5
- "Setting the Scan Destination" on page 4-6
- "Setting the Scan Resolution" on page 4-7
- "Automatically Suppressing Background Variations" on page 4-7
- "Selecting Color or Black and White Images" on page 4-8
- "Specifying 1-Sided or 2-Sided Originals" on page 4-8
- "Specifying the Original Type" on page 4-9
- "Setting the Original Size" on page 4-9
- "Setting a Scan Password for Your Computer (Windows Only)" on page 4-10
- "Calibrating the Scanner" on page 4-10

Setting Up a Private Folder for Scanning

If the system is connected on a network, you can create a private folder on the system's hard drive into which you can scan images. You can protect your private folder with a password to prevent others from viewing or retrieving your scanned images.

To create a private folder:

1. Access CentreWare IS:
   a. Launch your web browser.
   b. Enter your system's IP address in the browser's Address field (http://xxx.xxx.xxx.xxx).

   Note

   You can find the IP address on the "Configuration Page" or the "Startup Page. You can also view the IP address on the control panel; press the **System Setup** button, select **Information**, press the **Enter** button, select **System Identification,** press the **Enter** button, then scroll down until you see the IP address.

2. Click the **Scans** button to view the **Scans** tab.
3. Under **Private Folders** on the left side of the screen, click **Create Folder**.
4. In the **Create Folder** window:
   a. Enter the name you want to give to the private folder. The name can have a maximum of 10 alphanumeric characters.
   b. If desired, enter a 4-digit numeric password twice.
   c. Click the **Save Changes** button.

Setting the Scan Destination

You can select one of three destinations for your scanned image:

■ **Public Folder** – Places the scanned image in the Public Folder on the system's hard drive, where it can be accessed by any user on the network that connects to the system. (Factory default selection)

■ **<private folder>** – Places the scanned image in a private folder on the system's hard drive.

■ **<user name>** – Places the scanned image in the **My Scanned Images** folder on the user's computer hard drive. (Windows only.)

For information about creating private folders, see "Setting Up a Private Folder for Scanning" on page 4-5.

To select the destination for your scanned images:

1. On the control panel, press the **Scan** button.

2. In the menu, select **Scan To**, then press the **Enter** button. The system displays a list of available destinations.

   Note

   Private folders and user names are listed alphabetically below Public Folder. If there are more than 10, the names are placed in alphabetic subgroups. If users have the Xerox Scan Utility open on their computers, the first two user names appear with an * at the top of list.

3. Select **Public Folder**, **<private folder>**, or **<user name>**, then press the **Enter** button.

   If there are more than 10 private folders or user names, select the menu for the alphabetic subgroup, press the **Enter** button, select the private folder or user name, then press the **Enter** button.

4. If you selected a password protected private folder or user name in Step 3, use the keypad on the control panel to enter the correct 4-digit numeric password, then press the **Enter** button.

Note

When you finish scanning to a password protected location, press the **Clear/Clear All** button twice. This prevents the next person that uses the system from scanning files to or deleting files from that location.

Setting the Scan Resolution

Depending on the way you are going to use the scanned image, you may want to change the scan resolution. Scan resolution affects the size of the scanned image file as well as the quality.

To select the scan resolution:

1. On the control panel, press the **Scan** button.
2. In the menu, select **Scan Resolution**, then press the **Enter** button.
3. Select one of the following, then press the **Enter** button.

    - **100x100** – Produces the lowest resolution and smallest file size.
    - **200x200** – Produces low resolution and small file size.
    - **300x300** – Produces medium resolution and medium file size.

    The following resolution options are available on systems configured with 512 MB RAM or greater:

    - **400x400** – Produces high resolution and large file size.
    - **600x600** – Produces the highest resolution and largest file size.

Automatically Suppressing Background Variations

Sometimes, two-sided originals on thin paper show some of the text or images from the back side of the paper. To improve your scanned images from this type of original, use the **Auto Suppression** setting to minimize the sensitivity of the scanner to variations in light background colors.

To change this setting:

1. On the control panel, press the **Scan** button.
2. In the menu, select **Auto Suppression**, then press the **Enter** button.
3. Select either **On** or **Off**, then press the **Enter** button. The factory default is **Off**.

Selecting Color or Black and White Images

You can scan the image in color or in black and white. Selecting black and white significantly reduces the file size of the scanned images.

Press the **Color Mode** button on the control panel to change the selection to **Color** or **B/W**.
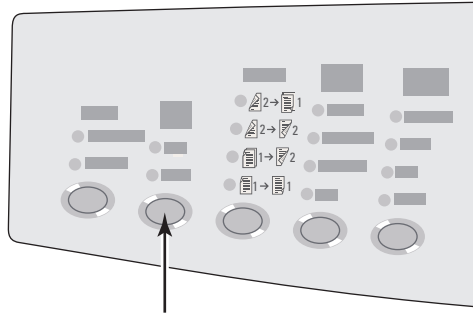
2424-166

Specifying 1-Sided or 2-Sided Originals

When you use the document feeder to scan 2-sided originals, set this option in order to have both sides scanned to produce a multi-page scanned image file.

Press the **2-Sided** button on the control panel to change the selection to:

- **1 to 1** – Scans just one side of the originals. (Factory default value)
- **2 to 1** – Scans both sides of the originals.
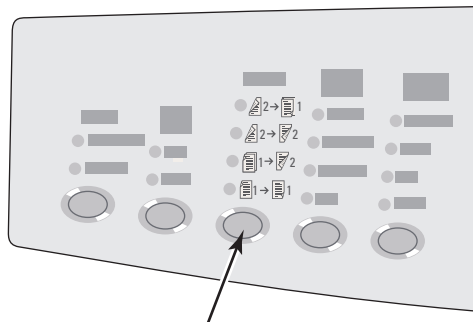
2424-167

Specifying the Original Type

You can have the scanner optimize the appearance of the output according to the contents of the original.

Press the **Original Type** button on the control panel to change the selection to:

- **Photo** – Optimizes for photograph prints.
- **Graphics** – Optimizes for constant-colored areas.
- **Mixed** – Optimizes for magazines and newspaper photographs.
- **Text** – Optimizes for black and white or colored text.
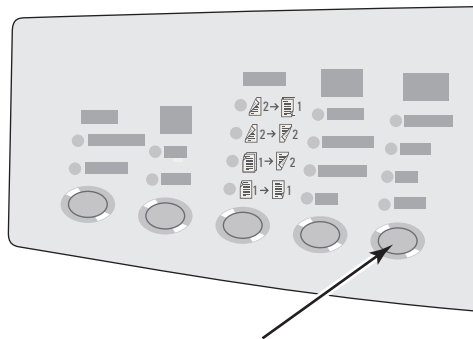
2424-169

Setting the Original Size

You can specify the size of the original so that the correct area is scanned. To do this:

1. On the control panel, press the **Scan** button.
2. In the menu, select **Original Size**, then press the **Enter** button.
3. Select one of the preset sizes or **Tray/Auto** (the factory default), then press the **Enter** button.

   If you select **Tray/Auto** and you are using the document glass, each original is pre-scanned to determine its size.

   If you select **Tray/Auto** and you are using the document feeder, the scanned area is the same size as the current copy paper size.

Setting a Scan Password for Your Computer (Windows Only)

You can prevent others from scanning images directly to your computer by setting a password. The control panel will prompt users for the password when they select your computer as the scan destination.

Use the **Xerox Scan Utility** to set a scanning password for your computer.

1. Right-click the icon on the taskbar (in the lower-right corner of your screen), then select **Xerox Scan Utility** on the popup menu.

    Note

    If the icon is not in the taskbar, select the Windows **Start** menu, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.

2. In the **Location** drop-down box, select **My Scanned Images**.
3. From the **Settings** menu, select **Scan to PC**.
4. Enter the desired 4-digit numeric password in each of the password boxes.
5. Click the **OK** button.

    Note

    See "Using the Xerox Scan Utility (Windows Only)" on page 4-13 for more information about the Xerox Scan Utility. See "Setting the Scan Destination" on page 4-6 for more information about scanning images to your computer.

Calibrating the Scanner

Perform the scanner calibration procedure if you replace your original scanner or document feeder. Scanner calibration adjusts the output quality of the front and back pages of 2-sided originals in relation to each other. This procedure should not need to be performed as part of normal system operation.

For more information about calibrating the scanner, go to the Xerox infoSMART Knowledge Base at www.xerox.com/office/c2424infoSMART.

Retrieving Images

This section includes:

■ "Viewing and Retrieving Scanned Images" on page 4-12
  ■ "Using CentreWare IS" on page 4-12
  ■ "Using the Xerox Scan Utility (Windows Only)" on page 4-13
■ "Importing Scanned Images into Another Application" on page 4-14
  ■ "Using the Xerox Image Importer on Windows 2000, Windows XP, and Windows Server 2003 (TCP/IP)" on page 4-14
  ■ "Using the WIA Image Manager on Windows XP and Windows Server 2003 (USB)" on page 4-15
  ■ "Using the Xerox Image Importer on Macintosh OS X" on page 4-16

The following table lists the various methods to view and retrieve scanned image files and shows which methods are available for specific operating systems.

	Windows				Macintosh		Unix
Method	98, Me	NT4	2000	XP, Server 2003	OS 9.x	OS X, Version 10.x	
Using CentreWare IS	●	●	●	●	●	●	●
Using the Xerox Scan Utility			●	●			
Importing into another application			● ■	● ■*		● ■	

● = Available with a TCP/IP network connection.

■ = Available with a USB connection.

∗ = The standard installation allows for retrieving images from the Public Folder.

Note

Using a method other than CentreWare IS requires installation of the scan driver from the *WorkCentre C2424 Software CD-ROM*. For more information, see "Installing the Scan Driver" on page 4-4.

Viewing and Retrieving Scanned Images

Using CentreWare IS

If your multifunction system is connected on a network, you can use CentreWare IS to view, retrieve, and delete scanned images from the Public Folder or from a private folder on the system's hard drive.

1. Access CentreWare IS:

   a. Launch your web browser.

   b. Enter your system's IP address in the browser's Address field (http://xxx.xxx.xxx.xxx).

   Note

   You can find the IP address on the "Configuration Page" or the "Startup Page. You can also view the IP address on the control panel; press the **System Setup** button, select **Information**, press the **Enter** button, select **System Identification,** press the **Enter** button, then scroll down until you see the IP address.

2. Click the **Scans** button to view the **Scans** tab.

   CentreWare IS displays thumbnails of the images in the Public Folder on the system's hard drive.

3. If you want to see thumbnails of the images in a private folder:

   a. On the left side of the screen under **Private Folders**, click the name of the private folder in the list.

   b. If the private folder has a numeric password, enter the password and click the **OK** button.

4. In the **Retrieve As** drop-down list to the right of the image that you want to retrieve, select the desired file format.

5. Click the **Go** button for that file.

   Note

   If you want to delete that file, click the **Delete** button instead. To delete all of the files in that folder, click the **Delete All** button below the thumbnails.

6. Follow the prompts to save the image to the desired location on your computer (Windows), or save the image from the application in which it opened (Macintosh).

Using the Xerox Scan Utility (Windows Only)

You can use the **Xerox Scan Utility** to view, open, and delete scanned image files.

1. If you scanned images directly to your computer, the Xerox Scan Utility automatically opens. If it is not open, right-click the icon on the taskbar (in the lower-right corner of your screen), then select **Xerox Scan Utility** on the popup menu.

   Note

   > If the icon is not in the taskbar, select the Windows **Start** menu, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.

2. From the **Location** drop-down list, select a folder to view those scanned images. The window displays thumbnails of the images in the selected location. The date and time that the image was scanned displays below each thumbnail.

   Note

   > If you recently scanned an image and do not see it displayed, click the **Refresh** button.

3. If you want to change the size of the thumbnails, select the **View** menu, select **Thumbnail Size**, then select a size.

4. To retrieve an image from the Public Folder or from a private folder, click to highlight the image, then click the **Retrieve** button.

   The scan utility retrieves the image from the system and places it in your **My Scanned Images** folder.

   Note

   > If you want to delete the image you selected, click the **Delete** button instead.

For more information, select the **Help** menu item to view the online help.

Importing Scanned Images into Another Application

If the system has either a USB or TCP/IP connection, you can import scanned images directly into an application on your computer by using the application's **Insert**, **Acquire**, or **Import** menu selection.

Using the Xerox Image Importer on Windows 2000, Windows XP, and Windows Server 2003 (TCP/IP)

If the system has a TCP/IP network connection, use the following procedure to import images into an application:

1. Start the application and open the file in which you want to place the image.
2. Select the menu item to acquire the image.
   For example, if you are using Word to place an image in a document, select **Custom Insert**, select **Picture**, select **From Scanner or Camera**, select the scanner, and click the **Custom Insert** button.
3. In the upper left part of the **Xerox Image Importer** window, select the location of the image from the **Location** drop-down list. You can select the **Public Folder**, a **<private folder>**, or the **My Scanned Images** folder.

   Note

   If you are prompted, enter the 4-digit numeric password for the folder you selected.

   The **Xerox Image Importer** window displays thumbnails of the images in that folder. The date and time that the image was scanned displays below each thumbnail.

   - If you move your mouse over the thumbnail, a popup message shows information including the resolution and size of the image file.
   - If you want to change the size of the thumbnails, select the **View** menu, select **Thumbnail Size**, then select **Small**, **Medium**, or **Big**. If you recently scanned an image and do not see it displayed, click the **Refresh** button.

4. If desired, you can change the color and resolution of the imported image. For more information, see "Changing the Xerox Image Importer Settings in Windows" on page 4-15.
5. Click to highlight the image you want to import.

   Some applications allow you to import multiple images at one time. To select more than one image, hold down the **Ctrl** or **Shift** button on your keyboard as you select another image. To import all of the images in the folder, select the **Edit** menu, then select **Select All**.

6. Click the **Import** button. A copy of the image is transferred to that location in your application.

Note

If you want to delete the images you selected, click the **Delete** button instead. For more information about the **Image Importer**, select the **Help** menu item to view the online help.

Changing the Xerox Image Importer Settings in Windows

When you import images using the Xerox Image Importer, you can change the color and resolution of the imported image.

1. Select the **Settings** menu, then select **Import Options** to open the **Image Import Options** dialog box.

2. If desired, move the slider to change the resolution.

■ If you select **Best**, images are imported using the same resolution that they were scanned.

■ If you select **Fair**, the images are imported at a resolution of 100x100. The lower the resolution, the shorter the time to import the image.

3. If you want all images to be imported in black and white select **Import Image as Black and White**. This selection shortens the time to import the image.

4. Click the **OK** button to save your changes and exit the dialog box.

To have the system automatically delete the image from the hard drive of the WorkCentre C2424 system after it is imported, select the **Settings** menu, then select **Delete After Import** so there is a checkbox on this menu item.

Using the WIA Image Manager on Windows XP and Windows Server 2003 (USB)

If the system has a USB connection, you can import images from the Public Folder on the system's hard drive.

Note

To import images using the WIA image manager, the Xerox Scan Utility must be running in the taskbar. If the icon is not in the taskbar, select the Windows **Start** menu, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.

To import scanned images into an application:

1. Start the application and open the file in which you want to place the image.

2. Select the menu item to acquire the image.

For example, if you are using Word to place an image in a document, select **Insert**, select **Picture**, select **From Scanner or Camera**, select the scanner, and click the **OK** button.

3. In the **Get Pictures from WIA Xerox WorkCentre C2424** window, open the **Public Folder** folder to view thumbnails of the images in that folder.

4. To see details of an image file:

a. Click to select the image.

b. Click **View picture information** to view the **Properties** dialog box, which shows the date and time that the image was scanned and the file size.

c. Click the **OK** button to close the dialog box.

5. Click to highlight the image you want to import.

Some applications allow you to import multiple images at one time. To select more than one image, hold down the **Ctrl** or **Shift** button on your keyboard as you select another image. To import all of the images in the folder, select the **Edit** menu, then select **Select All**.

6. Click the **Get Pictures** button.

A copy of the image is transferred to that location in your application.

Note

If you want to delete the images you selected, click the **Delete** button instead.

Using the Xerox Image Importer on Macintosh OS X

The Xerox Image Importer driver (TWAIN) is part of the standard installation for Macintosh OS X. To import images into an application:

1. Start the application and open the file in which you want to place the image.

2. Select the menu item to acquire the image.
For example, if you are using Word to place an image in a document, select **Insert**, select **Picture**, select **From Scanner or Camera**, select the scanner, and click the **Acquire** button.

3. In the upper left part of the **Xerox Image Importer** window, select the location of the image from the **Location** drop-down list. You can select the **Public** folder or a private folder.

Note

If you are prompted, enter the 4-digit numeric password for the folder you selected.

The **Xerox Image Importer** window displays thumbnails of the images in that folder. The date and time that the image was scanned displays below each thumbnail.

- If you move your mouse over the thumbnail, a popup message shows information including the resolution and size of the image file.
- If you want to change the size of the thumbnails, move the slider near the lower-right corner of the window.

Note

For more information about the **Image Importer**, click the **Help** button to view the online help.

4. If desired, change the import settings. For more information, see "Changing the Xerox Image Importer Settings on a Macintosh" on page 4-17.

5. Click to highlight one or more images that you want to import. To select more than one image, hold down the **Command** button on your keyboard as you select an image.

To import all of the images in the folder, click the **Select All** checkbox.

Note

If you recently scanned an image and don't see it displayed, click the **Refresh** button.

6. Click the **Import** button.

A copy of the image is transferred to that location in your application.

Note

If you want to delete the images you selected, click the **Delete** button instead.

Changing the Xerox Image Importer Settings on a Macintosh

To change the color and resolution used when images are imported:

1. Click the **Settings** button to open the **Image Import Options** dialog box.
2. If desired, move the slider to change the resolution. If you select **As Scanned**, images are imported using the same resolution that they were scanned. If you select **Least**, the images are imported at a resolution of 100x100. The lower the resolution, the shorter the time to import the image.
3. If you want all images to be imported in black, white, and gray, select **Import Image as Black and White**. This selection shortens the time to import the image.
4. Click the **OK** button to save your changes and exit the dialog box.

To have the system automatically delete the image from the hard drive of the WorkCentre C2424 system after it is imported, select **Delete After Import** on the lower-left corner of the **Image Importer** window.

Managing Files and Controlling Scanning Options

This section includes:

■ "Viewing Images" on page 4-18
■ "Deleting Image Files" on page 4-19
■ "Controlling Scanning Policies" on page 4-21

Viewing Images

The image files are stored on the system's hard drive with unique file names that indicate the date and time of the scan: *yyyy-mm-dd@hh.mm.ss.tif*. However, these file names do not describe the image. To see the content of the image files:

■ View thumbnails of the images using CentreWare IS (page 4-12) or the Xerox Scan Control (page 4-13).
■ View thumbnails of the images using another application (page 4-14).

Deleting Image Files

When you press the **Scan** button on the control panel, the display shows the **<%> Full** indicating how much hard drive space has been used to store scanned images. If a new scanned image would exceed the available space on the hard drive, the control panel displays an error message indicating that the hard drive is full; scanning cannot continue until some files are deleted to create enough space.

Note

The size of scanned image files varies based on the scan resolution and color options selected.

To save space on the hard drive, periodically delete scanned images that are no longer needed. You can delete files using:

- The control panel
- CentreWare IS

Note

When you retrieve a scanned image directly into an application, you can have the image automatically deleted from the WorkCentre system's hard drive after it is imported into an application. For more information, see "Using the Xerox Image Importer on Windows 2000, Windows XP, and Windows Server 2003 (TCP/IP)" on page 4-14 and "Using the Xerox Image Importer on Macintosh OS X" on page 4-16.

Using the Control Panel to Delete Image Files

To remove all scan files from a folder:

1. At the control panel, press the **Scan** button.
2. In the menu, select the folder; see "Setting the Scan Destination" on page 4-6.
3. Select **Clear Folder**, then press the **Enter** button.
4. When prompted whether you want to remove all scan files from this folder, select **Yes**, then press the **Enter** button.

Using CentreWare IS to Delete Image Files

You can remove some or all scan files from a folder:

1. Access CentreWare IS:

   a. Launch your web browser.

   b. Enter your system's IP address in the browser's Address field (http://xxx.xxx.xxx.xxx).

   Note

   You can find the IP address on the "Configuration Page" or the "Startup Page. You can also view the IP address on the control panel; press the **System Setup** button, select **Information**, press the **Enter** button, select **System Identification,** press the **Enter** button, then scroll down until you see the IP address.

2. Click the **Scans** button to view the **Scans** tab.

3. If you want to delete scanned images from a private folder:

   a. Click the name of the private folder in the list on the left side of the screen.

   b. Enter the password for that private folder.

4. If you want to delete all image files in that folder, click the **Delete All** button.

5. If you want to delete a specific file, click the **Delete** button to the right of that file.

   Note

   You can automatically delete images from the public folder or private folders. Under **Administrative** on the left side of the screen, click **Folder Cleanup** and enter your password (if prompted). Refer to the online help for more information.

Controlling Scanning Policies

Administrators can control the scanning policies, including requirements for passwords when setting up private folders.

1. Access CentreWare IS:

    a. Launch your web browser.

    b. Enter your system's IP address in the browser's Address field (http://xxx.xxx.xxx.xxx).

    Note

    You can find the IP address on the "Configuration Page" or the "Startup Page. You can also view the IP address on the control panel; press the **System Setup** button, select **Information**, press the **Enter** button, select **System Identification,** press the **Enter** button, then scroll down until you see the IP address.

2. Click the **Scans** button to view the **Scans** tab.

3. Under **Administrative** on the left side of the screen, click **General** and enter your password (if prompted).

4. Make desired changes to the scan policy settings. Refer to the online help for more information.

5 Printing

This chapter includes:

Basic Printing

This section includes:

■ "Overview of Basic Steps" on page 5-2
■ "Factors Affecting Printing Performance" on page 5-2

Overview of Basic Steps

Follow these steps to print jobs:

1. Load paper in the tray. For information about loading trays, see the Loading Media chapter of this guide, or go to Getting Started/Loading Media on the *User Documentation CD-ROM*.
2. If prompted by the control panel, either confirm the paper type and size or change it as required.
3. From the application, access the **Print** dialog box.
4. If desired, select printing options in the printer driver.
   ■ For information about accessing and using the driver, see "Obtaining the Printer Driver" on page 5-6.
   ■ For information about specifying print options, see "Adjusting Printing Options" on page 5-6.
5. Send the job to the printer from the application's **Print** dialog box.

Factors Affecting Printing Performance

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

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

■ System memory
■ Connection type (network or USB)
■ Network operating system
■ System configuration
■ File size and type of graphics
■ Computer speed

Note

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

Print Fonts

This section includes:

- "Types of Fonts" on page 5-3
- "Viewing a List of System Fonts Available for Printing" on page 5-3
- "Printing a List of System Fonts" on page 5-4
- "Downloading Fonts" on page 5-5

Types of Fonts

Your system uses the following types of fonts for printing:

- Printer-resident PostScript and PCL fonts, which are always available for printing
- Fonts downloaded into system memory
- Fonts downloaded with your print job from the application

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

If you do not have ATM on your computer:

1. Install ATM from the *WorkCentre C2424 Software CD-ROM*.
2. Install the system's screen fonts for your computer from the ATM folder.

Viewing a List of System Fonts Available for Printing

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

1. Launch your web browser.
2. Enter your system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Click the **Properties** button.
4. Click the **Web Server** folder on the left sidebar, then click **Font Files**.

Printing a List of System Fonts

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

■ The control panel
■ CentreWare IS
■ The printer driver

Using the Control Panel

To print either a PCL font list or a PostScript font list and samples from the control panel:

1. Press the **System Setup** button.
2. In the menu, select **Information**, then press the **Enter** button.
3. Select **Information Pages**, then press the **Enter** button.
4. Select either **PCL Font List** or **PostScript Font List**, then press the **Enter** button to print.

Using CentreWare IS

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

1. Launch your web browser.
2. Enter your system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).
3. Click the **Print** button.
4. Select the appropriate **Font List**.
5. Click the **Print** button.

Using a Windows Printer Driver

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

1. Select **Start**, select **Settings**, then select **Printers**.
2. Right-click the **WorkCentre C2424** system, then select **Properties**.
3. Select the **Troubleshooting** tab.
4. In the Printer **Information Pages** drop-down list, select **PostScript Font List** or **PCL Font List**.
5. Click the **Print** button.

Downloading Fonts

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

Note

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

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

The system accepts the following downloadable fonts for printing:

- PCL
- Type 1
- Type 3
- TrueType (scalable to any point size; looks the same on-screen and printed).

Downloading Fonts from the CentreWare Font Management Utility

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

To download the Font Management Utility, go to www.xerox.com/office/drivers and use the Key word search **FMU**.

Adjusting Printing Options

This section includes:

- "Obtaining the Printer Driver" on page 5-6
- "Setting the Print Default Tray" on page 5-7
- "Selecting Printing Preferences (Windows)" on page 5-8
- "Selecting Printing Options for an Individual Job (Windows)" on page 5-8
- "Selecting Printing Options for an Individual Job (Macintosh)" on page 5-10

For information about special printing options, see "Advanced Options" on page 5-52.

Obtaining the Printer Driver

To access special printing options, use a Xerox printer driver.

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

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

Find certain drivers on the *WorkCentre C2424 Software CD-ROM* that came with your system. All of these printer drivers can be found on the web at www.xerox.com/office/drivers.

Setting the Print Default Tray

To select the default tray for printing, use either:

- The control panel
- CentreWare IS

Note

The printer driver overrides the control panel and CentreWare IS settings.

Using the Control Panel

To select the default tray for printing:

1. On the control panel, press the **System Setup** button.
2. In the menu, select **Job Defaults Setup**, then press the **Enter** button.
3. Select **Print Defaults Setup**, then press the **Enter** button.
4. Select **Paper Handling Setup**, then press the **Enter** button.
5. Select **Paper Source**, then press the **Enter** button.
6. Scroll to the desired tray or **Auto Select**.
7. Press the **Enter** button to save the changes.

Using CentreWare IS

To select the default tray for printing:

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

Selecting Printing Preferences (Windows)

Printer preferences control all of your jobs, unless you overwrite them specifically for your job. For example, if you want to use automatic 2-sided printing for most jobs, set this option in printer settings.

1. Click **Start**, select **Settings**, then click **Printers**.
2. In the **Printers** folder, right-click the icon for your printer.
3. From the popup menu, select **Printer Preferences** or **Properties**.
4. Make selections from the driver tabs. See the "Printing Options for Windows Operating Systems" table for specific printing options.
5. Click the **OK** button to save your selections.

Note

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

Selecting Printing Options for an Individual Job (Windows)

If you want to use special printing options for a particular job, change the driver settings before sending the job to the printer. For example, if you want to use **High-Resolution/Photo** print-quality mode for a particular graphic, select this setting in the driver before printing that job.

1. With the desired document or graphic open in your application, access the **Print** dialog box.
2. Select the WorkCentre C2424 Copier-Printer for use and click its **Properties** button to open the printer driver.
3. Make selections from the driver tabs. See the following table for specific printing options.
4. Click the **OK** button to save your selections.
5. Print the job.

Note

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

Printing Options for Windows Operating Systems

Operating System	Driver Tab	Printing Options
Windows 2000, Windows XP, or Windows Server 2003	**Layout** tab	■ Orientation ■ 2-sided printing ■ Pages per sheet
	Paper/Quality tab	■ Paper type, size, and tray selection ■ Cover pages ■ Print quality
	Output Options tab	■ Separation pages ■ Secure prints, proof prints, and saved prints ■ End of job notification
	TekColor tab	■ Color corrections ■ Black & white conversion
Windows NT	**Page Setup** tab	■ Orientation ■ 2-sided printing
	Paper/Quality tab	■ Paper type, size, and tray selection ■ Cover pages ■ Print quality
	Output Options tab	■ Separation pages ■ Secure prints, proof prints, and saved prints
	TekColor tab	■ Color corrections ■ Black & white conversion
Windows 98 or Windows Me	**Setup** tab	■ Paper type, size, and tray selection ■ Orientation ■ 2-sided printing ■ Print quality ■ End of job notification
	Output Options tab	■ Separation pages ■ Cover pages ■ Secure prints, proof prints, and saved prints
	TekColor tab	■ Color corrections ■ Black & white conversion

Selecting Printing Options for an Individual Job (Macintosh)

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

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

   Note

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

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

See the following table for specific printing options. For more information, see "Advanced Options" on page 5-52.

Macintosh PostScript Driver Settings

Operating System	Driver Drop-Down Title	Printing Options
Mac OS X, version 10.1 and higher	**Copies & Pages**	■ Copies ■ Pages
	Layout	■ Pages Per Sheet ■ Layout Direction ■ Border
	Output Options	■ Save as File ■ Format
	Printer Features	■ Separation Page Source ■ Separation Page (On/Off) ■ Feature Sets
	Image Quality	■ Print Quality
	Error Handling	■ PostScript Errors ■ Tray Switching
	Paper Feed	■ All pages from ■ First page from ■ Remaining from
	Summary	Summary of all printer driver settings

Macintosh PostScript Driver Settings (Continued)

Operating System	Driver Drop-Down Title	Printing Options
Mac OS 9.x	**General**	■ Copies ■ Pages ■ Paper Source
	Background Printing	■ Print in ■ Print Time
	Color Matching	■ Print Color ■ Intent ■ Printer Profile
	Cover Page	■ Print Cover Page ■ Cover Page Paper Source
	Font Settings	■ Font Documentation ■ Font Downloading
	Job Logging	■ If there is a PostScript error ■ Job Documentation ■ Job Documentation Folder
	Layout	■ Pages per Sheet ■ Border ■ Print on Both Sides
	Save as File	■ Format ■ PostScript Level ■ Data Format ■ Font Inclusion
	Print Quality	■ 600 x 600 dpi ■ True 1200 x 1200 dpi ■ Image Smoothing
	Job Type	■ Normal ■ Proof Print ■ Saved Print ■ Secure Print
	Advanced Options 1	■ Paper Destination ■ Paper Types ■ Offset Collated Sets ■ Edge-to-Edge Printing ■ Media Mismatch Policy ■ Separation Page Source ■ Separation Page
	Advanced Options 2	■ Last Page Paper Source ■ Draft Mode

Automatic 2-Sided Printing

This section includes:

- "Guidelines" on page 5-12
- "Binding Edge" on page 5-12
- "Overview of Steps for 2-Sided Printing" on page 5-13
- "Selecting 2-Sided Printing in the Driver" on page 5-13

Guidelines

Before printing a 2-sided document, verify that you are using paper that meets the following requirements:

Type/Size/Weight	Tray
Plain paper	All Trays
Letter, A4, Legal, Executive, A5, Statement, US Folio, B5 ISO, B5 JIS	
60–120 g/m^2 (16–32 lb. Bond) (22–45 lb. Cover)	
Xerox Phaser Postcards	All Trays
Xerox Phaser Trifold Brochures	
Xerox Phaser Professional Solid Ink Glossy Paper	
Custom size paper	Tray 1
Width: 140–216 mm (5.5–8.5 in.) and Height: 210–356 mm (8.3–14.0 in.)	
60–120 g/m^2 (16–32 lb. Bond) (22–45 lb. Cover)	

Binding Edge

When you use the printer driver to select 2-sided printing, also select the binding edge, which determines how the pages turn. The actual outcome depends on the orientation (portrait or landscape) of images on the page, as shown in the following table.

Portrait
Bind on Side Edge
Flip on Long Edge
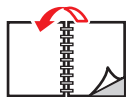
Portrait
Bind on Top Edge
Flip on Short Edge

Landscape
Bind on Side Edge
Flip on Short Edge

Landscape
Bind on Top Edge
Flip on Long Edge

Overview of Steps for 2-Sided Printing

To select automatic 2-sided printing:

1. Insert paper into the tray. For more information, see the Loading Media chapter of this guide, or go to Getting Started/Loading Media on the *User Documentation CD-ROM*.

- **Tray 1**: Insert side one **faceup** with the **bottom** of the page against the rollers.
- **Trays 2, 3, or 4**: Insert side one **facedown** with the **top** of the page toward the **back** of the tray.

2. In the printer driver, select 2-sided printing. The location of the selections depends on your computer's operating system.

3. Click **OK** to accept the printer driver settings, then click **OK** to print.

Selecting 2-Sided Printing in the Driver

To select automatic 2-sided printing in a supported driver:

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

  On the **Setup** tab under **Page Layout**, select **Print on 2 Sides**. If desired, you can also select **Bind on Top Edge**.

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

  On the **Layout** tab under **Print on Both Sides (Duplex)**, select either **Flip on Long Edge** or **Flip on Short Edge** depending on the binding edge you want for the output.

- **Windows NT PostScript driver:**

  On the **Page Setup** tab under **Print on Both Sides (Duplex Printing)**, select either **Flip on Long Edge** or **Flip on Short Edge** depending on the binding edge you want for the output.

- **Mac OS 9 driver:**

  In the **Print** dialog box, select **Layout** from the drop-down list, select **Print on Both Sides**, then click the **Binding** icon that matches the edge to bind.

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

  In the **Print** dialog box, select **Duplex** from the drop-down list, select **Print on Both Sides**, then click the **Binding** icon that matches the edge to bind.

Transparencies

This section includes:

■ "Guidelines" on page 5-14
■ "Printing Transparencies from Tray 1" on page 5-15
■ "Printing Transparencies from Tray 2, 3, or 4" on page 5-16

Transparencies can be printed from any tray. They should be printed on one side only.
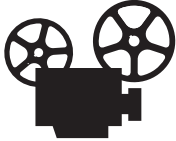
Videos are available with instructions for printing transparencies. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

For best results, use only Xerox transparencies specified for your WorkCentre C2424 Copier-Printer.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

Guidelines

■ Remove all paper before loading transparencies in the tray.
■ Do not load transparencies above the fill line; it may cause the system to jam.
■ Handle transparencies by the edges using both hands to avoid fingerprints and creases, which can cause poor print quality.
■ Be sure to change the paper type to **Transparencies** on the control panel.
■ Do not use transparencies with stripes on the side.

Printing Transparencies from Tray 1

1. Insert transparencies into Tray 1.
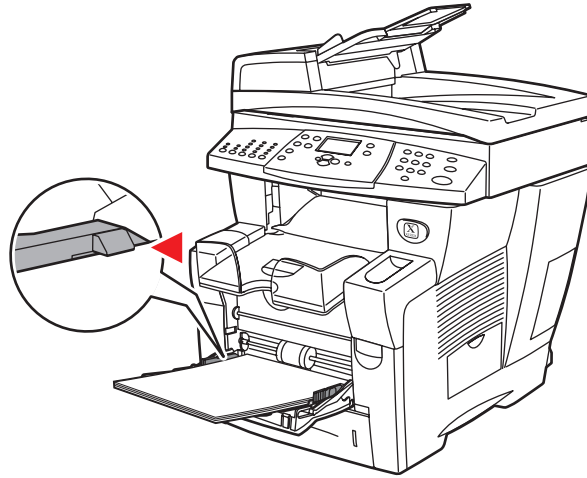
2424-009

Note

Do not load transparencies above the fill line.

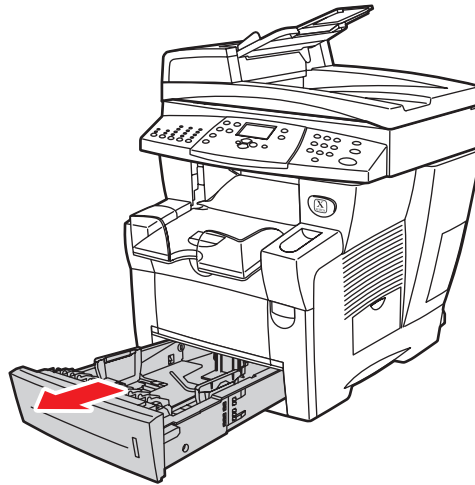**2.** Adjust the paper guides to fit against the transparencies.
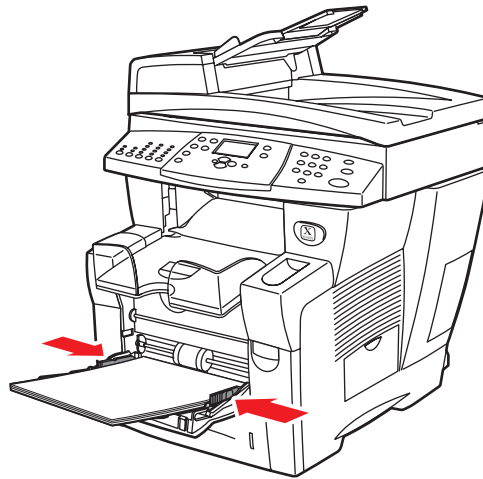
2424-041

3. At the control panel:

    a. Select **Change**, then press the **Enter** button.

    b. Select the size of the transparencies, then press the **Enter** button.

    c. Select **Transparency** for paper type, then press the **Enter** button to save your selection.

4. In the printer driver, select either **Transparency** as the paper type or **Tray 1** as the paper source.

Printing Transparencies from Tray 2, 3, or 4

1. Pull the tray completely out of the system.

2424-00

2. Adjust the width and length paper guides to match the size of the transparencies.

    ■ Press the sides of the length guide, then slide the guide until the arrow on the guide matches the appropriate transparency size and clicks into place.

    ■ Slide the side guides until the arrows on the guides match the appropriate transparency size and the guides click into place.
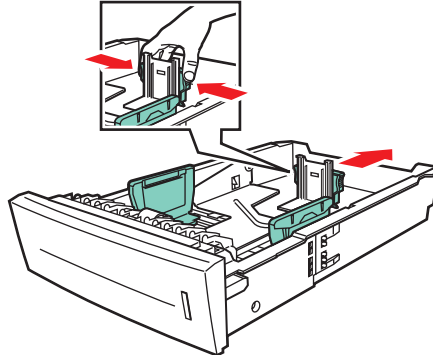
2424-094

Note

When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

3. Insert transparencies into the tray.
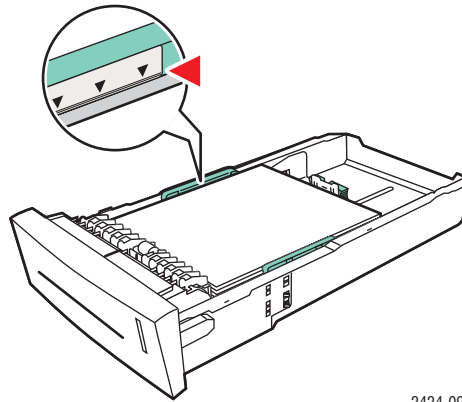
2424-097

> **Note**
>
> Do not load transparencies above the fill line inside the tray.

4. Insert the tray into the tray slot and push it completely to the back of the system.
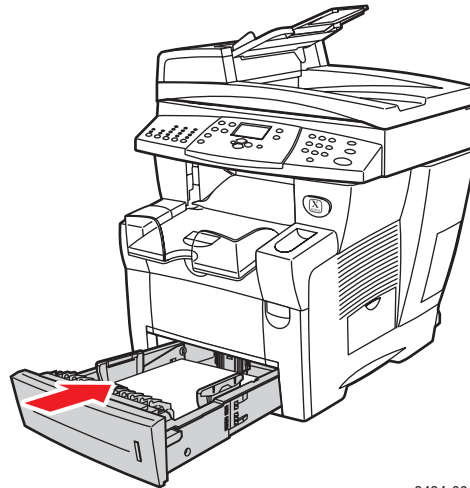
2424-004

5. At the control panel:
   a. Press the **Print** button.
   b. Select **Paper Supply**, then press the **Enter** button.
   c. Select **Tray 2, 3,** or **4 Paper Type**, then press the **Enter** button.
   d. Select **Transparency**, then press the **Enter** button.
   e. Press the **Enter** button to save your selection.
6. In the printer driver, select either **Transparency** as the paper type or the appropriate tray as the paper source.

Envelopes

This section includes:

■ "Guidelines" on page 5-18
■ "Printing Envelopes from Tray 1" on page 5-20
■ "Printing Envelopes from Tray 2, 3, or 4" on page 5-21

Videos are available with instructions for loading envelopes. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Guidelines

These envelopes can be printed from any tray:

■ #10 Commercial (4.12 x 9.5 in.)
■ DL (110 x 220 mm)
■ C5 (162 x 229 mm)

These envelopes must be printed from Tray 1:

■ #5 ½ Baronial (4.375 x 5.75 in.)
■ #6 ¾ Commercial (3.625 x 6.5 in.)
■ Monarch (3.87 x 7.5 in.)
■ #6 ½ Booklet (6 x 9 in.)
■ Lee (5.25 x 7.25 in.)

Successful envelope printing is highly dependent on the quality and construction of the envelopes. Follow these guidelines when printing envelopes:

■ All envelopes should be printed single-sided only.
■ Use only paper envelopes.
■ Do not use envelopes with windows, metal clasps, or adhesives with release strips.
■ Some wrinkling and embossing may occur when printing envelopes.

Note

Envelopes with side seams, end-flaps, or with flat, announcement style flaps may jam.

Supported   **Not Supported**
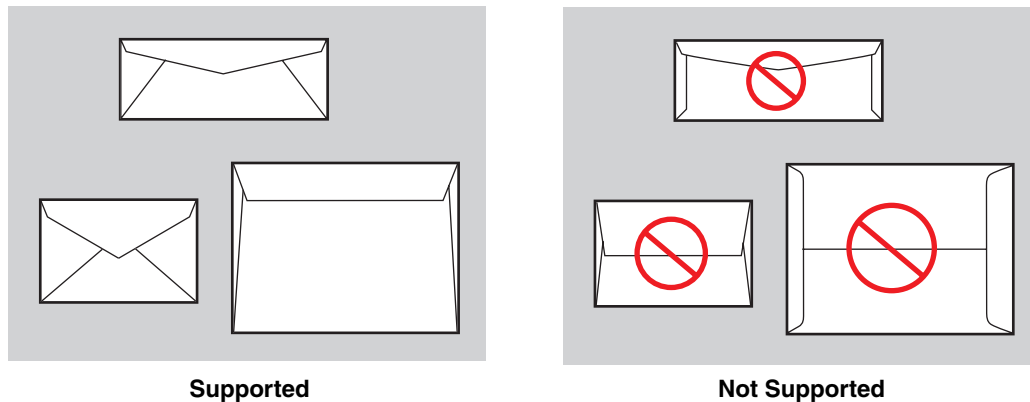
Storing Envelopes

■ Maintain constant temperatures and relative humidity.
■ Store unused envelopes in their packaging to avoid the effects of moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.

Preparing to Print

■ All envelopes should be printed single-sided only.
■ Remove air "bubbles" from the envelopes before loading by setting a heavy book on top of the envelopes.

If ink is missing around the envelope seams:

■ Move the location of the text to another place on the envelope.
■ Use a different envelope style.
■ Use lighter weight envelopes.

Printing Envelopes from Tray 1

1. Insert envelopes into Tray 1 as follows:
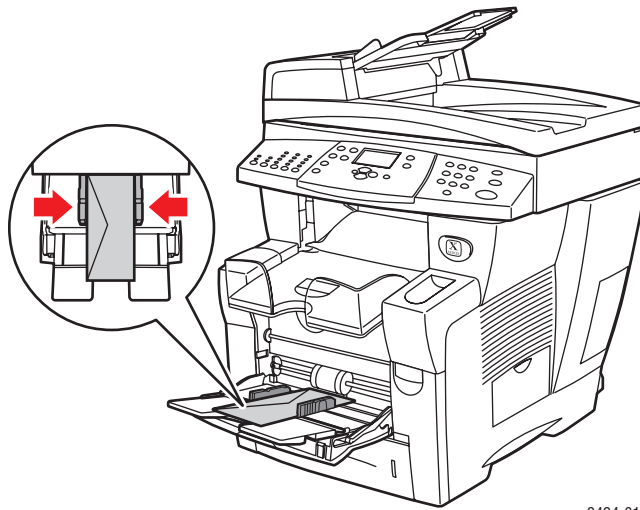
2424-010

Insert the envelopes with the **flap side up** and the **flap** of the envelopes toward the left of the system.

2. Adjust the paper guides to fit against the envelopes.
3. At the control panel:
   a. If the type of envelope is not correct, select **Change**, then press the **Enter** button.
   b. Select the envelope size, then press the **Enter** button.
   c. Select **Plain Paper** for paper type, then press the **Enter** button to save your selection.
4. In the printer driver, select **Tray 1** as the paper source.

Printing Envelopes from Tray 2, 3, or 4

1. Pull the tray completely out of the system.
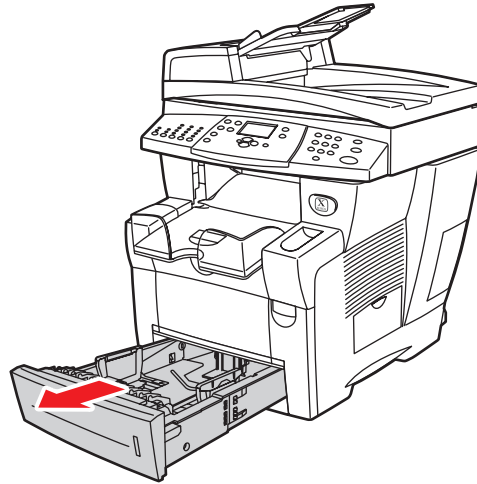
2424-001

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

   ■ Press the sides of the length guide and slide the guide until the arrow on the guide matches the appropriate envelope size and clicks into place.

   ■ Slide the side guides until the arrows on the guides match the appropriate envelope size and the guides click into place.
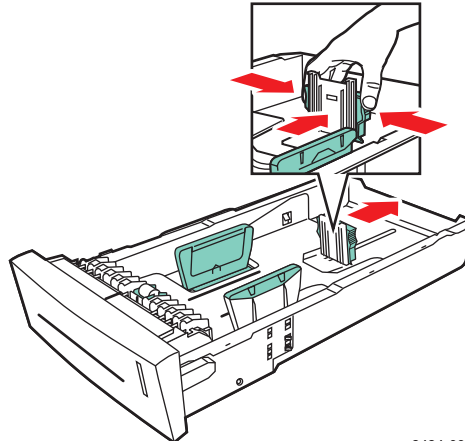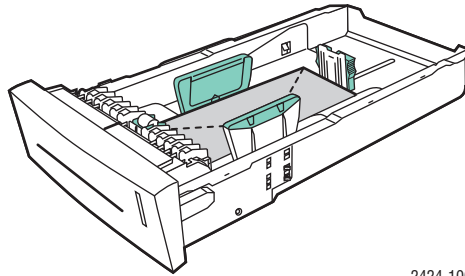

2424-099

Note

   When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

3. Insert the envelopes into the tray, **flap side down** with the **flap** of the envelope toward the **left** of the printer.

2424-100

Note

> There are separate fill lines inside the tray for envelopes and other media. Do not load envelopes above the envelope fill line. Overloading the tray may cause jams.
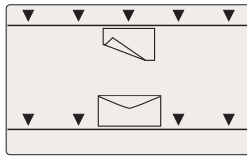
4. Insert the tray into the tray slot and push it completely to the back of the system.
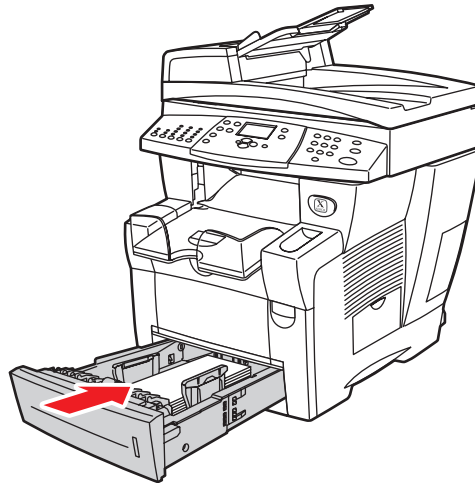
2424-101

5. At the control panel:
   a. Press the **Print** button.
   b. Select **Paper Supply**, then press the **Enter** button.
   c. Select **Tray 2, 3,** or **4 Paper Type**, then press the **Enter** button.
   d. Select **Plain Paper**, then press the **Enter**.
   e. Press the **Enter** button to save your selection.

6. In the printer driver, select the appropriate tray as the paper source.

Labels, Business Cards, and Index Cards

This section includes:

■ "Guidelines" on page 5-18
■ "Printing Labels from Tray 1" on page 5-24
■ "Printing Labels from Tray 2, 3, or 4" on page 5-25
■ "Printing Business Cards or Index Cards from Tray 1" on page 5-27

For best results, use only Xerox printing labels or business cards specified for your WorkCentre C2424 Copier-Printer.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

Guidelines

■ Business cards can be printed from Tray 1. They should be printed on one side only.
■ Index cards (3 in. x 5 in.) can be printed from Tray 1 only. They should be printed on one side only.

■ Labels can be printed from any tray. They should be printed on one side only.
■ Do not use vinyl labels.
■ Do not use any labels, cards, or inserts on a sheet where items are missing; it may damage printer components.
■ Do not print CD labels.
■ Store unused labels and cards in their original packaging. Leave the product inside the original packaging until ready to use. Return any unused product to the original packaging and reseal it for protection.
■ Rotate stock frequently. Long periods of storage in extreme conditions can cause labels and cards to curl and jam the printer.
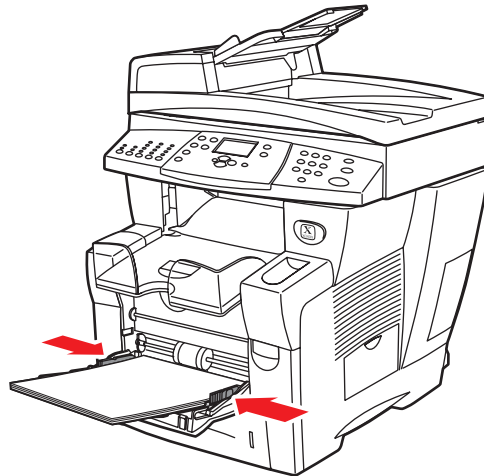
Printing Labels from Tray 1

1. Insert the labels into the tray with the side to be printed **facedown** with the **top** of the page against the rollers.
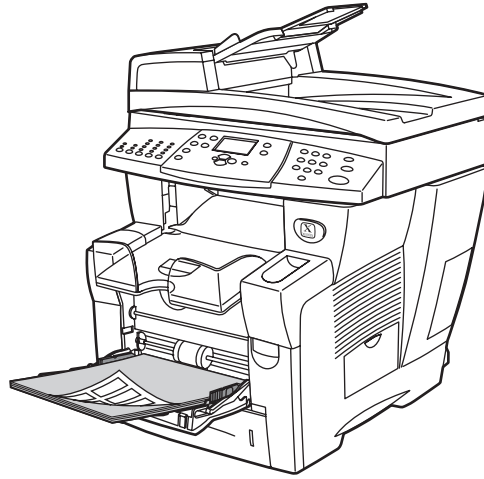
2424-102

**2.** Adjust the paper guides to fit against the labels.

2424-041

3. At the control panel:
   a. Select **Change**, then press the **Enter** button.
   b. Select the paper size, then press the **Enter** button.
   c. Select **Labels** for paper type, then press the **Enter** button to save your selection.
4. In the printer driver, select either **Labels** as the paper type or **Tray 1** as the paper source.

Printing Labels from Tray 2, 3, or 4

1. Pull the tray completely out of the system.
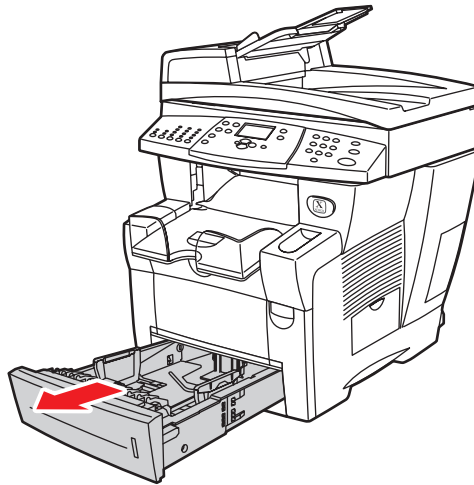
2424-001

2. If necessary, adjust the length and side paper guides to match the size of the paper.

■ Press the sides of the length guide, then slide the guide until the arrow on the guide matches the appropriate paper size and clicks into place.

■ Slide the side guides until the arrows on the guides match the appropriate paper size and the guides click into place.
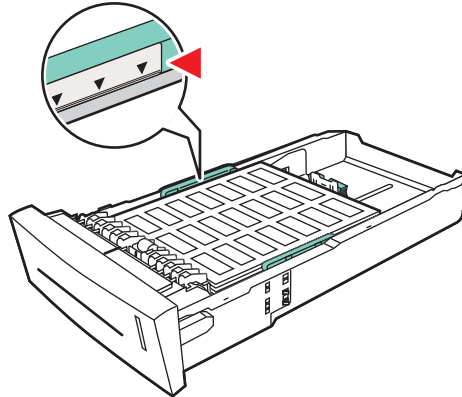

2424-094

Note

When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

3. Insert the labels into the tray with the side to be printed **faceup** with the **top** of the page toward the **front** of the tray.
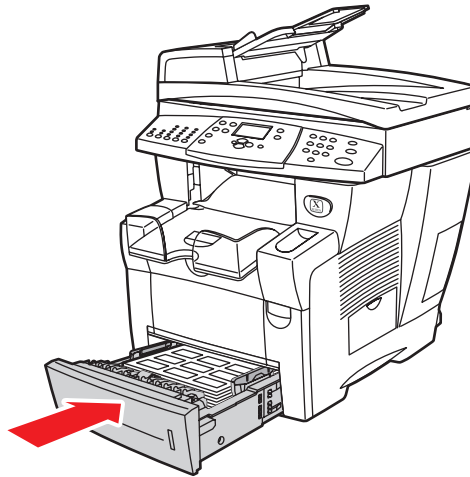

2424-103

Note

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

4. Insert the tray into the tray slot and push it completely to the back of the system.

2424-104

5. At the control panel:
   a. Press the **Print** button.
   b. Select **Paper Supply**, then press the **Enter** button.
   c. Select **Tray 2, 3** or **4 Paper Type**, then press the **Enter** button.
   d. Select **Labels**, then press the **Enter** button.
   e. Press the **Enter** button to save your selection.
6. In the printer driver, select either **Labels** as the paper type or the appropriate tray as the paper source.
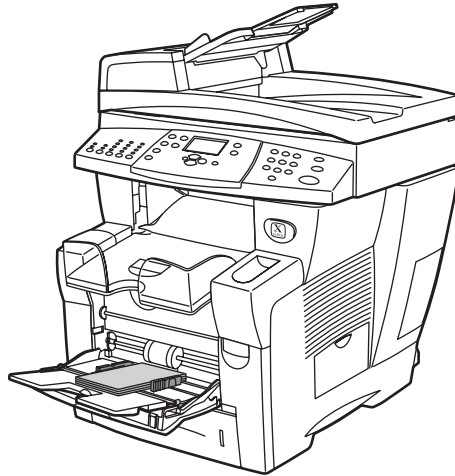
Printing Business Cards or Index Cards from Tray 1

1. Insert the cards into the tray with the side to printed **facedown** with the **top** of page against the rollers.

> **Caution**
>
> Insert a maximum of 25 business card sheets. Inserting more than 25 sheets may cause jams.

2. Adjust the paper guides to fit against the business or index cards.

2424-179

3. At the control panel:

   a. Select **Change**, then press the **Enter** button.

   b. Select the appropriate paper size, then press the **Enter** button.

   c. Select **Plain Paper** for the paper type, then press **Enter** to save your selection.

4. If you are printing index cards, flip up the paper stop in the output tray.
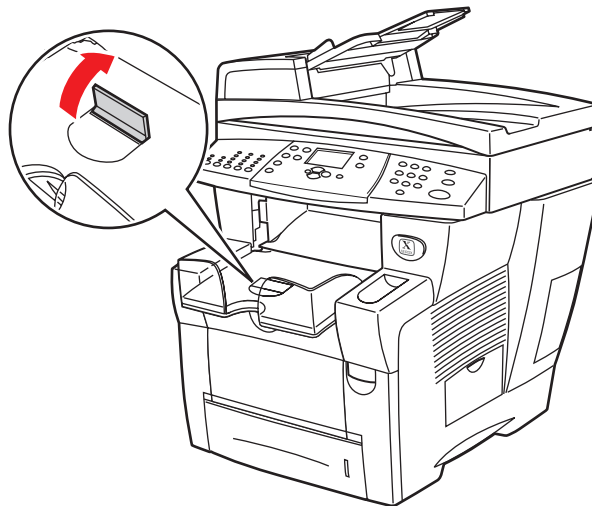
2424-186

5. In the printer driver, select **Tray 1** as the paper source.

Specialty Paper

This section includes:

- "Photo Paper" on page 5-28
- "Postcards and Trifold Brochures" on page 5-32
- "Weatherproof Paper" on page 5-36
- "Glossy Paper" on page 5-40
- "Carbonless Paper" on page 5-43

Photo Paper

For best results, use only Xerox Professional Solid Ink Photo Paper specified for your WorkCentre C2424 Copier-Printer.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

Guidelines

- You can use any tray when printing on Xerox Professional Solid Ink Photo Paper.
- Only print on the glossy side of the paper.
- Do not open sealed packages of photo paper until you are ready to load them into the printer.
- Load only the amount of paper you are planning to use. Reinsert unused paper in the original wrapper and seal. Rotate paper stock frequently.
- For best results, select the **High-Resolution/Photo** print-quality mode in the printer driver.

  For more information, see "Selecting Print-Quality Modes" on page 5-53.

Printing Xerox Professional Solid Ink Photo Paper from Tray 1

1. Insert the paper into the tray with the side to be printed (the glossy side) **facedown** with the **top** of the page against the rollers.

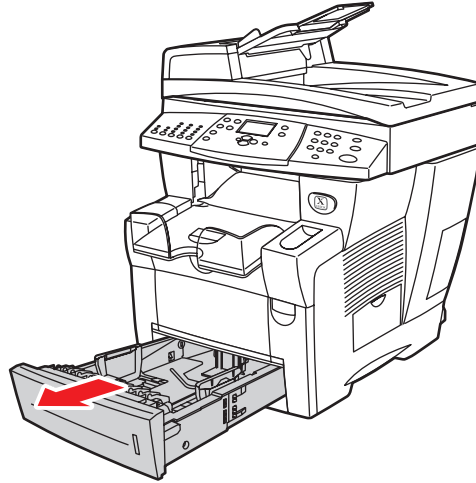**2.** Adjust the paper guides to fit against the paper.
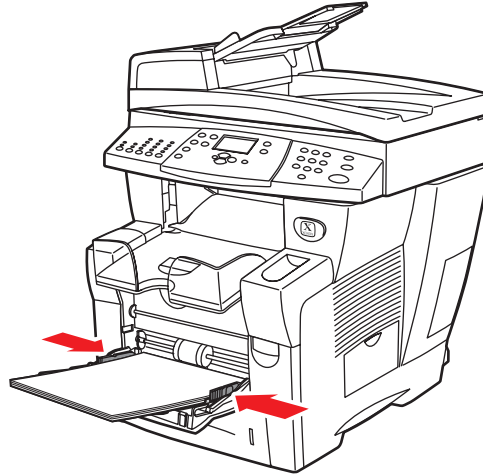
2424-041

3. At the control panel:

   a. Select **Change**, then press the **Enter** button.

   b. Select the paper size, then press the **Enter** button.

   c. Select **Special** for paper type, then press the **Enter** button to save your selection.

4. In the printer driver:

   a. Select the **High-Resolution/Photo** print-quality mode.

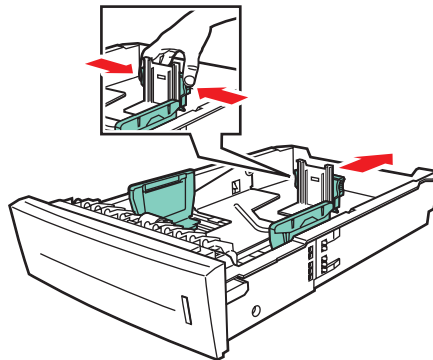   **b.** Select **Tray 1** as the paper source.

Printing Xerox Professional Solid Ink Photo Paper from Tray 2, 3, or 4

1. Pull the tray completely out of the system.

2424-001

2. If necessary, adjust the length and side paper guides to match the size of the paper.
   - Press the sides of the length guide, then slide the guide until the arrow on the guide matches the appropriate paper size and clicks into place.
   - Slide the side guides until the arrows on the guides match the appropriate paper size and the guides click into place.
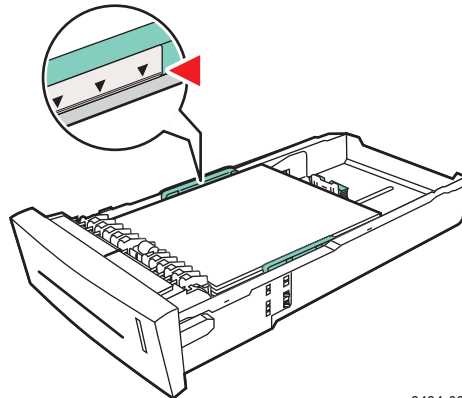

2424-094

Note

When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

3. Insert the paper into the tray, with the side to be printed (the glossy side) **faceup** with the **top** of the page toward the **front** of the tray.
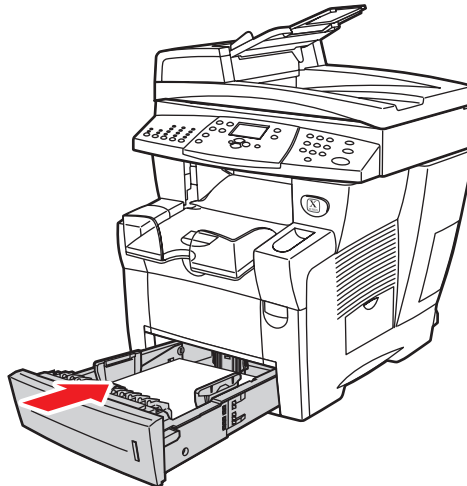

2424-097

Note

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

4. Insert the tray into the tray slot and push it completely to the back of the system.

2424-004

5. At the control panel:

   a. Press the **Print** button.

   b. Select **Paper Supply**, then press the **Enter** button.

   c. Select **Tray 2, 3** or **4 Paper Type**, then press the **Enter** button.

   d. Select **Special**, then press the **Enter** button.

   e. Press the **Enter** button to save your selection.

6. In the printer driver:

   a. Select the **High-Resolution/Photo** print-quality mode.

   b. Select the appropriate tray as the paper source.

Postcards and Trifold Brochures

Xerox Phaser Postcards and Trifold Brochures can be printed from any tray. Both postcards and trifold brochures can be printed on two sides.

For best results, use only postcards and trifold brochures specified for your WorkCentre C2424 Copier-Printer.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.
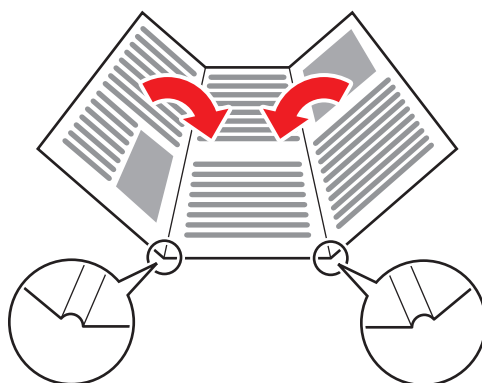
Templates for postcards and trifold brochures are available on the Xerox web site at www.colorconnection.xerox.com.

Guidelines

■ Store postcards and trifold brochures in their original packaging.

■ Do not store postcards and trifold brochures in extremely dry or humid conditions or extremely hot or cold conditions. Storing postcards and trifold brochures in extreme conditions may cause them to jam in the printer or cause print quality problems.

■ Rotate stock frequently. Long periods of storage in extreme conditions can cause the postcards and trifold brochures to curl and jam the printer.
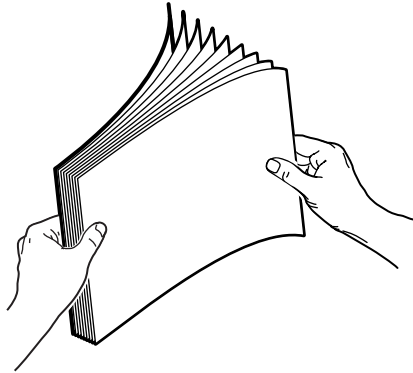
Note

Do not print on the indented or raised scores on the trifold brochures. After printing, fold the brochures over the raised scores.

Printing Postcards and Trifold Brochures from Tray 1

1. Fan the postcards or trifold brochures to release sheets that may be stuck together.

2. Insert a maximum of 50 sheets of either postcards or trifold brochures into Tray 1 as follows:

- **Single-sided printing**: Insert the side to be printed **facedown** with the **top** of page against the roller.
- **2-sided printing**: Insert side one **faceup** with the **bottom** of the page against the roller.
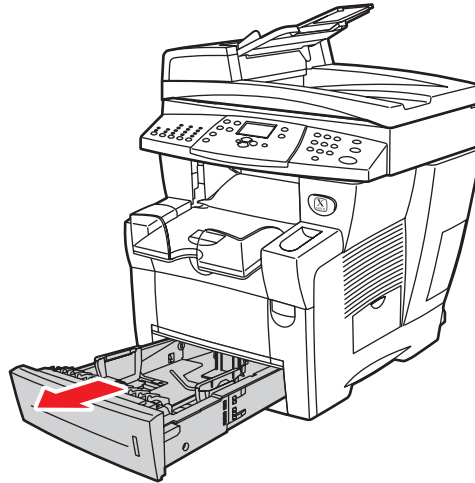
3. Adjust the paper guides to fit against the paper.
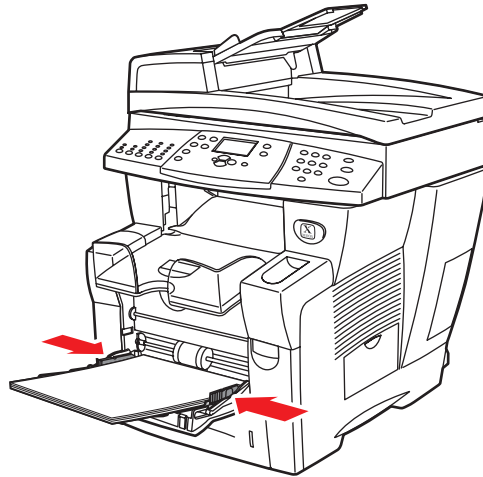
2424-041

4. At the control panel:

a. Select **Change**, then press the **Enter** button.

b. Select the paper size, then press the **Enter** button.

c. Select **Card Stock** for paper type, then press the **Enter** button to save your selection.

5. In the printer driver, select either **Card Stock** as the paper type or **Tray 1** as the paper source.
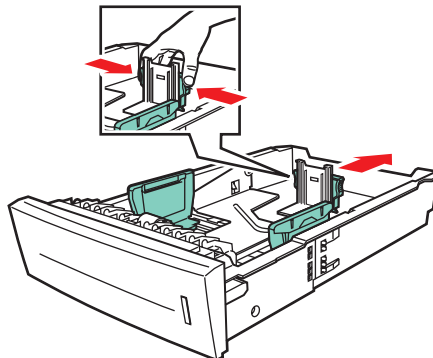
Printing Postcards and Trifold Brochures from Tray 2, 3, or 4

1. Pull the tray completely out of the system.

2424-001

2. If necessary, adjust the length and side paper guides to match the size of the paper.

- Press the sides of the length guide, then slide the guide until the arrow on the guide matches the appropriate paper size and clicks into place.
- Slide the side guides until the arrows on the guides match the appropriate paper size and the guides click into place.
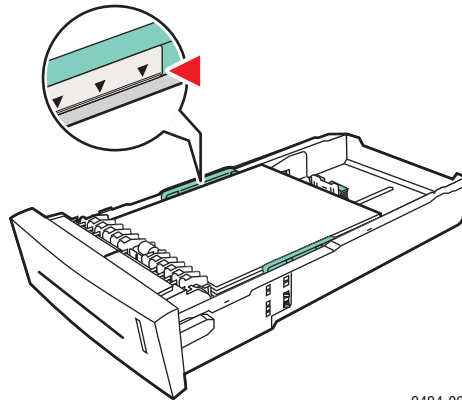

2424-094

Note

When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

3. Insert the postcards or trifold brochures into the tray as follows:

- ■ **Single-sided printing**: Insert the side to be printed **faceup** with the **top** of the page toward the **front** of the tray.
- ■ **2-sided printing**: Insert side one **facedown** with the **top** of the page toward the **back** of the tray.
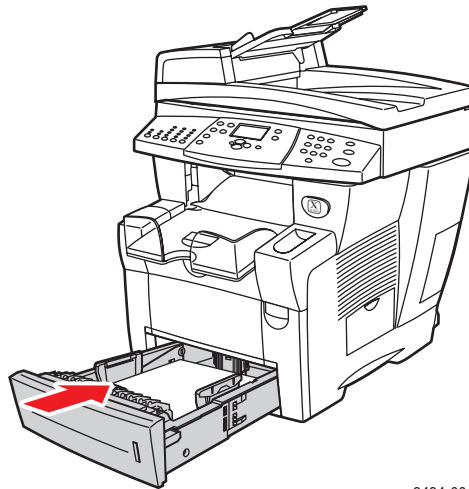
2424-097

Note

Do not load postcards or brochures above the fill line inside the tray.

4. Insert the tray into the tray slot and push it completely to the back of the system.

2424-004

5. At the control panel:

a. Press the **Print** button.

b. Select **Paper Supply**, then press the **Enter** button.

c. Select **Tray 2, 3,** or **4 Paper Type**, then press the **Enter** button.

d. Select **Card Stock**, then press the **Enter** button.

e. Press the **Enter** button to save your selection.

6. In the printer driver, select either **Card Stock** as the paper type or the appropriate tray as the paper source.

Weatherproof Paper

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

For best results, use only Xerox Phaser Weatherproof Paper specified for your WorkCentre C2424 Copier-Printer.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

Guidelines

■ Store weatherproof paper flat in the original packaging.

■ Leave the weatherproof paper in its original packaging until you are ready to use it.

■ Do not store weatherproof paper in extremely dry or humid conditions or extremely hot or cold conditions. Storing weatherproof paper in extreme conditions may cause it to jam in the system or cause print quality problems.

■ Remove the weatherproof paper from the packaging and allow it to acclimate to the room temperature and humidity prior to printing.

■ Do not leave the paper in the system when you are finished printing. This may cause the paper to curl and jam the printer.

■ Rotate stock frequently. Long periods of storage in extreme conditions can cause the weatherproof paper to curl and jam the printer.

Printing Weatherproof Paper from Tray 1

1. Fan the weatherproof paper to release sheets that may be stuck together.
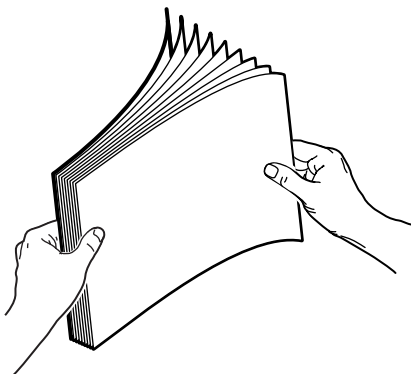
2. Insert the paper into Tray 1 as follows:

   ■ **Single-sided printing**: Insert the side to be printed **facedown** with the **top** of page against the roller.

   ■ **2-sided printing**: Insert side one **faceup** with the **bottom** of the page against the roller.

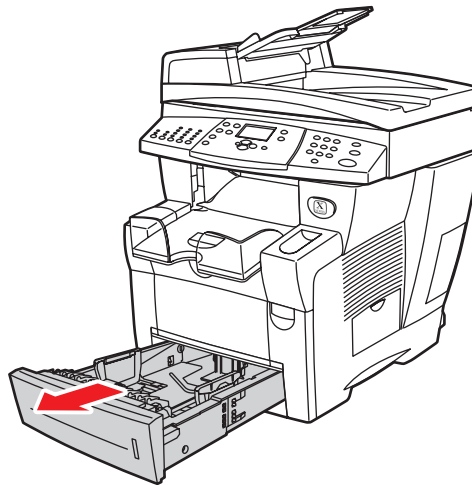**3.** Adjust the paper guides to fit against the paper.
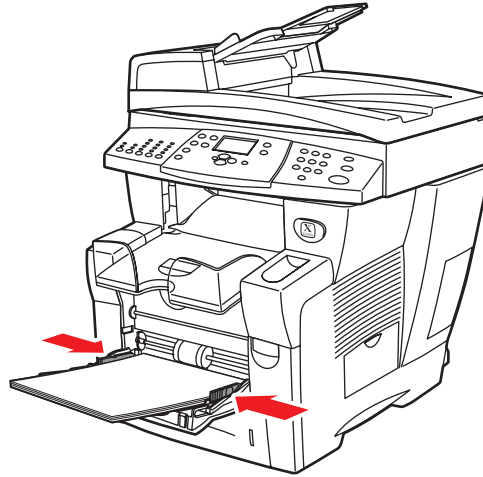
2424-041

4. At the control panel:

    a. Select **Change**, then press the **Enter** button.

    b. Select the paper size, then press the **Enter** button.

    c. Select **Plain Paper** for paper type, then press the **Enter** button to save your selection.

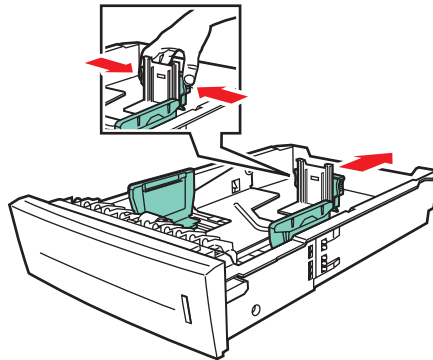**5.** In the printer driver, select **Tray 1** as the paper source.

Printing Weatherproof Paper from Tray 2, 3, or 4

1. Pull the tray completely out of the system.

2424-001

2. If necessary, adjust the length and side paper guides to match the size of the paper.

- ■ Press the sides of the length guide, then slide the guide until the arrow on the guide matches the appropriate paper size and clicks into place.
- ■ Slide the side guides until the arrows on the guides match the appropriate paper size and the guides click into place.
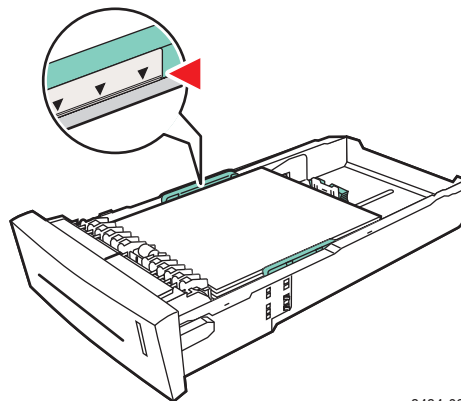
2424-094

Note

> When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

3. Insert the paper into the tray.

- ■ **Single-sided printing**: Insert the side to be printed **faceup** with the **top** of the page toward the **front** of the tray.
- ■ **2-sided printing**: Insert side one **facedown** with the **top** of the page toward the **back** of the tray.
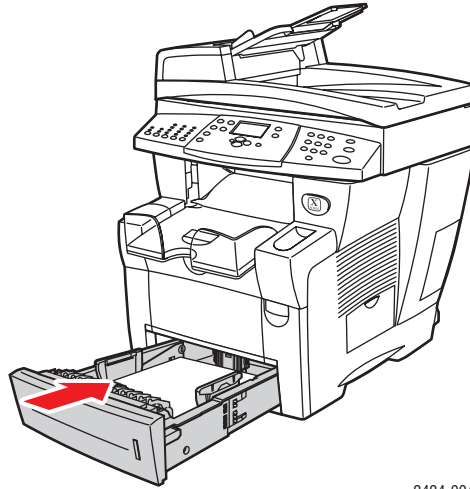
2424-097

Note

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

4. Insert the tray into the tray slot and push it completely to the back of the system.

2424-004

5. At the control panel:

   a. Press the **Print** button.

   b. Select **Paper Supply**, then press the **Enter** button.

   c. Select **Tray 2, 3,** or **4 Paper Type**, then press the **Enter** button.

   d. Select **Plain Paper**, then press the **Enter** button.

   e. Press the **Enter** button to save your selection.

6. In the printer driver, select the appropriate tray as the paper source.

Glossy Paper

Xerox Professional Solid Ink Glossy Paper can be printed, 1- or 2-sided, from any tray.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

Guidelines

■ Do not open sealed packages of glossy paper until you are ready to load them into the system.

■ Leave glossy paper in the original wrapper until ready for use.

■ Remove all other paper from the tray before loading glossy paper.

■ Load only the amount of paper you replanning to use. Do not leave glossy paper in the tray when you are finished printing. Reinsert unused paper in the original wrapper and seal.

■ Rotate stock frequently.

Printing Glossy Paper from Tray 1

1. Fan the glossy paper to release sheets that may be stuck together.
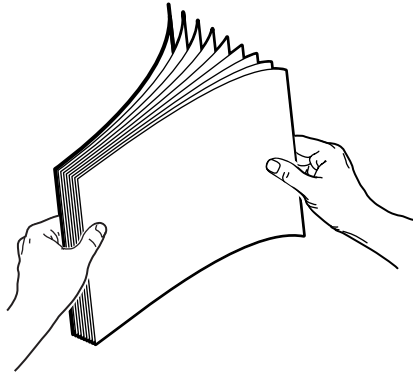
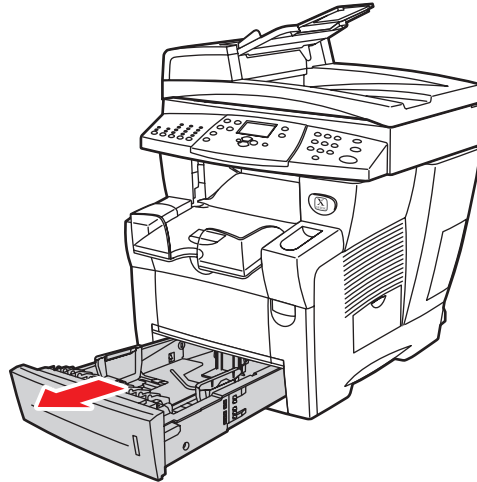2. Insert the paper into Tray 1, then adjust the paper guides to fit against the paper.
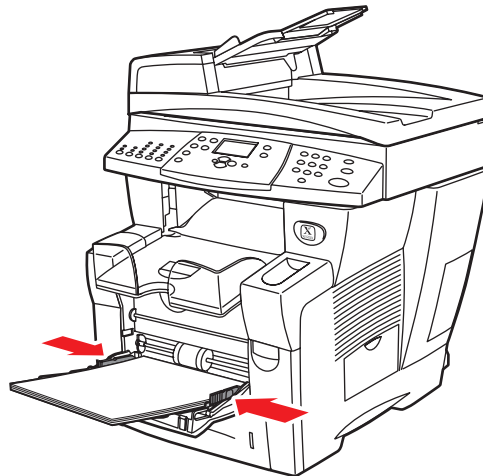
2424-041

3. On the control panel:

    a. Select **Change**, then press the **Enter** button.

    b. Select the paper size, then press the **Enter** button.

    c. Select **Special** for paper type, then press the **Enter** button to save your selection.

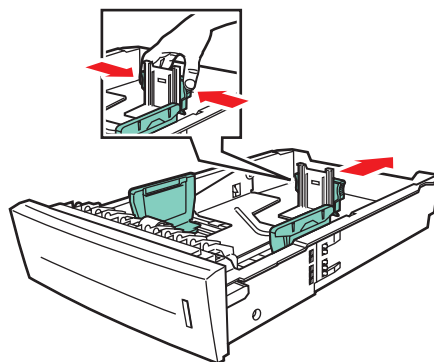**4.** In the printer driver, select **Tray 1** as the paper source.

Printing Glossy Paper from Tray 2, 3, or 4

1. Pull the tray completely out of the system.

2424-001

2. If necessary, adjust the length and side paper guides to match the size of the paper.

    ■ Press the sides of the length guide, then slide the guide until the arrow on the guide matches the appropriate paper size and clicks into place.

    ■ Slide the side guides until the arrows on the guides match the appropriate paper size and the guides click into place.
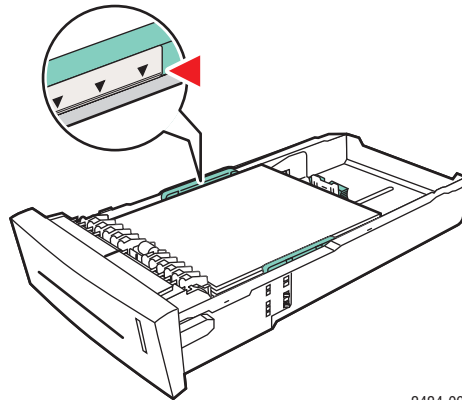

2424-094

Note

When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.
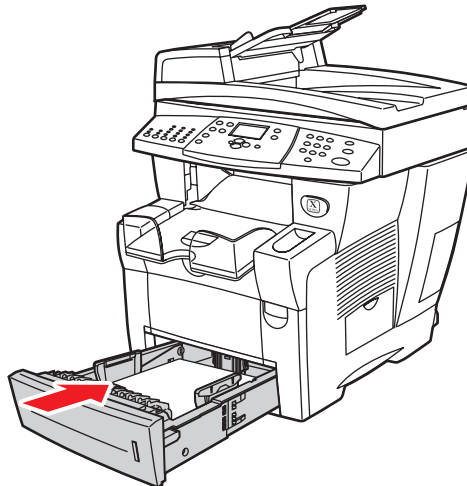
3. Insert the paper into the tray.

2424-097

> **Note**
>
> Do not load paper above the fill line inside the tray.

4. Insert the tray into the tray slot and push it completely to the back of the system.

2424-004

5. On the control panel:

  a. Press the **Print** button.

  b. In the menu, select **Paper Supply**, then press the **Enter** button.

  c. Select **Tray 2, 3,** or **4 Paper Type**, then press the **Enter** button.

  d. Select **Special**, then press the **Enter** button.

  e. Press the **Enter** button to save your selection.

6. In the printer driver, select the appropriate tray as the paper source.

Carbonless Paper

Xerox Carbonless Paper reams are pre-collated into sets of two or more sheets. The first sheet of a set is white; the subsequent sheets are different colors.

■ Most carbonless paper reams are straight collated, with the first sheet of a set on top.

■ Reverse collated reams are stacked in the opposite order, with last sheet of a set on top.

You can print Xerox Carbonless Paper from any tray.

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/supplies.

Guidelines

■ Do not open sealed packages of carbonless paper until you are ready to load them.

■ Do not leave unused carbonless paper in the paper trays. Seal and store unused paper in the original wrapper.

■ Xerox Carbonless Paper has an odor that differs from regular paper. This is normal and is not harmful in any way.

■ Rotate stock frequently. For best results, use carbonless paper within one year from the date of purchase.

■ The friction feed action of the paper tray may cause a slight scuff mark on the second or subsequent sheets.

■ If you encounter a paper jam while running carbonless paper, maintain the integrity of the pre-collated sets by:

   a. Checking the color of the last printed sheet.

   b. Discarding sheets from the input tray so that the next sheet to print is the correct color sequence.

Printing Xerox Carbonless Paper from Tray 1

1. Find the label on the end of the paper ream package. The label contains an arrow pointing to the top of the ream.

2. Open the package, and select the number of sets that you want to print. A set contains a white sheet, followed by one or more colored sheets.

Note

It is important that the sheets be printed in the correct order. Do not change the order of the sheets.

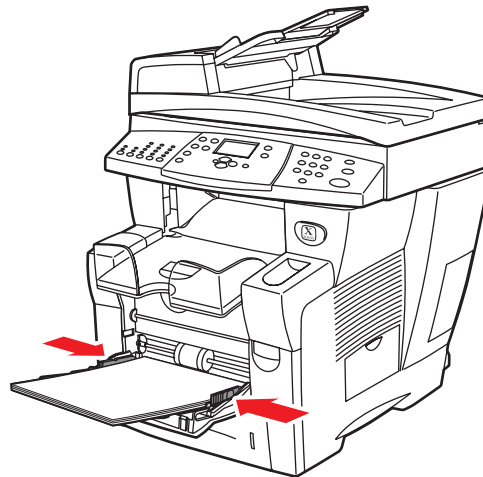**3.** Insert the paper into Tray 1, with the top side of the paper **facedown** in the tray.
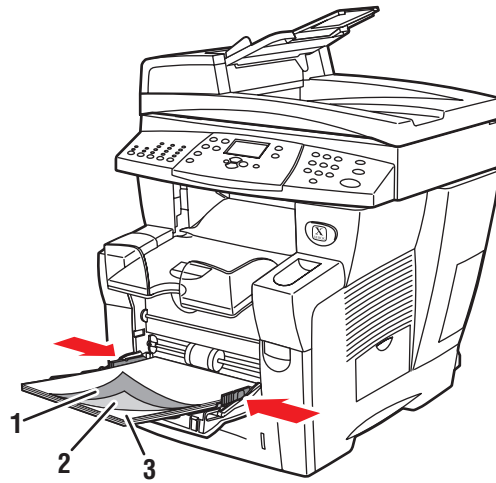
2424-184

1. Pink
2. Canary
3. White

Note

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

4. Adjust the paper guides to fit against the paper.

2424-041

5. On the control panel:

   a. Select **Change**, then press the **Enter** button.

   b. Select the paper size, then press the **Enter** button.

   c. Select **Special** for paper type, then press the **Enter** button to save your selection.

**6.** In the printer driver, select **Tray 1** as the paper source.

> **Note**
>
> Do not select **Proof Prints** during the print job. It will disturb the sequence of the pre-collated sets.

7. To ensure the carbonless paper sets are properly loaded in the tray:

   a. Print one complete set.

   b. Remove the set from the output tray.

   c. Mark the top, white sheet of the printed set with a pen or a pencil.

   ■ If the paper is loaded correctly, the mark should appear on the printed side of the subsequent colored sheets within a few seconds.

   ■ If a mark does not appear, repeat Steps 1–7 to make sure the paper is loaded correctly.
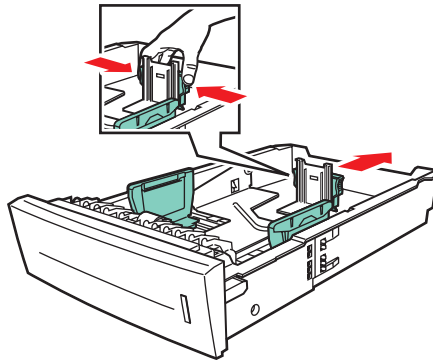
Printing Xerox Carbonless Paper from Tray 2, 3, or 4
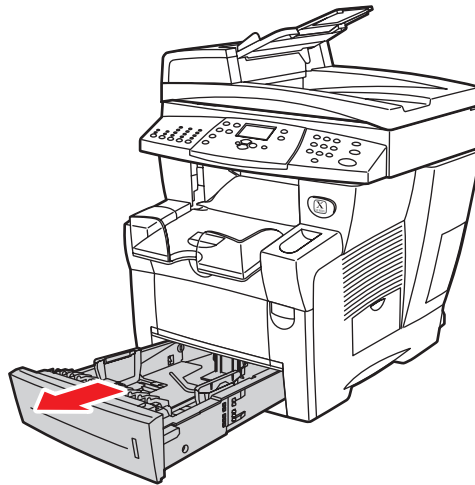
1. Pull the tray completely out of the system.

2424-001

2. If necessary, adjust the length and side paper guides to match the size of the paper.

   ■ Press the sides of the length guide, then slide the guide until the arrow on the guide matches the appropriate paper size and clicks into place.

   ■ Slide the side guides until the arrows on the guides match the appropriate paper size and the guides click into place.


2424-094

Note

When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

3. Find the label on the end of the paper ream package The label contains an arrow pointing to the top of the ream. An arrow is also printed on the side of the ream.

4. Open the package, and select the number of sets that you want to print. A set contains a white sheet followed by one or more colored sheets.

Note

It is important that the sheets be printed in the correct order. Do not change the order of the sheets.

5. Insert the paper into the tray, with the top side of the paper **faceup** in the tray.
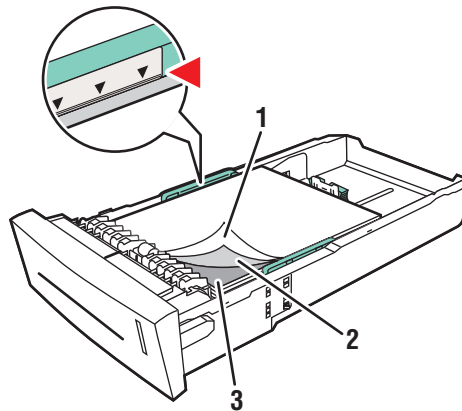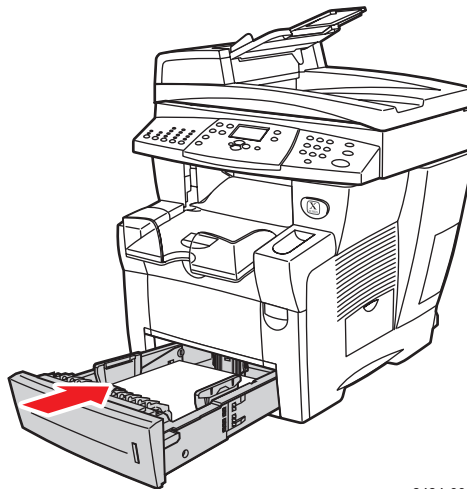

2424-185

1. White
2. Canary
3. Pink

Note

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

6. Insert the tray into the tray slot and push it completely to the back of the system.

2424-004

7. On the control panel:

a. Press the **Print** button.

b. In the menu, select **Paper Supply**, then press the **Enter** button.

c. Select **Tray 2, 3,** or **4 Paper Type**, then press the **Enter** button.

d. Select **Special**, then press the **Enter** button.

e. Press the **Enter** button to save your selection.

8. In the printer driver, select the appropriate tray as the paper source.

> **Note**
>
> Do not select **Proof Prints** during the print job. It will disturb the sequence of the pre-collated sets.

9. To ensure the carbonless paper sets are properly loaded in the tray:

   a. Print one complete set.

   b. Remove the printed set from the output tray.

   c. Mark the top, white sheet of the printed set with a pen or a pencil.

      ■ If the paper is loaded correctly, the mark should appear on the printed side of the subsequent colored sheets within a few seconds.

      ■ If a mark does not appear, repeat Steps 1–9 to make sure the paper is loaded correctly.

Custom Size Paper

This section includes:

■   "Guidelines" on page 5-49
■   "Printing Custom Size Paper from Tray 1" on page 5-50

Guidelines

In addition to the wide variety of standard paper sizes that you can use for printing, you can print on custom size paper within the following dimensions and weight ranges from Tray 1:

|	**Size Range For 2-Sided Printing**	**Size Range For 1-Sided Printing**
Width	140–216 mm (5.5–8.5 in.) and	76–216 mm (3.0–8.5 in.)
Height	210–356 mm (8.3–14.0 in.)	127–356 mm (5.0–14.0 in.)
Weight	60–120 g/m^2 (16–32 lb. Bond) (22–45 lb. Cover)	60–220 g/m^2 (16–40 lb. Bond) (22–80 lb. Cover)

Note
   The custom width can not exceed the custom height.

For more information on paper types and weights, see the Loading Media chapter of this guide.

Printing Custom Size Paper from Tray 1

1. Insert custom size paper into Tray 1 as follows:
   - **Single-sided printing**: Insert the side to be printed **facedown** with the **top** of page against the roller.
   - **2-sided printing**: Insert side one **faceup** with the **bottom** of the page against the roller.

2. Adjust the paper guides to fit against the paper.
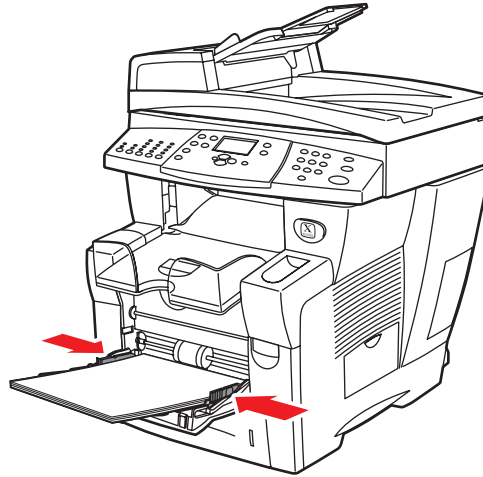

2424-041

3. At the control panel, set the custom paper size. The Custom Width (W) is the distance between the paper guides. The Custom Height (H) is the other dimension.
   a. Select **Change**, then press the **Enter** button.
   b. Select **Custom** for paper size, then press the **Enter** button.
   c. If the **Custom Width (W)** is correct, press the **Enter** button. Otherwise, select **Change**, press the **Enter** button, scroll up or down to the desired width, then press the **Enter** button.
   d. If the **Custom Height (H)** is correct, press the **Enter** button. Otherwise, select **Change**, press the **Enter** button, scroll up or down to the desired height, then press the **Enter** button.
   e. Select the appropriate paper type, then press the **Enter** button.

4. Adjust the output tray for short or long media.
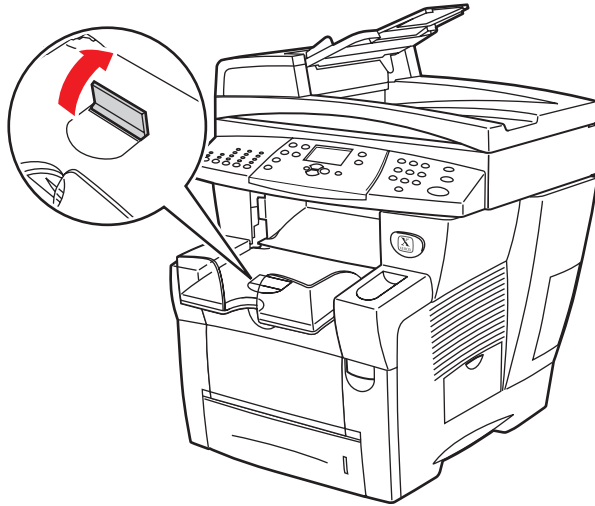
2424-186

2424-056

For media shorter than 190 mm (7.5 in.), flip up the paper stop.
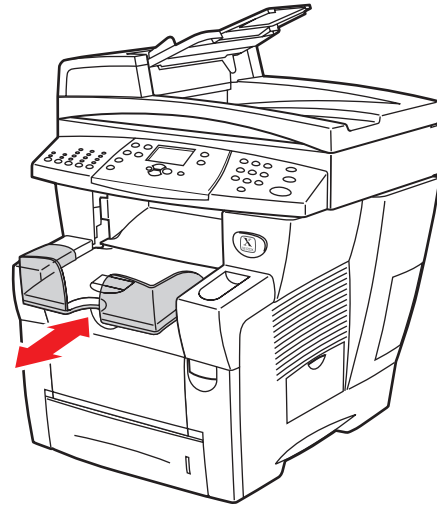
For media longer than 297 mm (11.7 in.), extend the output tray.

5. In the printer driver, select **Tray 1** as the paper source.

Advanced Options

The following table displays many of the Xerox printer driver features that are available with specific operating systems. This topic includes more information about these features and information about how to select the feature in the driver.

Feature	Windows 98, Me	Windows NT4	Windows, 2000, XP, Server 2003	Macintosh OS 9.x	Macintosh OS X, Version 10.x
Print-quality modes (page 5-53)	●	●	●	●	●
Color corrections (page 5-54)	●	●	●	●	●
Black & White printing (page 5-55)	●	●	●	●	●
2-Sided Printing (page 5-12)	●	●	●	●	●
Pages per sheet (page 5-56)	●	●	●	●	●
Booklet (page 5-57)	●	●	●	-	-
Separation Pages (page 5-58)	●	●	●	●	●
Cover Pages (page 5-59)	●	●	●	●	●
Scaling (page 5-60)	●	●	●	●	●
Watermarks (page 5-61)	●	-	●	-	-
Negative Images (page 5-62)	●	-	-	●	-
Mirror Images (page 5-62)	●	●	●	●	-
Image Smoothing (page 5-63)	●	●	●	●	●
Job Completion Notification	■	-	■	-	-
Secure Print (page 5-63)	■	■	■	■	■
Proof Print (page 5-63)	■	■	■	■	■
Saved Print (page 5-63)	■	■	■	■	■

● = Supported.
■ = Only available with a networked system (when your system is connected to your computer over a network).

Note

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

Selecting Print-Quality Modes

You can select from four print-quality modes, as shown in the following table.

Print-Quality Mode	Type of Print Job
Fast Color	Fastest full-color mode, useful for many images and previewing your work. Rapidly produces review documents; useful for rush jobs. Not recommended for documents containing small text, fine detail, or large areas of bright solid fill.
Standard	General-purpose mode for full-color printing. Produces crisp, bright prints at high speed. Recommended for vibrant, saturated color prints.
Enhanced	Best mode for business presentations. Produces superior text resolution and very smooth light colors. This mode takes longer to process and print than Standard or Fast Color.
High-Resolution/Photo	Highest-quality mode for color prints. Provides the best detail and smoothness for photographic images. Produces highest-quality color prints, with the best text resolution and smoothest light colors. This mode takes longer to process and print than the other modes.

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

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

On the **Setup** tab, select a print-quality mode.

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

On the **Paper/Quality** tab, select a print-quality mode.

■ **Mac OS 9 driver:**

In the **Print** dialog box, click **General**, select **Print Quality** from the drop-down list, then select the desired mode for **Quality**.

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

In the **Print** dialog box, select **Image Quality** from the drop-down list, then select a print quality mode from the **Print Quality** drop-down list.

Adjusting Color Using TekColor Corrections

The TekColor correction options provide simulations of different color devices. **Automatic** is the default correction for general image processing. See the following table to determine what option you want to use.

Type of Print Job	Color Correction Option	Description
Producing most print jobs	**Automatic** (Default setting)	Provides the best results for documents with a mixture of graphics, text, and pictures.
Matching the sRGB display for screen and print images	**Office Color sRGB Display**	Simulates computer display colors (RGB).
Producing bar and pie charts, spread sheets, and organizational charts	**Office Color sRGB Vivid**	Produces the brightest, most saturated colors.
Using the C2424 PANTONE® Color Chart for process PANTONE Color matching	**Office Color None**	No color correction is made to colors.
Using SWOP press standards	**Press Match SWOP**	Matches Specifications for Web Offset Publications (SWOP) press standards.
Using the Euroscale 4-color process press mode	**Press Match Euroscale**	Emulates the Euroscale 4-color process press mode.
Using the Imation Matchprint press standard	**Press Match Commercial**	Matches Imation Matchprint proofs.
Producing a black-and-white version of a color document	**Black and White**	Transforms all color to equivalent gray levels, and attempts to preserve color differences as gray density differences.

For more information on color matching and ICC profiles, go to www.xerox.com/office/c2424infoSMART.

To select the color correction in a supported driver:

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

  On the **TekColor** tab, select the desired color correction. Some of the color corrections are grouped under **Office Color** or **Press Match.**

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

  On the **TekColor** tab, select the desired color correction. Some of the color corrections are grouped under **Office Color** or **Press Match.**

- **Mac OS 9 driver:**

  In the **Print** dialog box, click **General**, select **TekColor** from the drop-down list, then select the desired correction for **Color**.

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

  In the **Print** dialog box, select **Image Quality** from the drop-down list, then select the desired color correction option from the **Color Correction** drop-down list.

Printing in Black and White

If you want your output in black, white, and shades of gray, you can select **Black & White** in a supported printer driver:

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

On the **TekColor** tab, select **Black & White**.

■ **Mac OS 9 driver:**

In the **Print** dialog box, select **General**, select **TekColor** from the drop-down list, then select **Black & White.**

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

In the **Print** dialog box, select the **Printer Features** drop-down list, then select the **Print Quality/Color** tab. Select **Black & White**.

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

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

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

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

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

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

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

- **Windows NT PostScript driver:**

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

- **Mac OS 9 driver:**

  In the **Print** dialog box, select **Layout** from the drop-down list, then select the number of **Pages Per Sheet** and **Layout direction**.

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

  In the **Print** dialog box, select **Layout** from the drop-down list, then select the number of **Pages Per Sheet** and **Layout direction**.

Printing Booklets

With two-sided printing, you can print a document in the form of a small book. Create booklets for any paper size that is supported for 2-sided (duplex) printing. The driver automatically reduces each page image by 50 percent and prints two pages per sheet of paper. The pages are printed in the correct order so that you can fold and staple the pages to create a booklet.
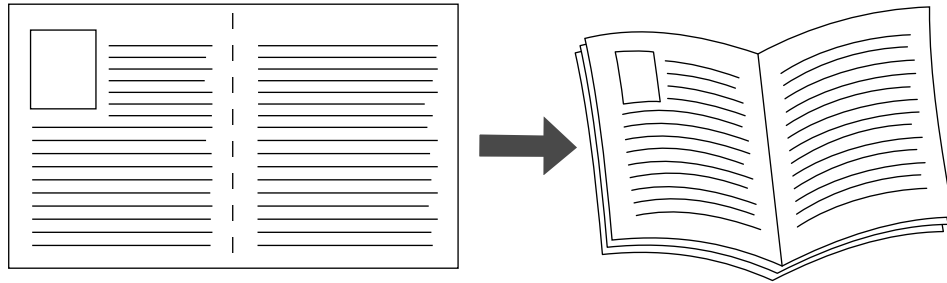
When you choose to print booklets, you can also specify the *creep* and *gutter* in both Windows 98 and Windows Me drivers. The gutter is the horizontal distance from the fold to the page image (in points). The creep is the distance that page images are shifted inward (in 10ths of a point); this compensates for the thickness of the folded paper, which otherwise would cause the inner page images to shift slightly outward.
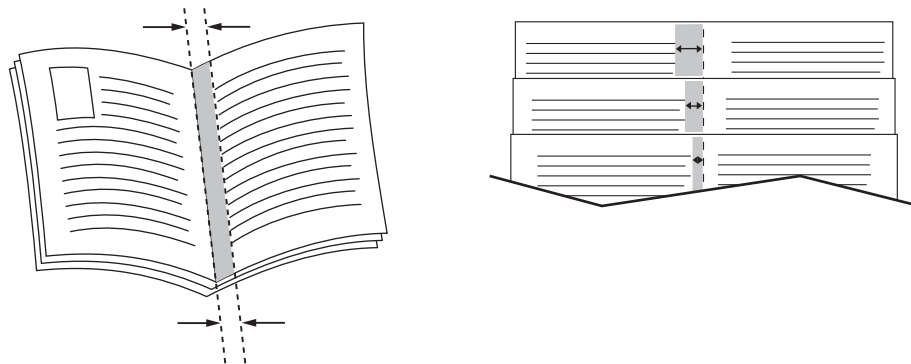
To select booklet printing in a supported Windows driver:

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

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

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

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

Printing Separation Pages

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

To specify separation pages in a supported driver:

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

  On the **Output Options** tab, select the location of the separation pages and the tray source.

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

  On the **Output Options** tab, select the location of the separation pages and the tray source.

- **Mac OS 9 driver:**

  In the **Print** dialog box, select **Advanced Options 1** from the drop-down list, select the paper source from the **Separation Page Source** drop-down list, then select **On** from the **Separation Page** drop-down list.

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

  In the **Print** dialog box, select the **Printer Features** drop-down list, select **Separation Page** and **Source** from the drop-down list, then select **On** from the **Separation Page** drop-down list.

Printing Cover Pages

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

■ Use any applicable paper tray as the source for printing cover pages.

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

You have several choices for cover pages:

■ **None** - Prints the first and last pages of your document from the same tray as the rest of your document.

■ **First** - Prints the first page on paper from the specified tray.

■ **First and Last** - Prints the first and last pages on paper from the specified tray.

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

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

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

To select cover pages in a supported driver:

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

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

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

On the **Paper/Quality** tab under **Cover Pages**, select **First** or **First and Last Page**, then select the tray to use for the covers from the **Source** drop-down list**.**

■ **Mac OS 9 driver:**

In the **Print** dialog box, click **General**, select **First Page,** then select the tray from the drop-down list.

■ **Mac OS X (version 10.1 and higher) driver:**
   a. In the **Print** dialog box, select **Paper Feed**, then select **First Page From**.
   b. In the **Printer Features** dialog box, select **Last Page Paper Source**.

Scaling

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

50%   100%   200%
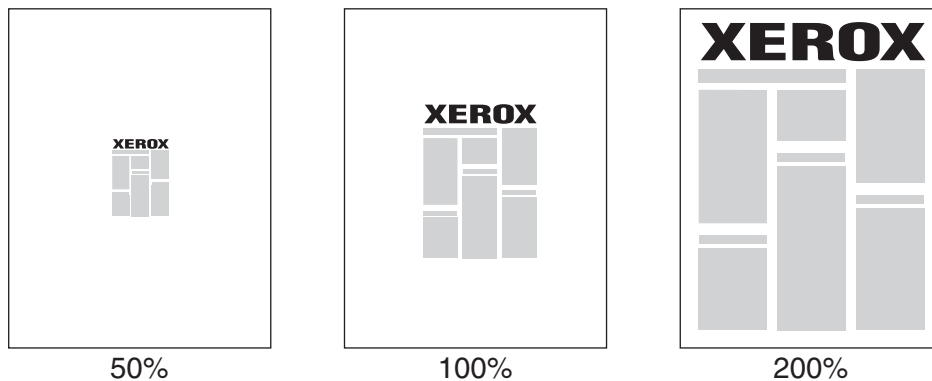
To select scaling in a supported driver:

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

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

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

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

■ **Windows NT driver:**

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

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

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

Printing Watermarks

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

In some Windows drivers, you can:

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

Note

Not all applications support watermark printing.

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

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

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

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

On the **Layout** tab, click the **Advanced** button. In the box under **Document Options** and **Printer Features**, select **Watermarks**, then click the **Modify** button to display the **Modify Watermarks** dialog box.

Printing Negative and Mirror Images

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

Negative Image
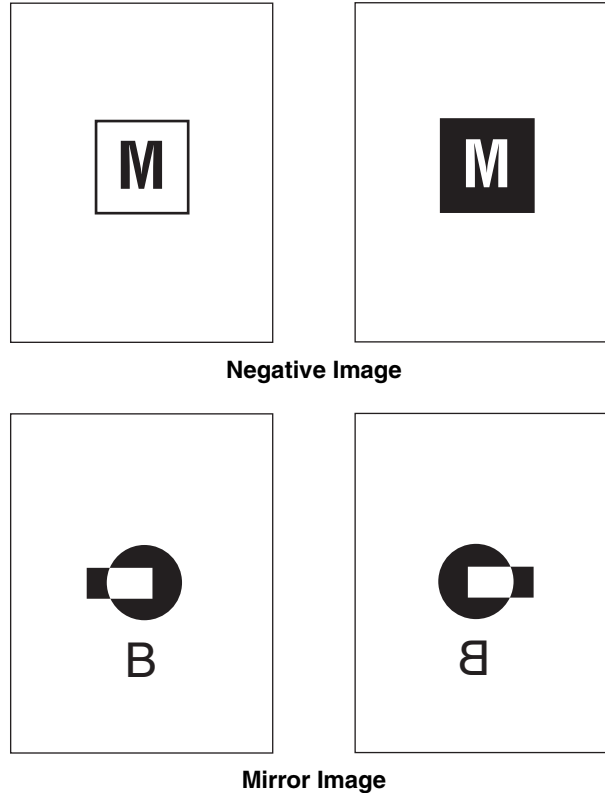
Mirror Image

To select negative or mirror images in a supported driver:

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

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

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

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

■ **Windows NT driver:**

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

■ **Mac OS 9 driver:**

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

Smoothing Images

Image smoothing blends adjacent colors in low-resolution images for smoother color transitions. For example, use image smoothing to improve the appearance of a 72 dpi image downloaded from the World Wide Web. Image smoothing is not recommended for images with resolutions of 300 dpi or higher.

Note

Print processing is slower when this option is selected.

To select image smoothing in a supported driver:

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

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

■ **Windows 2000, Windows XP, Windows Server 2003 Post Script driver:**

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

■ **Windows NT driver:**

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

■ **Mac OS 9 driver:**

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

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

In the **Print** dialog box, select the **Printer Features** drop-down list, then select **On** for **Image Smoothing**.

Printing Secure, Proof, and Saved Print Jobs

Note

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

Choose one of the following special job types:

■ **Secure Print:** Prints confidential documents. Your four-digit numeric password-protected jobs are stored on the system's hard drive. The jobs print only after your user name and four-digit numeric password are entered on the control panel. The jobs are automatically deleted from the hard drive after printing.

■ **Proof Print:** Prints only one copy of the job in order to proof the copy. To print additional copies, select the job name on the control panel. The job is automatically deleted from the hard drive after printing. If you do not want to print the remaining copies, delete the job at the control panel.

■ **Saved Print:** Stores the job on the system's hard drive so you can print it on demand from the control panel. The job is not deleted after printing. This is useful for any document you frequently print, such as tax forms, personnel forms, or requisition forms.

Note

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

Sending Secure, Proof, and Saved Print Jobs

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

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

On the **Output Options** tab, choose the job type under **Walk-Up Features**. For a secure print job, enter a 4-digit password to assign to this job. For a proof print or saved print job, enter the name you want to give this job.

■ **Mac OS 9 driver:**

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

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

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

Printing Secure Print Jobs

To print a secure print job, specify the four-digit numeric password at the control panel:

1. On the control panel, press the **Print** button.
2. In the menu, select **Secure Print Jobs**, then press the **Enter** button.
3. Scroll to your User Name, then press the **Enter** button.
4. Use the keypad on the control panel to enter the four digits of the numeric password, then press the **Enter** button.
5. If more than one secure print job is entered with a password, select the desired job to print or select **All of Them**, then press the **Enter** button.
6. Select **Print and Delete**, then press the **Enter** button to print.

Printing Proof and Saved Print Jobs

To print a saved print job or the additional copies of a proof print job, select the job name at the control panel:

1. On the control panel, press the **Print** button.
2. In the menu, select **Proof Print Jobs** or **Saved Print Jobs**, then press the **Enter** button.
3. Scroll to the job name, then press the **Enter** button.
4. Select **Print and Delete** (for proof prints) or **Print and Save** (for saved prints), then press the **Enter** button.
5. Use the keypad on the control panel to enter the desired number of copies, then press the **Enter** button to print the job.

Deleting Secure, Proof, and Saved Print Jobs

There is a limit per type (secure, proof, saved job types) to the number of jobs that can be stored on the hard drive. When a new print job would exceed the space on the hard drive for that type, the oldest job of that type is automatically deleted before adding a new job. To save space:

■ Periodically delete saved print jobs that are no longer needed
■ Delete secure print and proof print jobs that you don't want to print

To delete a secure print job without printing it, specify the 4-digit password at the control panel:

1. On the control panel, press the **Print** button.
2. Select **Secure Print Jobs**, then press the **Enter** button.
3. Scroll to your User Name, then press the **Enter** button.
4. Use the keypad on the right side of the control panel to enter the four digits of the numeric password, then press the **Enter** button.
5. If more than one secure print job is entered with a password, select the desired job to delete or select **All of Them**, then press the **Enter** button.
6. Select **Delete**, then press the **Enter** button to print.
7. When prompted at the control panel whether you want to delete the jobs, select **Yes**, then press the **Enter** button.

To delete a saved print job or a proof print job, select the job name at the control panel:

1. On the control panel, press the **Print** button.
2. In the menu, select **Proof Print Jobs** or **Saved Print Jobs**, then press the **Enter** button.
3. Scroll to the job name, then press the **Enter** button.
4. Select **Delete**, then press the **Enter** button.
5. When prompted at the control panel whether you want to delete the jobs, select **Yes**, then press the **Enter** button.

6 Networking

This chapter includes:

Connections and Internet Protocol (TCP/IP)

This section includes:

- "Overview of Network Setup and Configuration" on page 6-2
- "Choosing a Connection Method" on page 6-3
- "Connecting via Ethernet (Recommended)" on page 6-3
- "Connecting via USB" on page 6-4
- "Configuring the Network Address" on page 6-5
- "infoSMART Knowledge Base Documents (English only)" on page 6-8

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

Overview of Network Setup and Configuration

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

1. Turn the system and the computer **On**.
2. Connect the system to the network using the recommended hardware and cables.
3. Configure the system's network address, which is required to identify the system on the network. Run the Installer on the *WorkCentre C2424 Software CD-ROM* to automatically set the system's IP address, if the system is connected to an established TCP/IP network.

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

   - For Windows operating systems, use TCP/IP to manually set the multifunction system's IP address.
   - For Macintosh, use TCP/IP or AppleTalk/EtherTalk to set the system's network address.
4. Install the driver software on the computer from the *WorkCentre C2424 Software CD-ROM*. For information on driver installation, see the section in this chapter for the specific operating system you are using.

   ### Note
   If the *WorkCentre C2424 Software CD-ROM* is not available, you can download the latest driver from www.xerox.com/office/drivers.

Choosing a Connection Method

You can connect the system to the network via Ethernet or USB. Hardware and cabling requirements vary for the different connection methods. Cabling and hardware listed below are generally not included with your system and must be purchased separately.

Ethernet

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

USB

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

Connecting via Ethernet (Recommended)

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

Network Connection

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

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

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

TCP/IP and EtherTalk are the most common protocols used with Ethernet. To print using TCP/IP, each computer and system requires a unique IP address. For more information, see "Configuring the Network Address" on page 6-5.

Standalone (Cable or DSL) Network Connection

For information about setting up a cable or DSL connection for your system, go to the table of infoSMART Knowledge Base documents at the end of this section.

Connecting via USB

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

Windows 98 or Later and Windows 2000 or Later

1. Connect the USB cable to the system and turn it **On**.
2. Connect the USB cable to the PC and follow the **Add New Hardware Wizard** to create the USB port.
3. Follow the **Add Printer Wizard** to install the driver from the *WorkCentre C2424 Software CD-ROM*.

For more information, go to the table of infoSMART Knowledge Base documents at the end of this section.

Macintosh OS 9.x

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

1. Install the driver from the *WorkCentre C2424 Software CD-ROM*.
2. Use the **Desktop Printer Utility** to create a desktop USB system. The utility is located in the **PhaserTools** folder which is created during the software installation.

For more information, go to the table of infoSMART Knowledge Base documents at the end of this section.

Macintosh OS X (10.1 and Higher)

1. Install the driver from the *WorkCentre C2424 Software CD-ROM*.
2. Open the **Print Center** utility. In Macintosh OS X, version 10.3 or higher, the utility is called **Printer Setup**. To locate utilities on the Macintosh hard drive, open the **Applications** folder, then open the **Utilities** folder.
3. Click the **Add** button.
4. Select **USB** from the top drop-down list.
5. Select the system in the printers window.
6. Verify that your system is set to **Auto Select**.
7. Click the **Add** button.

The system is displayed as an available printer in the **Print Center/Printer Setup**. For more information, go to the table of infoSMART Knowledge Base documents at the end of this section.

Configuring the Network Address

TCP/IP and IP Addresses

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

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

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

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

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

For more information, go to the table of <u>infoSMART Knowledge Base documents</u> at the end of this section.

Automatically Setting the System's IP Address

If the system is connected to a small established TCP/IP network without a DHCP server, use the Installer on the *WorkCentre C2424 Software CD-ROM* to detect or assign an IP address to the system. For further instructions, insert the software CD-ROM into your computer's CD-ROM drive. After the Installer launches, follow the prompts for installation.

Note

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

Dynamic Methods of Setting the System's IP Address

You can set the system's IP address using any of the following methods.

■ DHCP

■ CentreWare IS

■ AutoIP

Information Required for Manual IP Addressing

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

Enabling DHCP on the System

Verify that the system DHCP protocol is enabled by setting the control panel or by using CentreWare IS.

Note

To determine the system's IP address, select **System Identification** at the control panel. For information about the control panel, see the Features section of this guide.

Changing or Modifying the IP Address Using CentreWare IS

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

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

1. Launch your web browser.

2. Enter the system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).

3. Select **Properties**.

4. Select the **Protocols** folder on the left sidebar.

5. Select **TCP/IP**.

6. Enter or modify the settings, then click **Save Changes** at the bottom of the page.

Using Host Names with the Domain Name Service (DNS)

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

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

Dynamic Domain Name Service (DDNS)

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

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

Manually Setting the System's IP Address

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

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

1. On the control panel, press the **System Setup** button.
2. Select **Connection Setup**, then press the **Enter** button.
3. Select **Network Setup**, then press the **Enter** button.
4. Select **TCP/IP Setup**, then press the **Enter** button.
5. Select **DHCP/BOOTP**, then press the **Enter** button until the control panel displays **Off**.
6. Select **TCP/IP Address**, then press the **Enter** button.
7. Enter the system's IP address, then press the **Enter** button.

infoSMART Knowledge Base Documents (English only)

For more information, go to www.xerox.com/office/c2424infoSMART to view these documents.

Reference Name	Title
R1002033188	Basic TCP/IP Tutorial and Home Networking Guidelines
R1016024951	Installing the Printer Driver in Windows 9x When Using a USB Connection
R1016021735	Installing the Printer Driver in Windows 2000 When Using a USB Connection
R1016021287	Installing the Printer Driver in Windows XP When Using a USB Connection
R1016022563	Installing the Printer for a USB Connection in Mac OS 9
R1016022417	Installing the Printer for a USB Connection in Mac OS X 10.3.1 (and later)
R1002018545	Understanding TCP/IP Addressing and Subnetting Basics

Device Management Software

This section includes:

■ "Using CentreWare Software" on page 6-9
■ "Using Device Management Features" on page 6-11

Using CentreWare Software

CentreWare Internet Services (IS)

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

CentreWare IS enables you to:

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

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

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

CentreWare DP for NetWare

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

The following table lists CentreWare DP key features and benefits.

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

For more information, go to www.xerox.com/office/pmtools, and select your specific system model to view the *CentreWare DP User Guide*.

CentreWare MC (Microsoft Management Console)

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

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

CentreWare Web

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

With CentreWare Web you can:

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

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

For more information, go to www.xerox.com/office/pmtools, and select your specific system model to view the *CentreWare Web User Guide*.

Using Device Management Features

Job Accounting

Job accounting is available through CentreWare IS and CentreWare Web.

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

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

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

Using CentreWare IS

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

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

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

MaiLinX Alerts

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

■ When system errors, warnings, and alerts occur.

■ When the system requires attention (for example, when service is required or supplies need to be replenished).

■ When a reply to a CentreWare IS Remote Internet Printing message is desired. For more information about CentreWare IS Remote Internet printing, click the **Help** button in CentreWare IS to go to *CentreWare IS Online Help*.

Three designated users can receive messages:

■ SysAdmin

■ Service

■ Key

System messages reporting errors, alerts, and warnings can be individually assigned to any of these users. You can customize the message text and the subject line in the Status Notification messages. Status Notification is supplied by the device's Simple Mail Transport Protocol (SMTP) client.

Setting Up CentreWare IS Status Notification

1. Launch your web browser.

2. Enter the system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).

3. Select **Properties**.

4. Select **Mail Alerts** on the left sidebar. Follow the instructions on the page to select mail alert options.

5. Click **Save Changes**.

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

Usage Profile Reports

The system generates reports accessible through CentreWare IS that detail device usage. Usage profile reports track multiple items, including:

■ System information, such as system name, date installed, total pages printed, options installed, and network ID.

■ Supplies usage data, such as toner or ink. By tracking supplies usage, you can order supplies before they reach their end of life.

■ Media and tray information, such as how often prints are made on paper compared to transparencies, and how often each tray is used.

■ Job characteristics, such as size and timing of jobs.

Setting Up Usage Profile Reporting

1. Launch your web browser.

2. Enter the system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).

3. Select **Jobs**.

4. Select **Usage Profile Reports** on the left sidebar.

5. Click the **Usage Profile Properties** link. Follow the instructions on the page to set up reports.

6. Click **Save Changes**.

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

Using CentreWare IS

Note

To send usage profile reports using email, the MaiLinX must be properly set up using "MaiLinX Alerts" on page 6-12.

1. Enter the system's IP address in your browser's **Address** field (http://xxx.xxx.xxx.xxx).

2. Select **Jobs**.

3. Select **Usage Profile Reports** on the left sidebar.

4. Enter the desired email address in the **Send to Specific Address** field.

5. Click **Send Usage Profile Report**.

Xerox Usage Analysis Tool

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

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

System Requirements

■ IP network

■ Xerox system with Ethernet interface (optional hard disk recommended)

■ A PC with at least 32 MB of RAM. At least 1 GB of hard drive space recommended for the server

■ Supported operating systems: Windows 98 or later and Windows 2000 or later

■ Microsoft Excel 97 or Excel 2000 for export to spreadsheet (for graphing, billing, and data analysis)

Windows 2000, Windows XP, and Windows Server 2003

This section includes:

- "Preliminary Steps" on page 6-14
- "Quick CD-ROM Install Steps" on page 6-14
- "Other Methods of Installation" on page 6-15
- "Windows 2000, Windows XP, Windows Server 2003 Troubleshooting (TCP/IP)" on page 6-18
- "infoSMART Knowledge Base Documents (English only)" on page 6-19

Preliminary Steps

These preliminary steps must be performed for all copier-printer systems:

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

Quick CD-ROM Install Steps

1. Insert the *WorkCentre C2424 Software CD-ROM* into the computer's CD-ROM drive. If the installer does not launch, do the following:
   a. Click **Start**, then click **Run**.
   b. In the Run window, type: **<CD drive>:\INSTALL.EXE**.
2. Select your desired language from the list.
3. Select **Install Printer Driver**.
4. Click **I Agree** to accept the Xerox Software License Agreement.
5. In the Select Printer dialog box, the default **Use Walk-Up Technology (recommended for network printers)** is selected. Click **Next**.
6. Follow the **Use Walk-Up Technology** instructions displayed.
7. Click **Exit Program**.

Note

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

For more information, go to the table of <u>infoSMART Knowledge Base documents</u> at the end of this section.

Other Methods of Installation

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

■ Microsoft TCP/IP Protocol
■ Microsoft IPP Port

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

■ A web browser using CentreWare IS if your system is connected to a Windows 2000, Windows XP, or Windows Server 2003 network with the TCP/IP protocol enabled.
■ The Xerox CentreWare MC snap-in to Microsoft Management Console for installing or managing multiple systems on a Windows 2000, Windows XP, or Windows Server 2003 network with TCP/IP protocol enabled. See the *CentreWare MC User Guide* at <u>www.xerox.com/office/pmtools</u>.

Note

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

Microsoft TCP/IP Protocol

Note

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

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

Adding the System

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

3. Click the **Local Printer** button, then click **Next**.

4. Click the **Create a New Port** button.

5. Select **Standard TCP/IP Port** from the New Port Type pull-down menu, then click **Next**.

6. Click **Next**.

7. Click in the **Printer Name or IP Address** edit box and enter the IP Address of the copier-printer system you want to use. Click **Next**.

8. Select one of these options:

- Click **Finish** in the **Confirmation** window if the data is correct.
- Click the **Back** button to correct the data if incorrect, then click **Finish** in the **Confirmation** window when the data is correct.

Configuring the System

1. Insert the *WorkCentre C2424 Software CD-ROM* into the computer's CD-ROM drive and click **Have Disk**.

2. Click the **Browse** button, then select the directory which contains the Windows 2000 or Windows XP drivers.

3. Select the ***.INF** file, then click **Open**.

4. Verify that the path and filename are correct, then click **OK**.

5. Enter a name for the system and select whether you want that system to be the default printer. Click **Next**.

6. Select one of these options:

- If the system is not shared, click **Next**.
- If the system is shared, enter a **Share Name**, check the **Share** box, then click **Next**.

Printing a Test Page

You are prompted to print a test page.

1. Select one of these options:

- Click **Yes** to print a test page, then click **Next**.
- Click **No** if you do not want to print a test page, then click **Next**.

2. Select one of these options in the **Completing the Add Printer Wizard** screen:

- Click the **Finish** button if the data presented is correct. Proceed to step 3.
- Click the **Back** button to correct the data if incorrect, then click **Finish** in the **Add Printer Wizard** when the data is correct. Proceed to Step 3.

3. If you printed a test page, you are prompted to confirm that the test page printed:

- Click **Yes** if the test page printed successfully.
- Click **No** if the test page did not print or printed incorrectly. Proceed to step 4.

4. Note the print-quality of the print job. If print-quality problems exist, or if the job does not print, see the Troubleshooting section of this guide.

Microsoft IPP Port

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

Obtaining the System's URL (Network Path)

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

Creating an IPP System

1. On the desktop, click **Start**, click **Settings**, then click **Printers**.
2. Double-click **Add Printer** to launch the Microsoft Add Printer Wizard.
3. Select **Network Printer**, then click **Next**.
4. When prompted for **Network Path** (Windows 9x) or **URL** (Windows NT, Windows 2000, Windows XP), enter the system's URL in the following format. Substitute your system's IP address or DNS name for *system-ip-address*.

    http://ytem-ip-address/ipp*

5. Click **Next**.

The system's URL is displayed on the CentreWare IS IPP page in the Network Path field.

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

Note

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

This troubleshooting section assumes you have completed the following tasks:

■ Loaded a PCL or PostScript device driver.
■ Printed and kept a current copy of the "Configuration Page".

Printing the Configuration Page

You can print the "Configuration Page" to help you solve printing problems and obtain the best results from your system. To print the "Configuration Page":

1. On the control panel, press the **System Setup** button.
2. Select **Information**, then press the **Enter** button.
3. Select **Information Pages**, then press the **Enter** button.
4. Select **Configuration Page**, then press the **Enter** button to print.

Note

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

Verifying Settings

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

Verifying Driver Installation

1. Right-click **My Network Places** on the desktop, then click **Properties**.
2. Right-click **Local Area Connection**, then click **Properties**.
3. Click the **General** tab. View the list of installed network protocols to verify that TCP/IP is installed. (For more information, contact your network administrator.)
4. Click **Install** to install any components not listed, then restart your computer.

5. Click **Start**, click **Settings**, then click **Printers**.

6. Right-click the printer icon, then click **Properties**.

7. Click the **Advanced** tab. Verify that the correct printer driver is installed.

8. Click the **Ports** tab. Verify that the IP Address in the **Print to the Following Ports** list is identical to the one on the "Configuration Page." You may need to click the **Configure Port** button to see the IP address. If necessary, re-select the TCP/IP number used for the printer.

Printing a Test Page

1. Click the **General** tab.

2. Click **Print Test Page**. If the system does not print, do one of the following:

- Select **PhaserSMART Technical Support** on the **Troubleshooting** tab of your Windows printer driver to access PhaserSMART Technical Support.

- Go to www.xerox.com/office/support.

infoSMART Knowledge Base Documents (English only)

For more information, go to www.xerox.com/office/c2424infoSMART to view these documents.

Reference Name	Title
R1016021251	Installing the Printer in Windows 2000 Using an Ethernet (TCP/IP) Connection

Windows NT 4.x

This section includes:

- "Preliminary Steps" on page 6-20
- "Quick CD-ROM Install Steps" on page 6-20
- "Other Methods of Installation" on page 6-21
- "Windows NT 4.x Troubleshooting (TCP/IP)" on page 6-22
- "infoSMART Knowledge Base Documents (English only)" on page 6-24

Preliminary Steps

These preliminary steps must be performed for all systems:

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

Quick CD-ROM Install Steps

1. Insert the *WorkCentre C2424 Software CD-ROM* into the computer's CD-ROM drive. If the installer does not launch, do the following:
   a. Click **Start**, then click **Run**.
   b. In the Run window, type: **<CD drive>:\INSTALL.EXE**.
2. Select your desired language from the list.
3. Select **Install Device Driver**.
4. Click **I Agree** to accept the Xerox Software License Agreement.
5. In the Select Device dialog box, the default **Use Walk-Up Technology (recommended for network systems)** is selected. Click **Next**.
6. Follow the **Use Walk-Up Technology** instructions displayed.
7. Click **Exit Program**.

   Note

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

For more information, go to the table of infoSMART Knowledge Base documents at the end of this section.

Other Methods of Installation

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

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

■ A web browser using CentreWare IS if your system is connected to a Windows NT network with TCP/IP protocol enabled.

■ The Xerox CentreWare MC snap-in to Microsoft Management Console for installing or managing multiple systems on a Windows NT network with TCP/IP protocol enabled. See the *CentreWare MC User Guide* at <u>www.xerox.com/office/pmtools</u>.

Note

> The CentreWare methods are not discussed in this section. For more information about CentreWare IS or CentreWare MC, see "Device Management Software" on page 6-9.

Quick Install Steps (Microsoft TCP/IP Protocol)

Note

> This procedure is only performed by the system administrator.

1. Right-click the **My Network Places** icon on the desktop, then click **Properties**.

2. Click the **Protocols** tab to verify that the TCP/IP protocol has been installed.

3. Select the **Services** tab and verify that Microsoft TCP/IP Printing software is installed. If it is not installed, install it, and then return to this document.

Adding the System

1. Open the **Control Panel**, then double-click the **Printers** icon.

2. Double-click **Add Printer** to launch the **Add Printer Wizard**, then click **Next**.

3. Verify that **My Computer** is selected, then click **Next**.

4. Click **Add Port**, then select the LPR Port from the list displayed.

5. Click **New Port**.

6. Enter the IP address of the system, and a name of 31 characters or less (no spaces).

7. Select **OK**.

8. Verify that the new IP address you entered is listed correctly. If the check box next to the IP address is not checked, select the check box, then click **Next**.

Configuring the System

1. Insert the *WorkCentre C2424 Software CD-ROM* into the computer's CD-ROM drive, then click **Have Disk**.

2. Click the **Browse** button and select the directory containing the Windows NT drivers.

3. Select the ***.INF** file, then click **Open**. Verify that the path and filename are correct, then click **OK**.

4. Select the correct system, then click **OK**.

5. Enter a name for the system, select whether you want that device to be the default, then click **OK**.

6. Select one of these options:

- If the system is not shared, click **Next**.
- If the system is shared, enter a Share Name, check the **Share** box, then click **Next**.

Printing a Test Page

You are prompted to print a test page.

1. Select one of these options:

- Click **Yes** to print a test page, then click **Next**.
- Click **No** if you do not want to print a test page, then click **Next**.

2. Select one of these options:

- Click the **Finish** button if the data presented is correct. Proceed to step 3.
- Click the **Back** button to correct the data if incorrect, then click **Finish** when the data is correct. Proceed to Step 3.

3. If you printed a test page, you are prompted to confirm that the test page printed:

- Click **Yes** if the test page printed successfully.
- Click **No** if the test page did not print or printed incorrectly. Proceed to step 4.

4. Note the print-quality of the print job. If print-quality problems exist or if the job does not print, see the Troubleshooting section of this guide.

Windows NT 4.x Troubleshooting (TCP/IP)

This troubleshooting section assumes you have completed the following tasks:

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

Printing the Configuration Page

You can print the "Configuration Page" to help you solve printing problems and obtain the best results from your system. To print the "Configuration Page":

1. On the control panel, press the **System Setup** button.
2. Select **Information**, then press the **Enter** button.
3. Select **Information Pages**, then press the **Enter** button.
4. Select **Configuration Page**, then press the **Enter** button to print.

Note

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

Verifying Settings

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

Verifying Installation

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

Printing a Test Page

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

infoSMART Knowledge Base Documents (English only)

For more information, go to www.xerox.com/office/c2424infoSMART to view these documents.

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

Windows 98 and Windows Me

This section includes:

■ "Preliminary Steps" on page 6-25
■ "Quick CD-ROM Install Steps" on page 6-26
■ "Other Methods of Installation" on page 6-26
■ "Windows 98 and Windows Me Troubleshooting" on page 6-28
■ "infoSMART Knowledge Base Documents (English only)" on page 6-30

Preliminary Steps

1. Verify that the system is plugged in, turned **On**, and connected to an active network.

2. Verify that the system is receiving network information by monitoring the LEDs on the back of the device or on the CentreDirect External Print Server. When the system is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.

3. Print a "Configuration Page" and verify that the desired protocol is enabled, then follow one of these options:

   ■ Proceed to Step 4 if you do not have a TCP/IP address configured for your system.
   ■ Proceed to Step 5 if you do have a TCP/IP address configured for your system.

4. Do one of the following if you *do not* have a TCP/IP address configured for your computer:

   ■ Contact your system administrator to ensure that configuration is made according to your company guidelines.
   ■ Configure your PC with a unique address such as 192.1.1.1.

5. If you have a TCP/IP address, then follow these steps to verify the IP address for your PC:

   a. Click **Start**, then click **Run**.
   b. Enter **winipcfg** in the **Open** field. (If the file is not found, TCP/IP may not be installed.)
   c. Click **OK**.
   d. Select your network adapter from the list. The IP address is listed in the IP Address field.

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

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

Quick CD-ROM Install Steps

1. Insert the *WorkCentre C2424 Software CD-ROM* into the computer's CD-ROM drive. If the installer does not launch, do the following:
   a. Click **Start**, then click **Run**.
   b. In the Run window, type: **<CD drive>:\INSTALL.EXE**.
2. Select your desired language from the list.
3. Select **Install Device Driver**.
4. Click **I Agree** to accept the Xerox Software License Agreement.
5. In the Select Printer dialog box, the default **Use Walk-Up Technology (recommended for network systems)** is selected. Click **Next**.
6. Follow the **Use Walk-Up Technology** instructions displayed.
7. Click **Exit Program**.

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

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

Other Methods of Installation

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

- Xerox TCP/IP Port Monitor
- PhaserPort Software

Xerox TCP/IP Port Monitor

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

Adding a Port

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

Configuring a Port

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

- Choosing a name for the new port
- Identifying a system by its DNS Name or IP Address
- (Alternatively) Identifying a system using the automatic **Printer Discovery** feature

1. Click **Next** to proceed with the port installation. The wizard verifies the port name and system address, then automatically configures the remaining port settings. Any errors detected are displayed in a dialog box requesting Additional Information.

2. In the **Add Xerox TCP/IP Port** window:
   - Enter a unique name for the port being added in the **Enter a Port Name** section.
   - Enter the system host name or IP Address in the **Enter a Printer Name or IP Address** section.

3. Click **Next**.

Note

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

Completing the System Port TCP/IP

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

1. Select one of these options:
   - Click **Finish** to complete the system port setup.
   - Click **Back** to change the settings. When you have completed the changes, click **Finish** to complete the system setup.

2. Click **OK** to exit **Printer Properties**.

PhaserPort Software

Note

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

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

Changing a PhaserPort IP Address

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

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

   Note

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

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

Windows 98 and Windows Me Troubleshooting

This troubleshooting section assumes you have completed the following tasks:

■ Verified that the system is plugged in, turned **On**, and connected to an active network.
■ Installed a PCL or PostScript device driver.
■ Verified that the system is receiving network information by monitoring the LEDs on the back of the device or on the CentreDirect External Print Server. When the system is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.
■ Printed and kept a current copy of the "Configuration Page".

Printing the Configuration Page

You can print the "Configuration Page" to help you solve printing problems and obtain the best results from your system. To print the "Configuration Page":

1. On the control panel, press the **System Setup** button.
2. Select **Information**, then press the **Enter** button.
3. Select **Information Pages**, then press the **Enter** button.
4. Select **Configuration Page**, then press the **Enter** button to print.

Note

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

Verifying Settings

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

infoSMART Knowledge Base Documents (English only)

For more information, go to www.xerox.com/office/c2424infoSMART to view these documents.

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

Macintosh

Macintosh

This topic includes:

- "Requirements" on page 6-31
- "Quick CD-ROM Install Steps" on page 6-31
- "Enabling and Using EtherTalk for Mac OS 9.x" on page 6-31
- "Enabling and Using TCP/IP for Mac OS 9.x" on page 6-32
- "Enabling or Using TCP/IP or AppleTalk for Mac OS X, Version 10.1 and Higher" on page 6-34
- "Macintosh Troubleshooting (Mac OS 9.x, Mac OS X, Version 10.1 and Higher)" on page 6-35
- "infoSMART Knowledge Base Documents (English only)" on page 6-36

Requirements

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

Quick CD-ROM Install Steps

1. Insert the *WorkCentre C2424 Software CD-ROM* into the computer's CD-ROM drive.
2. Double-click the installer on the software CD-ROM to install the device driver.

Enabling and Using EtherTalk for Mac OS 9.x

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

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

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

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

Setting Up the Macintosh Ethernet Port for TCP/IP

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

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

For more information, go to the table of <u>infoSMART Knowledge Base documents</u> at the end of this section.

Creating an LPR System with LaserWriter 8.5.1 or Higher

1. Open the **Desktop Printer Utility**. This utility, or an alias to it, can be found in the PhaserTools folder.
2. Click **Printer (LPR)** in **Create Desktop**, then click **OK**.
3. Click **Change** in the **PostScript Printer Description (PPD)** file.
4. Select the appropriate PPD from the list, then click **Select**. If your system PPD is not listed, install it from the *WorkCentre C2424 Software CD-ROM*.
5. Click **Change** in **LPR Printer Selection**.
6. Enter information in the following fields:
   - **Printer Address**: Enter the system's IP address or domain name.
   - **Queue**: Enter **PS** (use upper-case), then click **OK**.
7. Close the dialog box. When prompted, click **Save**.
8. Enter a name for the desktop system in **Save Desktop Printer As** field, then click **Save**.
9. Two methods are available for printing through LPR:
   - Use the new Desktop Printer (LPR).
   - Use the LaserWriter 8.5.1 device driver (any device can be selected). Click **File**, then click **Print** to select the appropriate LPR device in the **Printer** drop-down list.

Creating an AppSocket System with LaserWriter 8.6

Xerox provides Macintosh AppSocket printing with PhaserPort for Mac OS on the *WorkCentre C2424 Software CD-ROM*. PhaserPort for Mac OS provides a bi-directional, high-speed communications channel using the new plug-in communication architecture of Apple LaserWriter version 8.6.

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

PhaserPort for Mac OS System Requirements

Note

PhaserPort is not supported by Mac OS X.

System requirements include:

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

Creating a Desktop System with PhaserPort for Mac OS

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

Note

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

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

Requirements

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

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

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

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

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

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

1. Open the **Print Center** utility. In Mac OS X, version 10.3 or higher, the utility is called **Printer Setup**. The utility is located in a directory called **Utilities** in the **Applications** directory.
2. Select **Add Printer**, then select **LPR Printers Using IP** from the pull-down menu.
3. Enter the copier-printer system's IP address or host name in the **LPR Printer's Address** field.
4. Enter **PS** (use upper-case) in the **Queue** field, then click **OK**.
5. Select the appropriate **PPD** from the list in the **Printer Model** drop-down list. If your system PPD is not listed, install it from the *WorkCentre C2424 Software CD-ROM*.
6. Click **Add** to complete the configuration.

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

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

5. Select your system from the list provided.

6. Select the appropriate **PPD** from the list in the **Printer Model** drop-down list. If your system PPD is not listed, install it from the *WorkCentre C2424 Software CD-ROM*.

7. Click **Add** to complete the configuration.

For more information, go to the table of <u>infoSMART Knowledge Base documents</u> at the end of this section.

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

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

2. Click **Add**.

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

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

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

The following procedure eliminates cabling, communication, and connection problems. Once you complete these steps, print a test page from your software application. If the job prints, no further system troubleshooting is necessary. If there are print quality problems, see the Troubleshooting section of this guide.

Macintosh Troubleshooting Step-By-Step

Mac OS 9.x

Perform these steps *only* for Mac OS 9:

1. Open the **Chooser**, then click the **LaserWriter** driver.

2. Do one of the following:
  - ■ If the system's name appears, your device is communicating through the network. You do not need to perform any additional steps.
  - ■ If the system's name does not appear, proceed to Step 3.

3. Verify that the system is plugged in, turned **On**, and connected to an active network.

4. Verify the cable connection from the network to the copier-printer system.

5. Follow these steps:
  a. From the system's control panel, verify that **EtherTalk** is enabled. If it is not, enable it in the control panel, then reset the system.
  b. Print the "Configuration Page" and verify that **EtherTalk** is enabled.
  c. From the "Configuration Page", verify the **Zone**. If you have multiple zones on your network, verify that your copier-printer system appears in the desired zone.

6. If you are still unable to print, go to www.xerox.com/office/support or access **PhaserSMART** Technical Support through CentreWare IS:

    a. Launch your web browser.

    b. Enter the copier-printer system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).

    c. Select **Support**.

    d. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART.

Mac OS X, Versions 10.1 and Higher

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

1. Open the **Network Utility**, then click the **Ping** tab.

2. Enter the system's IP address.

3. Click **Ping**. If you do *not* get a response, confirm that your TCP/IP settings are correct for your system and computer.

4. For **AppleTalk**, follow the steps below. For **TCP/IP** proceed to Step 5.

    a. From the system's control panel, verify that **EtherTalk** is enabled. If it is not, enable it in the control panel, then reset the system.

    b. Print the "Configuration Page" and verify that **EtherTalk** is enabled.

    c. From the "Configuration Page", verify the **Zone**. If you have multiple zones on your network, verify that your system appears in the desired zone.

5. If you are still unable to print, go to www.xerox.com/office/support or access **PhaserSMART** Technical Support through CentreWare IS:

    a. Launch your web browser.

    b. Enter the system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).

    c. Select **Support**.

    d. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART.

infoSMART Knowledge Base Documents (English only)

For more information, go to www.xerox.com/office/c2424infoSMART to view these documents.

Reference Name	Topic
R1016022419	Installing the Printer for an Ethernet (TCP/IP) Connection in Mac OS X 10.3.1 (and later)
R1002050080	Setting up TCP/IP (DHCP) in Macintosh OS X
R1002049814	Setting up AppleTalk in Macintosh OS X
R1016024955	Installing the Printer for an AppleTalk Connection in Mac OS X 10.3.1 (and later)

Novell NetWare

This section includes:

- "Configuration Software for NetWare Networks" on page 6-37
- "Quick Setup" on page 6-37
- "Advanced Setup" on page 6-37
- "NetWare 4.x, NetWare 5.x, and NetWare 6.x Print Server Setup" on page 6-38
- "Novell NetWare Troubleshooting" on page 6-38

Configuration Software for NetWare Networks

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

Quick Setup

1. Print the "Configuration Page" and keep it for reference.
2. View the "Configuration Page", then verify the following:
   - **Novell enable** is **On.**
   - **Frame Type** is correctly set.
3. Install CentreWare DP on a Windows-based workstation.
4. Run the CentreWare DP application, then click **Setup Wizard** on the **Printer** menu.
5. Select **NDS Install**, then follow the **Setup Wizard** steps.
6. Install device drivers from the *WorkCentre C2424 Software CD-ROM*.
7. Send a print job to the system.
8. Verify the print-quality of the document. If print-quality problems exist, or if your document did not print, see the Troubleshooting section of this guide.

Advanced Setup

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

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

The system defaults enable connection to Novell NetWare without adjustment. Review the "Configuration Page" and verify the following settings:

■ **NetWare** is enabled.

■ **Frame Type** matches the frame type of the desired file server.

■ **PDL** is set to your desired PDL (**PostScript** or **PCL**) or to **Auto**. You may wish to set PDL to the desired type if only one PDL is used.

■ **Desired Novell mode** is set to either **NDS/BEM**, **NDS**, or **BEM (Bindery Emulation Mode)**.

■ **Print Server Name**

Setting Up NetWare with CentreWare DP

The CentreWare DP software provides the quickest and easiest method for installing a system on a network. For more information go to www.xerox.com/office/pmtools, and select your system model to access the *CentreWare DP User Guide* or see *CentreWare DP Online Hel*p.

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

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

Novell Distributed/Enterprise Print Services (NDPS/NEPS)

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

Novell NetWare Troubleshooting

Troubleshooting for Windows-based computers includes both hardware and software solutions to eliminate cabling, communication, and connection problems associated with direct-connected ports. Complete one of the following procedures (based on the type of port being used), then print a test page from your software application. If the test page prints, no further system troubleshooting is necessary. For print-quality problems, see the Troubleshooting section of this guide.

Requirements

Verify that you:

■ Are operating a Windows-based system with CentreWare DP software installed and at least one device driver installed.

■ Are a NetWare Network Administrator, an administrative person with ADMIN/ SUPERVISOR, or ADMIN/SUPERVISOR EQUIVALENT within login rights to the NetWare Server(s) servicing the device.

■ Have a basic knowledge of NetWare.

Printing the Configuration Page

You can print the "Configuration Page" to help you solve printing problems and obtain the best results from your system. To print the "Configuration Page":

1. On the control panel, press the **System Setup** button.

2. Select **Information**, then press the **Enter** button.

3. Select **Information Pages**, then press the **Enter** button.

4. Select **Configuration Page**, then press the **Enter** button to print.

Note

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

Novell NetWare Troubleshooting Quick Check

1. Verify that the system is plugged in, turned **On**, and connected to an active network.

2. Verify that the system is receiving network information by monitoring the LEDs on the back of the device. When the system is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.

3. Verify that the client is logged into the network and printing to the correct print queue.

4. Verify that the user has access to the system printer queue.

5. Verify that the system printer NetWare print queue exists, is accepting jobs, and has a print server attached. If it does not, use the Setup Wizard in CentreWare DP to reconfigure the print queue.

6. Print the "Configuration Page". Verify that **Printer Server** is enabled. Set the frame type to the frame type your NetWare server is using.

Note

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

7. Go to www.xerox.com/office/support if the above steps fail to resolve the printing problem.

Novell NetWare Troubleshooting Step-By-Step

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

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

Note

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

Novell NetWare Hardware Step-By-Step

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

1. Verify the following:
    ■ The cable connections: Use a new cable or connectors if possible
    ■ Which port your system is attached to. Connect a functioning network device to your system to test the port.
2. Print the "Configuration Page" from your system.
3. Review the **Connectivity Settings** and verify these items:
    ■ **NetWare** is enabled.
    ■ **Frame Type** matches the frame type of the desired file server.

    Note

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

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

Novell NetWare Software Step-By-Step

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

Launching CentreWare DP

1. Click **Start**, click **Programs,** then click **CentreWare DP**.
2. Select the desired system. If a communications error message appears, your system is not able to communicate with your workstation. Verify the system settings, then return to this document.
3. With the system selected, click the **Printer** drop-down list, then select **Advanced Setup**.
4. Select one of the following connection methods:
   - **Novell Directory Services**
   - **Bindery**
5. Verify that the information displayed is also contained on the "Configuration Page". Verify these items:
   a. The queue name of the system is set to **service**. If necessary, create a new queue to test the system.
   b. The **Primary Server** lists the server name on the "Configuration Page".

Printing a Document

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

Verifying the Network Settings

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

UNIX (Linux)

This section includes:

■ "Quick Install Steps" on page 6-42
■ "Additional Resources" on page 6-43

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

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

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

Quick Install Steps

From the System

1. Verify that both TCP/IP protocol and the proper connector are enabled.
2. At the control panel, select one of these IP address options:
   ■ Allow the copier-printer system to set up a DHCP address.
   ■ Enter the IP address manually.
3. Print the "Configuration Page" and keep it for reference.

From Your Computer

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

Note

> If print-quality problems exist, or if your job did not print, see the Troubleshooting section of this guide. You can also access PhaserSMART Technical Support through CentreWare IS.

Launch your web browser.

a. Enter the system's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).

b. Select **Support**.

c. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART.

Printing the Configuration Page

You can print the "Configuration Page" to help you solve printing problems and obtain the best results from your system. To print the "Configuration Page":

1. On the control panel, press the **System Setup** button.

2. Select **Information**, then press the **Enter** button.

3. Select **Information Pages**, then press the **Enter** button.

4. Select **Configuration Page**, then press the **Enter** button to print.

Note

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

Additional Resources

■ Information about creating a generic print queue in a specific workstation environment can be found in the Xerox infoSMART Knowledge Base at www.xerox.com/office/infoSMART.

■ Access the Xerox web site for the latest CentreWare for UNIX drivers at www.xerox.com/office/drivers.

a. Select your copier-printer system, the platform you are running (**UNIX**), and the files you would like (**Drivers**).

b. Click **Go to Downloads**.

c. Select the appropriate CentreWare device driver for your platform.

d. Also download the **PrinterPackageXPXX**. It provides the specific features of CentreWare for UNIX driver.

7 Troubleshooting

This chapter includes:

- "Automatic Diagnostic Tools" on page 7-2
- "Paper Jams" on page 7-4
- "Output Quality Problems" on page 7-26
- "Maintenance" on page 7-31
- "Moving and Repacking the System" on page 7-51
- "Web Links" on page 7-57

Automatic Diagnostic Tools

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

This section includes:

■ "Control Panel Help Button" on page 7-2
■ "PhaserSMART Technical Support" on page 7-2
■ "PrintingScout" on page 7-3

Control Panel Help Button

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

To view information about how to fix the problem, press the control panel's **Help** button, which is labeled with a "**?**" symbol. You can press the **Help** button at any time to get additional information about the message or menu displayed on the control panel.
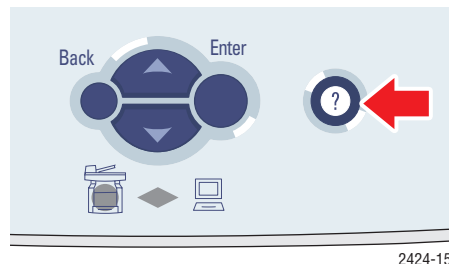
2424-157

PhaserSMART Technical Support

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

To access PhaserSMART Technical Support:

1. Open your browser and go to www.phaserSMART.com.
2. Enter your system's IP address in the browser window.
3. Follow the instructions on the screen.

PrintingScout

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

Note

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

Paper Jams

This section includes:

Note

For safety information, go to Getting Started/User Safety on the *User Documentation CD-ROM*.
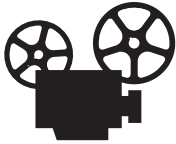
Videos are available with instructions for clearing paper jams. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Jam at the Exit Cover

Follow these steps to clear the jam.

1. Lift the control panel.
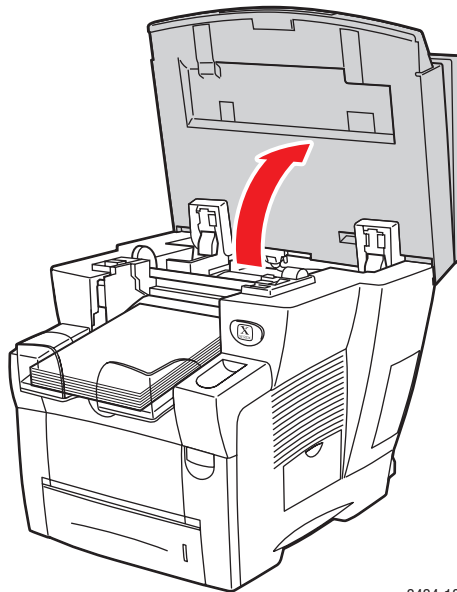
2424-189

2. Remove paper from the output tray.
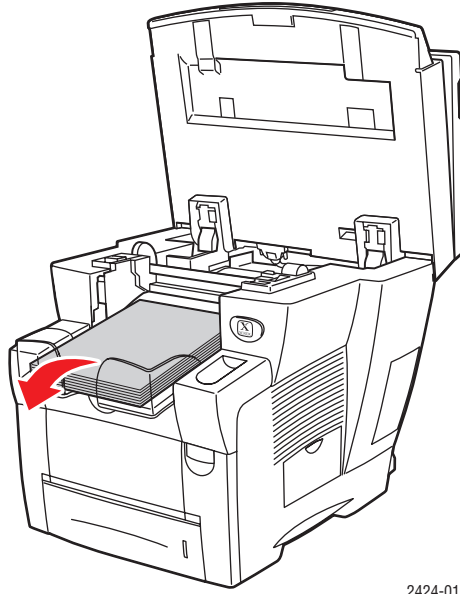
2424-018

3. Open the exit cover.
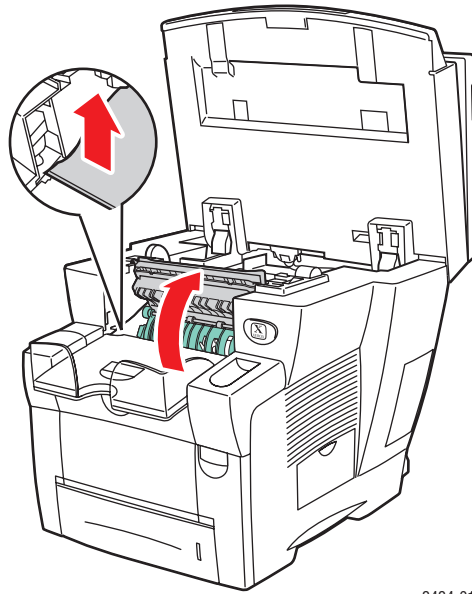
2424-019

4. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.
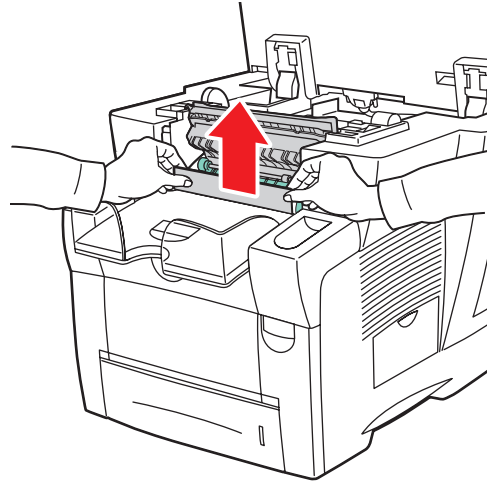
2424-020

5. If you did not find paper in Steps 1–4, lift up the green paper guides.
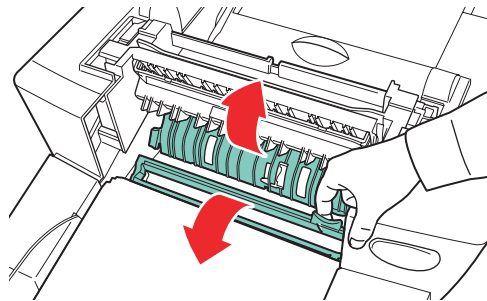
2424-044

6. Remove jammed paper.
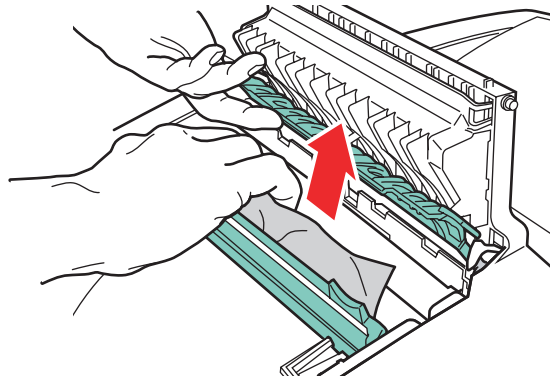
2424-021

7. Close the exit cover.
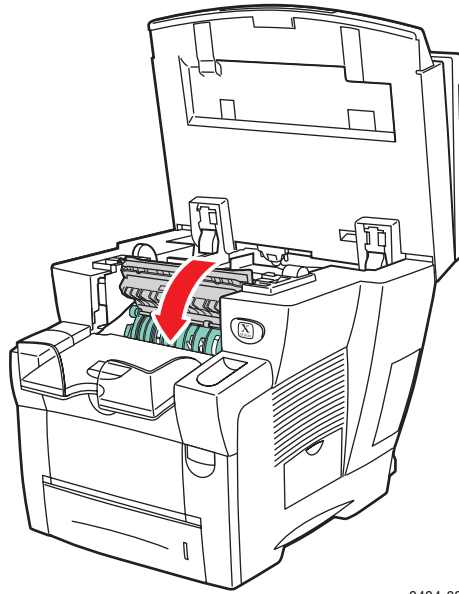
2424-022

8. Close the control panel.
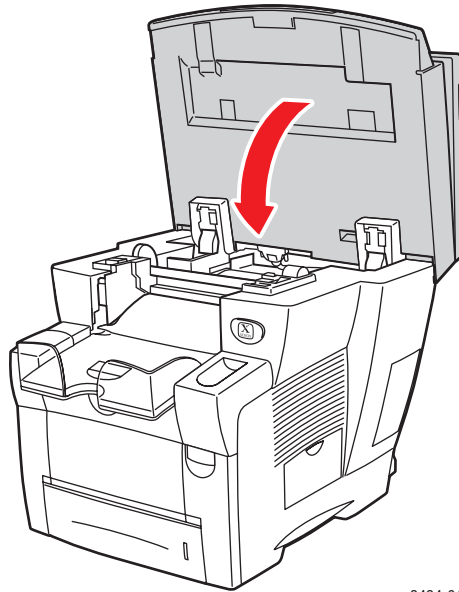
2424-016

9. If you did not find paper in Steps 1–8, follow these steps.
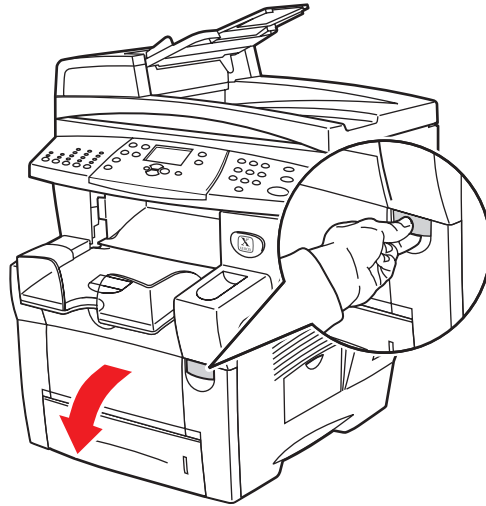
   a. Pull up the latch on the front of the system to open the front cover.

2424-023

   b. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.
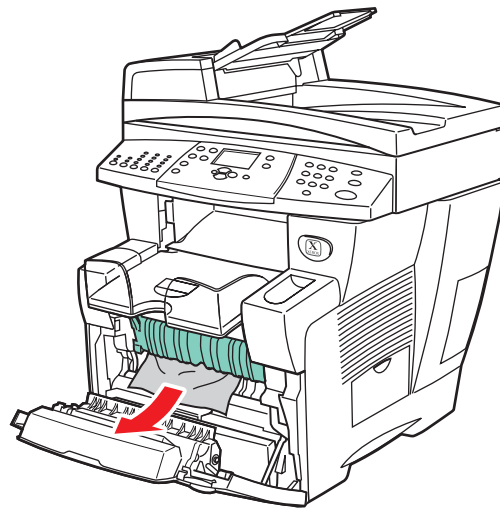
2424-025

c. Close the front cover.
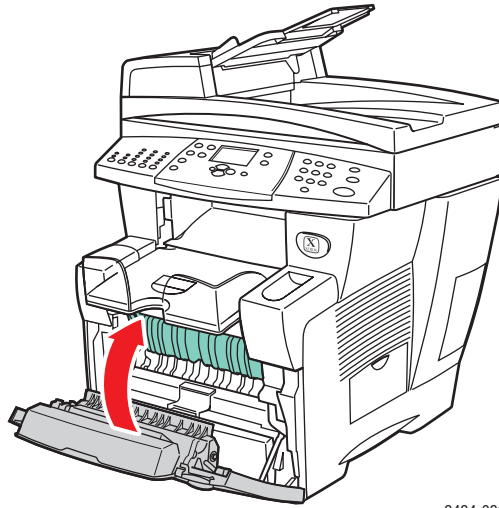
2424-026

For additional information, go to www.phaserSMART.com.

Jam at the Exit Path
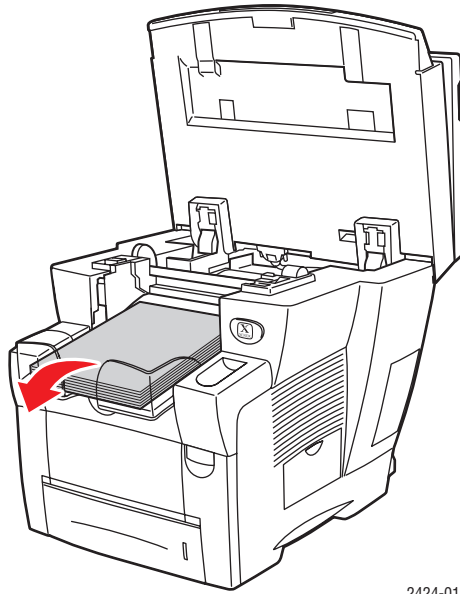
Follow these steps to clear the jam.

1. Lift the control panel.
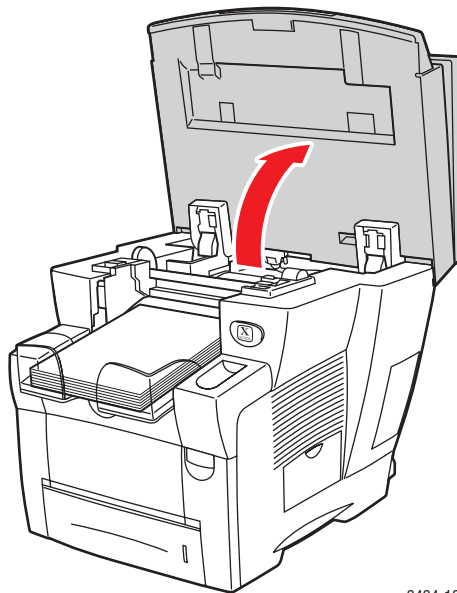
2424-189

2. Remove paper from the output tray.

2424-018

3. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.
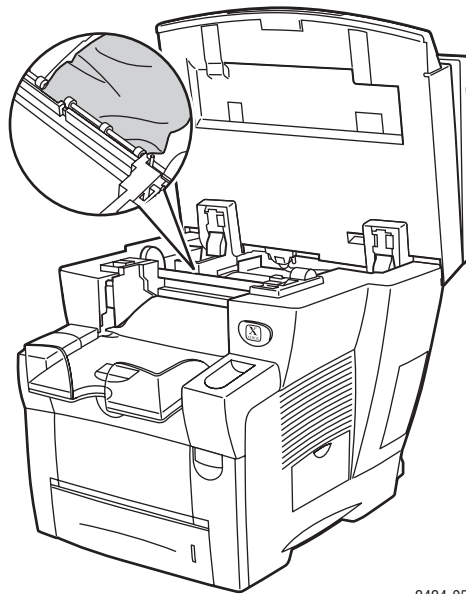
2424-053

4. Close the control panel.
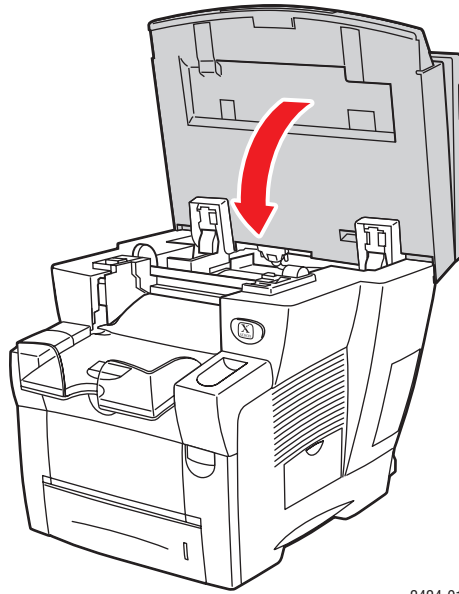
2424-016

5. Adjust the output tray for short or long media.
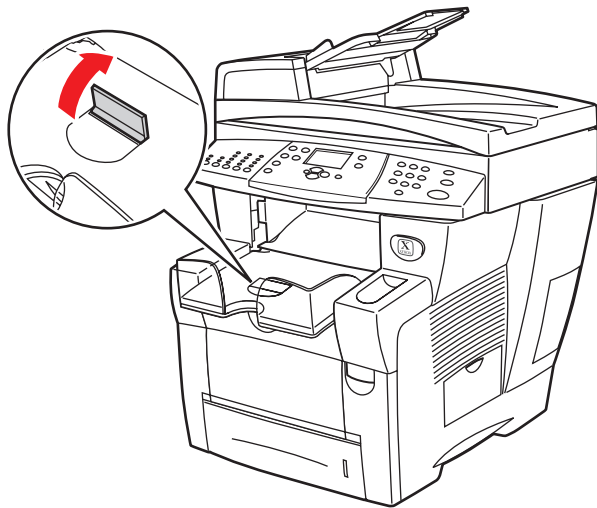
2424-186

For media shorter than 190 mm (7.5 in.), flip up the paper stop.
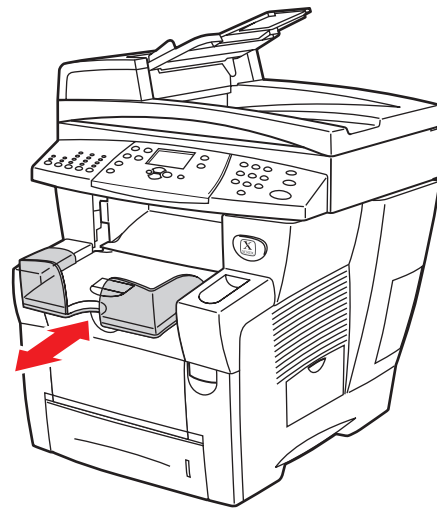
2424-056

For media longer than 297 mm (11.7 in.), extend the output tray.

For additional information, go to www.phaserSMART.com.

Jam at the Front Cover

Follow these steps to clear the jam.

1. Pull up the latch on the front of the system to open the front cover.
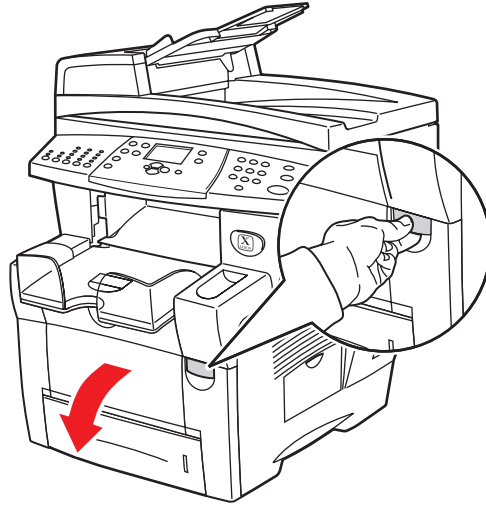
2424-023

2. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.
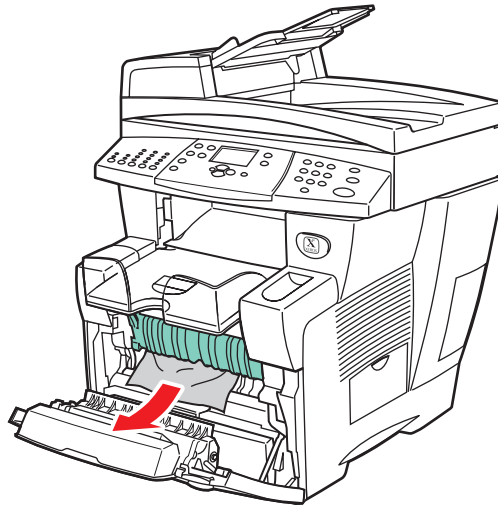
2424-025

3. Close the front cover.
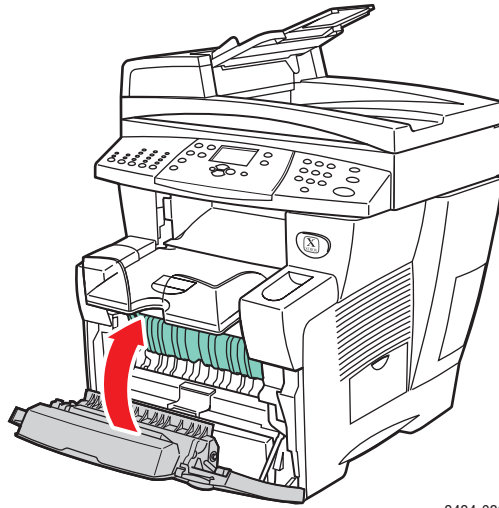
2424-026

4. If you did not find paper in Step 2, follow these steps.

    a. Lift the control panel.
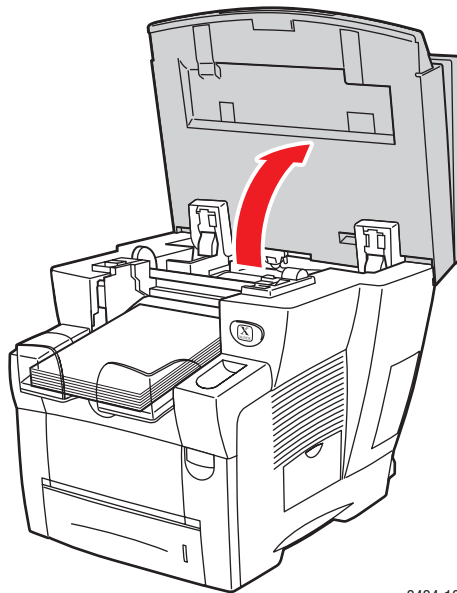
2424-189

b. Remove paper from the output tray.
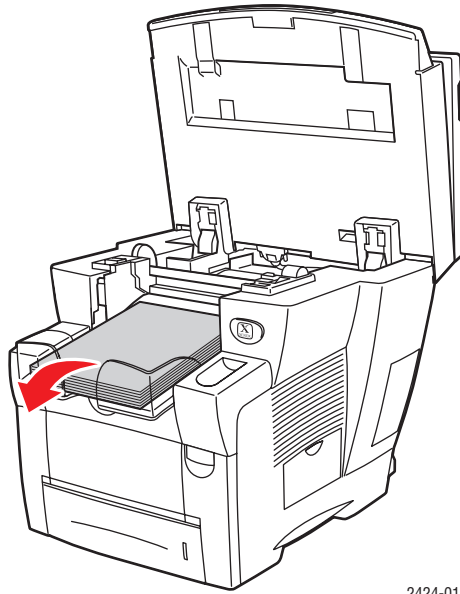
2424-018

c. Open the exit cover.
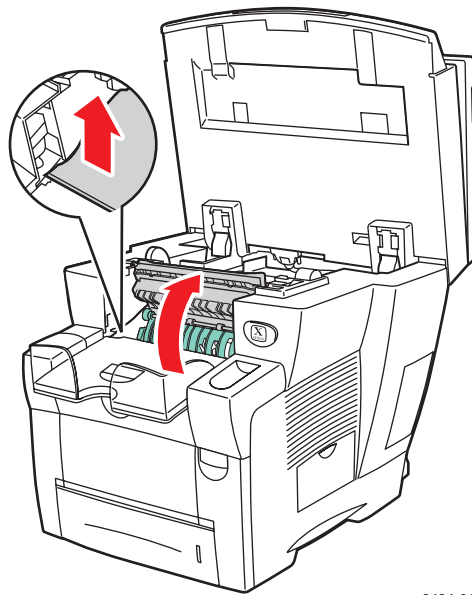
2424-019

d. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.
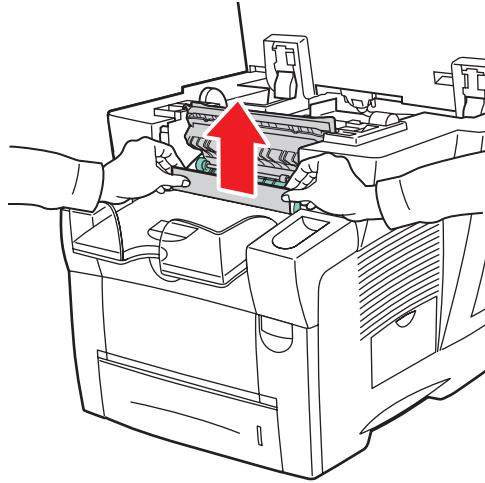
2424-020

e. Lift up the green paper guides.
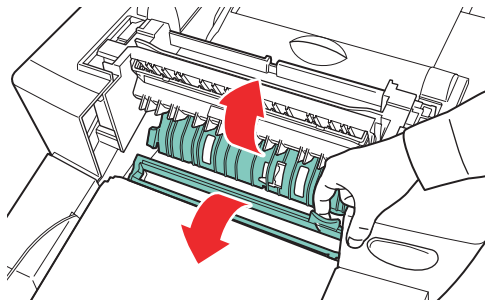
2424-044

f. Remove jammed paper.
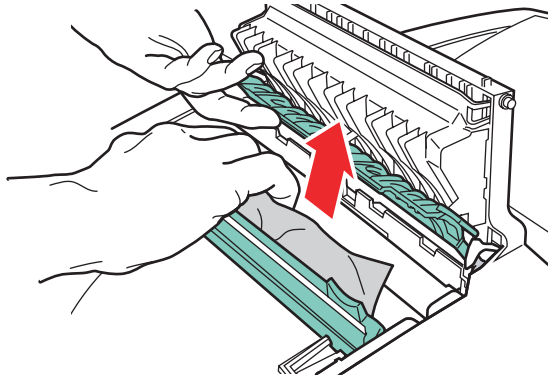
2424-021

g. Close the exit cover.
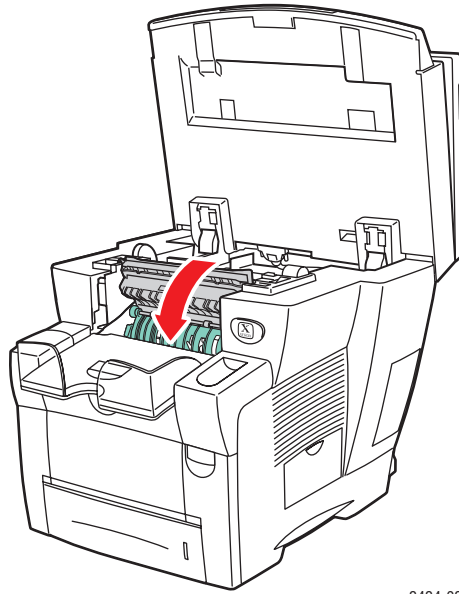
2424-022

h. Close the control panel.
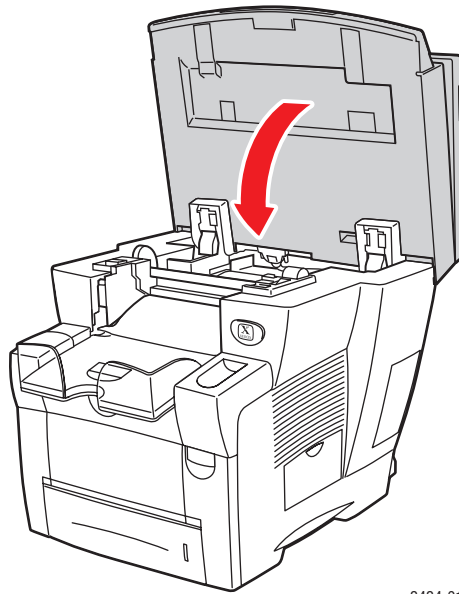
2424-016

5. If you did not find jammed paper in the previous steps, follow these steps.

    a. Pull Tray 2 completely out of the system and remove the jammed paper.
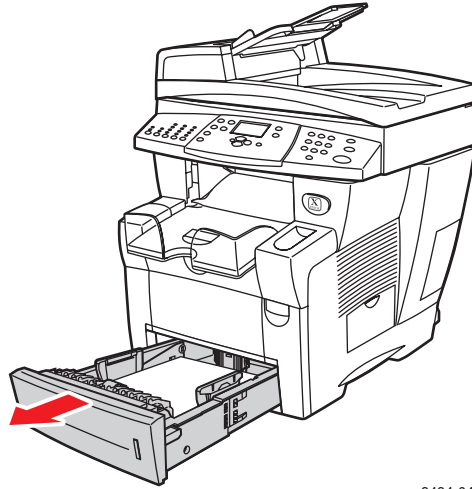
2424-043

    b. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.
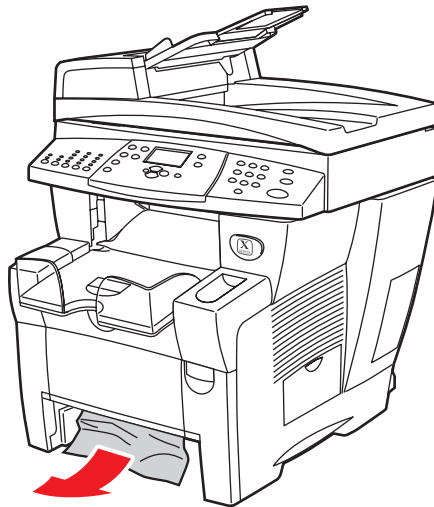
2424-028

    c. Replace all trays and push each one completely to the back of the system.

    Note

        Use only the approved paper type, weight, and size for the tray. Custom size paper can be used in Tray 1 only.

For additional information, go to www.phaserSMART.com.

Jam at Tray 2, 3, or 4

Follow these steps to clear the jam for the tray specified on the control panel.

1. Pull the tray specified on the control panel completely out of the system.
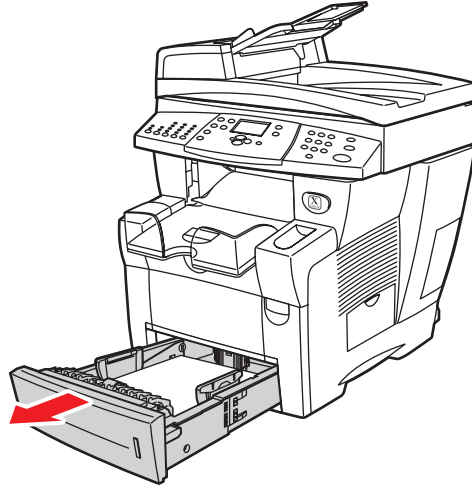
2424-043

2. Remove the top sheet from the tray.
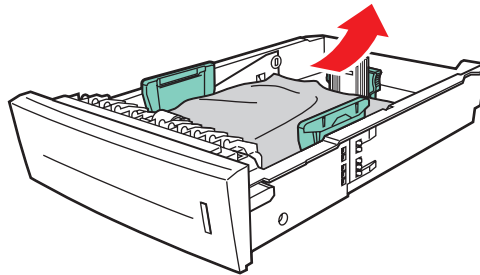
2424-027

3. Verify that the paper is loaded correctly in the tray. Adjust the length and side paper guides.

   a. Press the sides of the length guide and slide the guide until the arrow on the guide matches the appropriate paper size and clicks into place.

b. Slide the side guides until the arrows on the guides match the appropriate paper size and the guides click into place.
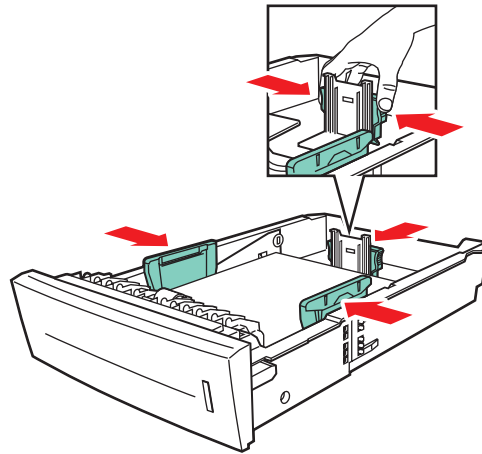
2424-003

Note

When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

4. Remove jammed paper inside the system tray slot. Verify that any torn pieces of paper are removed.
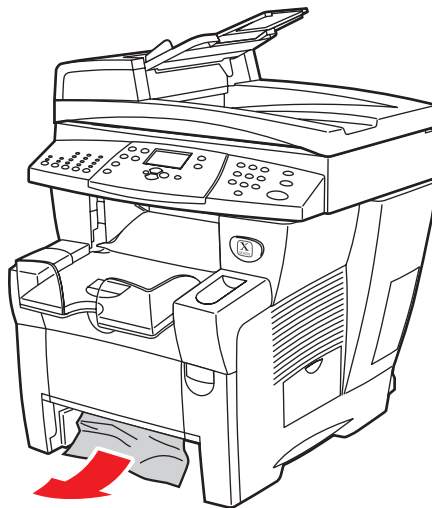
2424-028

5. Insert the tray into the tray slot and push it completely to the back of the system.
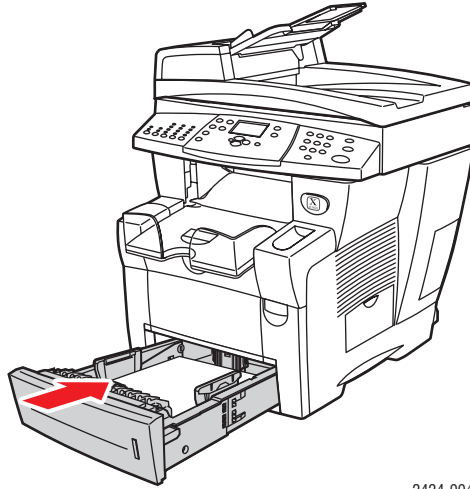
2424-004

6. If you did not find jammed paper in Step 4, follow these steps.
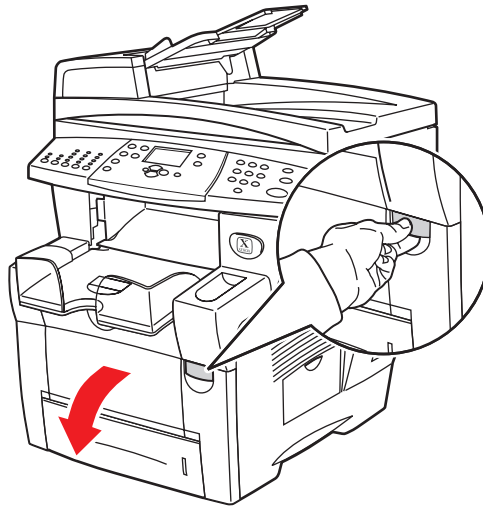
a. Pull up the latch on the front of the system to open the front cover.

2424-023

b. Pull the jammed paper slowly out of the system. Verify that any torn pieces of paper are removed.
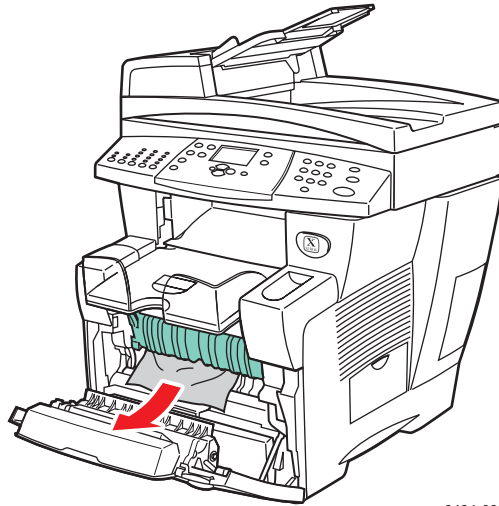
2424-025

c. Close the front cover.
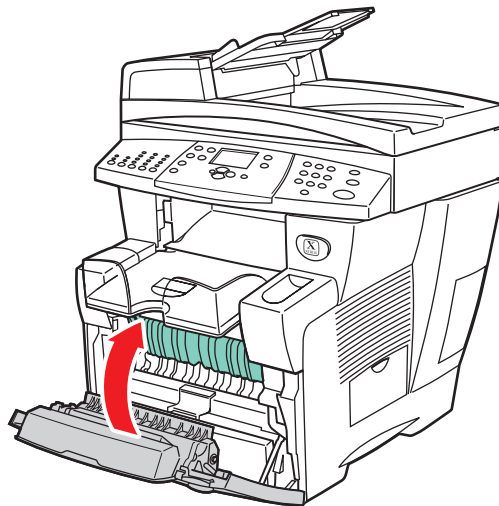
2424-026

Note

Use only the approved paper type, weight, and size for the tray. Custom size paper can be used in Tray 1 only.

For additional information, go to www.phaserSMART.com.

Jam at the Document Feeder

Follow these steps to clear the jam.

1. Remove the originals from the document feeder and catch tray.
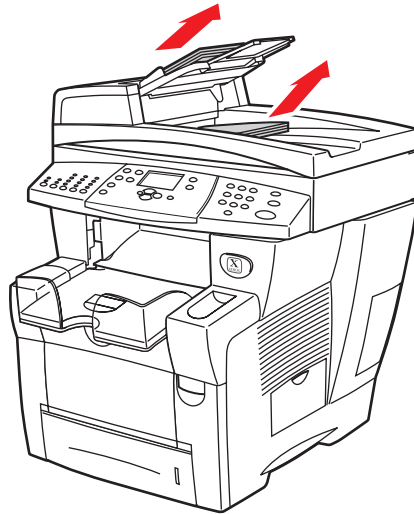
2424-054

2. Open the jam access cover on the document feeder.
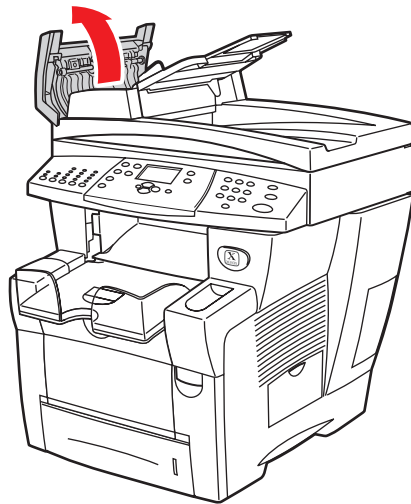
2424-045

3. Remove jammed paper from the document feeder.
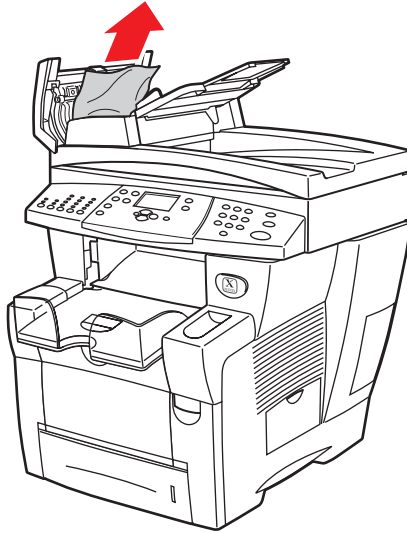
2424-046

4. Close the jam access cover on the document feeder.
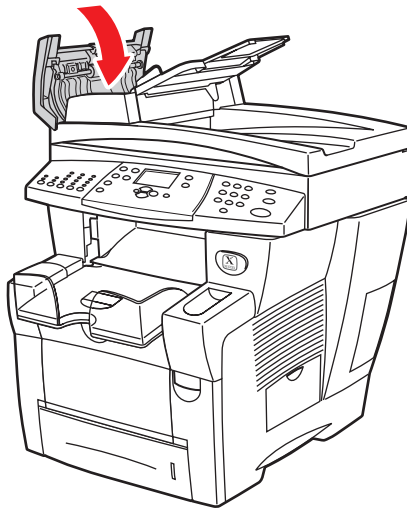
2424-047

5. Open the document feeder.
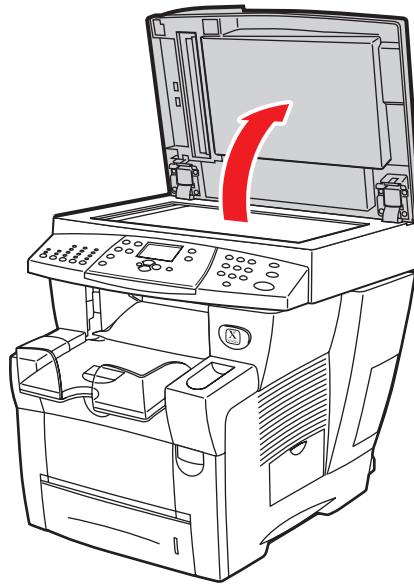
2424-048

6. Remove jammed paper from under the document feeder or from the document glass, if any.
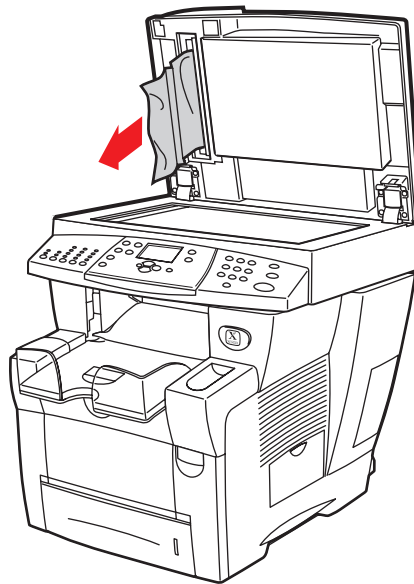
2424-049

7. Close the document feeder.
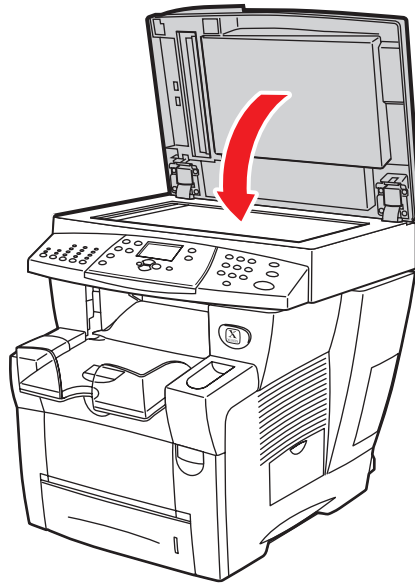
2424-187

8. Reinsert paper in the document feeder.
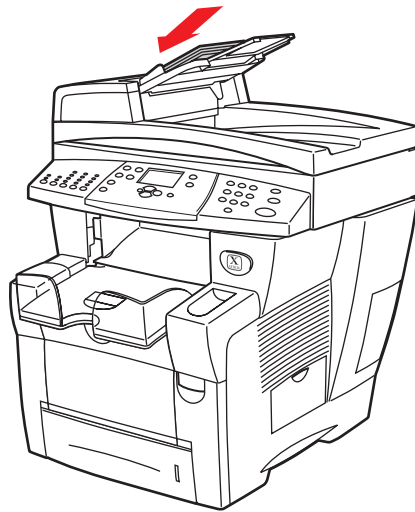
2424-051

For additional information, go to www.phaserSMART.com.

Output Quality Problems

Your system is designed to produce consistently high-quality color copies, prints, and scanned images. If you observe print-quality problems, use the information in this section to troubleshoot the problems.

■ "Solving Print-Quality Problems" on page 7-27
■ "Diagnosing Copy-Quality Problems" on page 7-29
■ "Solving Scan-Quality Problems" on page 7-29

Some settings directly control the quality of your prints and copies.

■ For print jobs, select the desired print-quality mode and color correction in the printer driver; see the "Advanced Options" section in the Printing chapter of this guide.
■ For copy jobs, select the output quality and original type by pressing the **Output Quality** button and **Original Type** button on the left side of the control panel; see the Copying chapter of this guide.

Caution

Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.
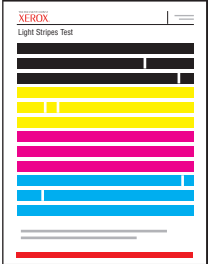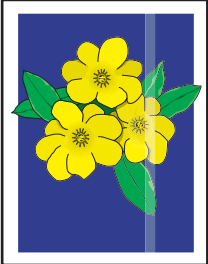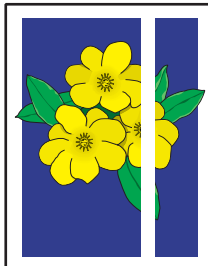
For information on supported paper types and weights, see the "Supported Papers" section in the Loading Media chapter of this guide.

For more information, go to the infoSMART Knowledge Base at www.xerox.com/office/c2424infoSMART.

Solving Print-Quality Problems

Problem	Solution
Transparency Images Are Too Light or Too Dark	■ Verify that the paper type is set to transparency in the computer software application or the printer driver. ■ For a list of transparency part numbers, print the "Paper Tips" page. **a.** On the control panel, press the **System Setup** button. **b.** In the Menu, select **Information**. **c.** Select **Information Pages**, then press **Enter**. **d.** Select **Paper Tips Page**, then press **Enter**.
Smudges or Smears Smudges or smears appear on the page.	**1.** Run the **Remove Print Smears** procedure: **a.** On the control panel, press the **System Setup** button. **b.** In the menu, select **Information**, then press the **Enter** button. **c.** Select **Troubleshooting**, then press the **Enter** button. **d.** Select **Print Quality Problems**, then press the **Enter** button. **e.** Select **Remove Print Smears**, then press the **Enter** button. The system will clean the ink from the rollers by running several sheets of paper through the system. **2.** Repeat Step 1 up to 3 times if the smears still appear. **3.** If the problem continues, verify that a supported paper type is being used; see the Loading Media chapter of this guide. **4.** If the problem continues, clean the wiper blade in the Maintenance Kit: **a.** Open the side door on the right panel. **b.** Remove the orange maintenance kit. **c.** Wipe the clear plastic wiper blade with a lint-free cloth. **d.** Replace the maintenance kit. **e.** Close the side door. For more information, see "Cleaning the Maintenance Kit Wiper Blade" on page 45.

Solving Print-Quality Problems (Continued)

Problem	Solution
Random Light Stripes One or more color bars are missing on the test page. 	1. Run the **Eliminate Light Stripes** procedure: a. On the control panel, press the **System Setup** button. b. In the menu, select **Information**, then press the **Enter** button. c. Select **Troubleshooting**, then press the **Enter** button. d. Select **Print Quality Problems**, then press the **Enter** button. e. Select **Eliminate Light Stripes**, then press the **Enter** button. 2. Repeat Step 1 up to 3 times if the stripes still appear. 3. If the problem continues, turn off the system for at least 4 hours. When you turn on the system, repeat Step 1 if necessary. 4. If the problem continues, follow the steps for **Predominate Light Stripes**.
Predominate Light Stripes All four color bars are missing on the test page. 	1. Lift the control panel, remove paper from the output tray, then lift the exit cover. 2. Inspect the paper-exit area for debris. If necessary, remove the debris. 3. Clean the paper release blade: a. Lift the green guide. b. Wipe the white plastic paper release blade with a lint-free cloth. For more information, see "Cleaning the Paper Release Blade" on page 41. 4. Close the exit cover and close the control panel. 5. Clean the wiper blade in the Maintenance Kit: a. Open the side door on the right panel. b. Remove the orange maintenance kit. c. Wipe the clear plastic wiper blade with a lint-free cloth. d. Replace the maintenance kit. e. Close the side door. For more information, see "Cleaning the Maintenance Kit Wiper Blade" on page 45. 6. If the problem continues, follow the steps for **Random Light Stripes**.

Diagnosing Copy-Quality Problems

When a copy job displays poor image quality, determine if the problem is with the scanner function or the printer function of the system as follows:

1. Print the Menu Map.
   a. At the control panel, press the **System Setup** button.
   b. Select **Information**, then press the **Enter** button.
   c. Select **Menu Map**, then press the **Enter** button.
2. View the printed Menu Map pages, then select one of these options:
   - If the printed pages display poor print-quality, the problem is with the printer function; see "Solving Print-Quality Problems" on page 7-27.
   - If the printed pages do not display poor print-quality, the problem is with the scanning function; see "Solving Scan-Quality Problems" on page 7-29.

Solving Scan-Quality Problems

| Problem	Solution
Smudges or Smears Smudges or smears appear on the copy or in the image file.	The document glass or document feeder may contain debris or paper residue which affects the output of a copy or scan job. 1. Clean the document glass: a. Lift the document feeder. b. Dampen a soft cloth or cotton swab with isopropyl alcohol (90%). c. Wipe the document glass with the cloth or cotton swab. d. Close the document feeder. 2. Clean the document feeder: a. Dampen a soft cloth or cotton swab with isopropyl alcohol (90%). b. Open the jam access door on the document feeder. c. Wipe the feeding roller and inside the document feeder with the cloth or cotton swab. d. Close the jam access door. e. Lift the document feeder. f. Wipe the underside of the document feeder with the cloth or cotton swab. g. Close the document feeder.

Solving Scan-Quality Problems (Continued)

Problem	Solution
Background color, text, or images on copied page are too light or too dark.	Press the **Clear/Clear All** button to reset the default settings. If the problem continues, adjust one or more of these settings: ■ **Lighten/Darken**: Lightens or darkens the text or image in color copies. ■ **Auto Suppression**: Minimizes the sensitivity of the scanner to variations in light background colors. This is useful when scanning or copying 2-sided originals on thin paper that shows some of the text or images from the back side of the paper. ■ **Contrast**: Increases or decreases the contrast of the image when it is copied: To adjust the settings: 1. At the control panel, press the **Copy** button. 2. Select **Lighten/Darken**, **Auto Suppression**, or **Contrast**, then press the **Enter** button. 3. Do one of the following: ■ **Lighten/Darken**: Press the **Up Arrow** or **Down Arrow** button to scroll to a whole number from **Lightest (-3)** to **Darkest (+3)**, then press the **Enter** button. ■ **Auto Suppression**: Select either **On** or **Off**, then press the **Enter** button. ■ **Contrast**: Press the **Up Arrow** or **Down Arrow** button to scroll to a whole number from **Lowest (-3)** to **Highest (+3)** contrast, then press the **Enter** button. 4. Copy the page again. If copy problems continue, repeat these steps.

Maintenance

This section includes:

■ "Adding Ink" on page 7-32
■ "Emptying the Waste Tray" on page 7-36
■ "Replacing the Maintenance Kit" on page 7-39
■ "Cleaning the Paper Release Blade" on page 7-41
■ "Cleaning the Maintenance Kit Wiper Blade" on page 7-45
■ "Cleaning the Outside of the System" on page 7-47
■ "Cleaning the Document Glass and Document Feeder" on page 7-47

For safety information, see Appendix A of this guide.

Your system needs little maintenance to keep it producing quality prints. Besides adding ink, you will eventually need to replace the maintenance kit. Order an extra maintenance kit (standard capacity or extended capacity) when the control panel displays a warning that the maintenance kit is nearing the end of its life. You must replace the kit when the control panel displays an error message to replace the maintenance kit.

To view the life remaining and installation date of the maintenance kit:

1. On the control panel, press the **System Setup** button.
2. In the menu, select **Information**, then press the **Enter** button.
3. Select **Supplies Info**, then press the **Enter** button.
4. Select **Maintenance Kit Life**, then press the **Enter** button.

For information about supplies, go to www.xerox.com/office/c2424supplies. Each supply includes installation instructions with the packaging.

Adding Ink

You can load ink any time the system is idle, or when the control panel displays the **Ink low** or **Add Ink** message.

Videos are available with instructions for adding ink. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Note

To minimize waste ink and optimize performance, leave the printer on all the time.

■ Keep ink in its packaging until you are ready to use it.
■ Identify ink by shape, not color.
■ To avoid ink jams, never insert broken ink sticks into the ink-loading bins.

Caution

Use of other than Genuine Xerox WorkCentre C2424 Solid Ink may affect print quality and system reliability. It is the only ink designed and manufactured under strict quality controls by Xerox for specific use with this system. The Xerox Warranty, Service Agreements, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies, or the use of Xerox supplies not specified for this system.

Note

The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Follow these steps to load ink.

1. Lift the control panel.
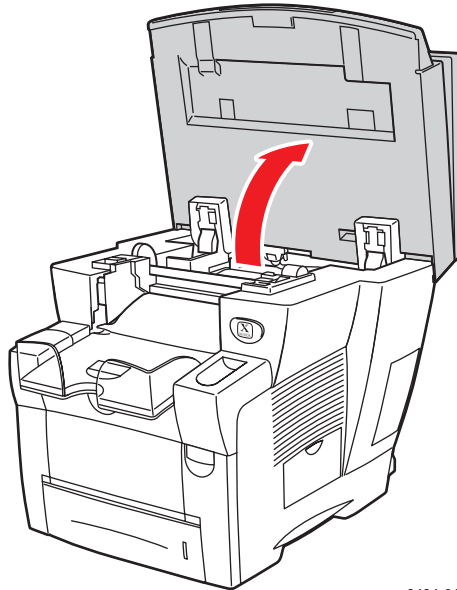
2424-012

2. Open the ink cover.
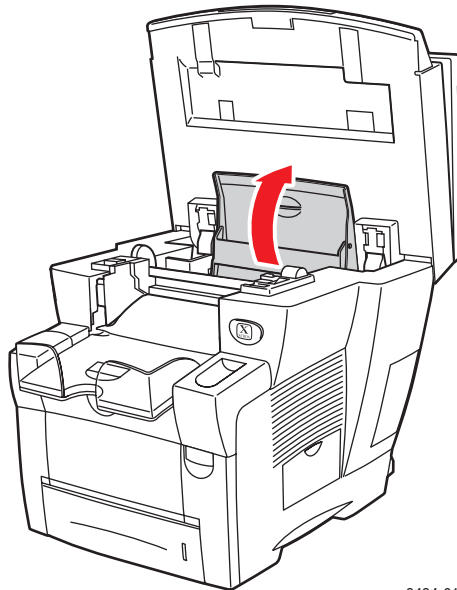
2424-013

3. Determine which ink-loading bin appears low. A label above each bin indicates the color of ink in that bin.

4. Remove the ink stick from its packaging.

5. Place the ink stick into the opening of the appropriate ink-loading bin. Each ink stick is uniquely shaped to fit into the correct ink-loading bin. Do not force the ink stick into the ink-loading bin.
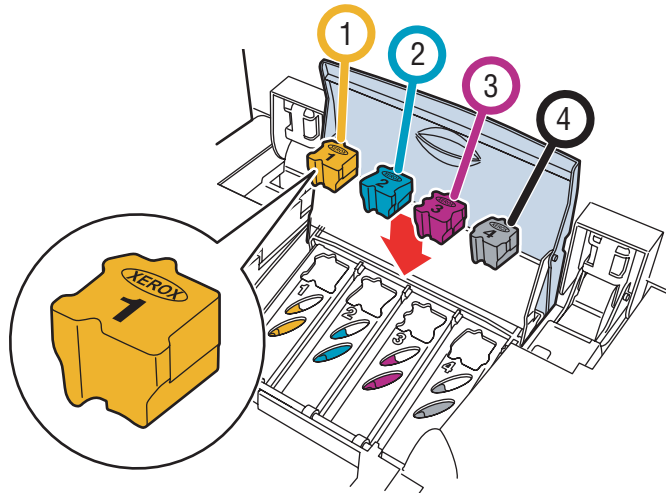
2424-014

6. Close the ink cover.
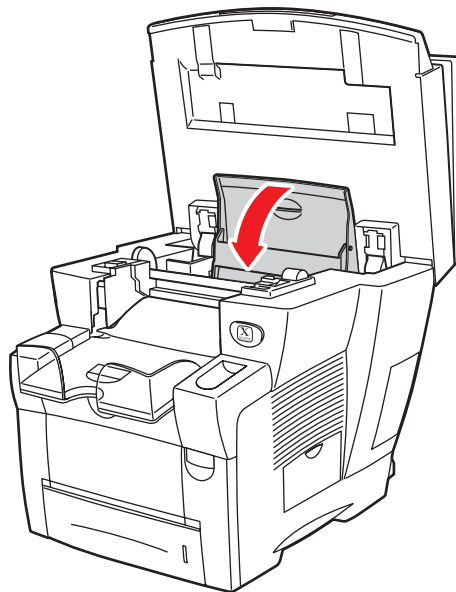
2424-015

7. Close the control panel.
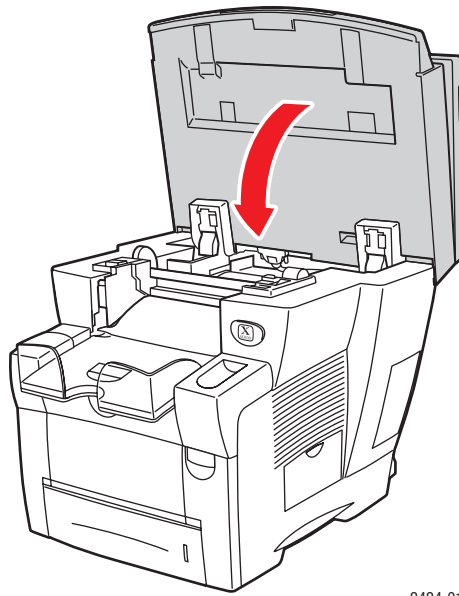
2424-016

To order ink, contact your local reseller or visit the Xerox web site at
www.xerox.com/office/c2424supplies. Instructions are included on the package.

Emptying the Waste Tray

Empty the green waste tray (labeled B) when the control panel displays a message stating that the waste tray is full.

Videos are available with instructions for emptying the waste tray. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Caution

The system's interior may be hot. Do not touch the hot surfaces!

1. Open the side door.

2424-035

2. Pull the green waste tray (labeled B) completely out of the system.

Caution

The waste tray may be hot; handle it carefully!

2424-036

3. Empty the waste tray into a waste container. Waste ink can be discarded as normal office waste.
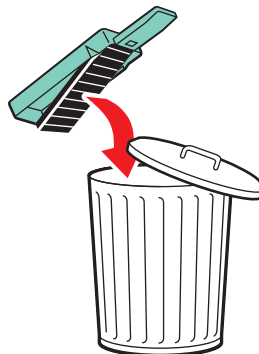
2424-037

4. Insert the waste tray and push it completely into the system.
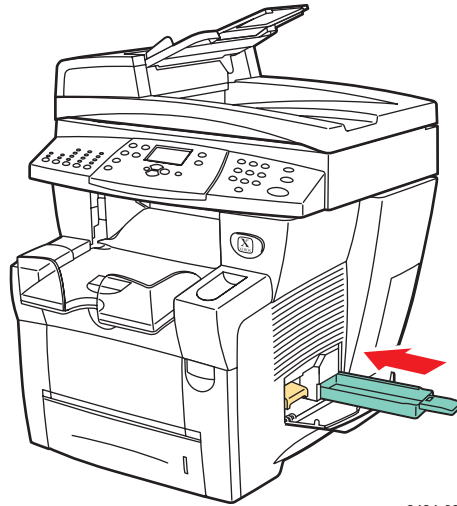
2424-038

Note

The waste tray must be out of the system for more than 5 seconds or you will continue to receive a **Empty Waste Tray** message on the control panel.

5. Close the side door.

2424-039

Caution

Do not attempt to reuse the waste ink in the printer; it may damage the printer. This damage is not covered under the printer warranty.

Replacing the Maintenance Kit

The orange maintenance kit (labeled A) contains a maintenance roller that keeps the surface of the imagining drum clean and oiled.

Videos are available with instructions for replacing the maintenance kit. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Note

Order a new maintenance kit when the control panel displays a message telling you that the maintenance kit is nearing the end of its life. To order a new maintenance kit, contact your local reseller or visit the Xerox web site at www.xerox.com/office/c2424supplies. Instructions are included with the new maintenance kit.

Caution

The system's interior may be hot. Do not touch the hot surfaces!

The system stops printing and displays an error message when the maintenance kit needs replacement.

To replace the maintenance kit:

1. Open the side door.
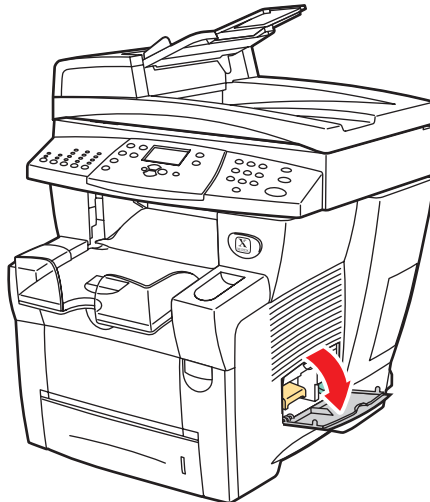
2424-035

2. Pull the orange maintenance kit (labeled A) completely out of the system.
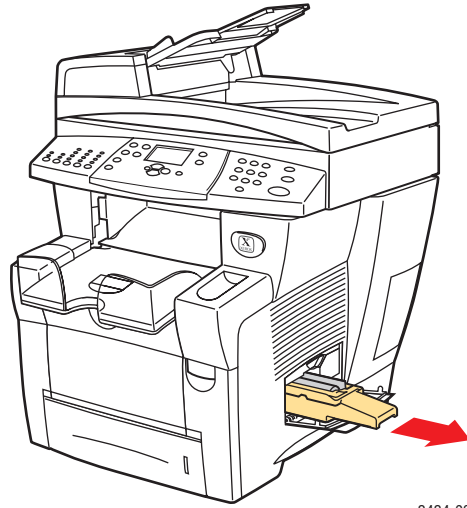
2424-033

3. Insert a new maintenance kit.
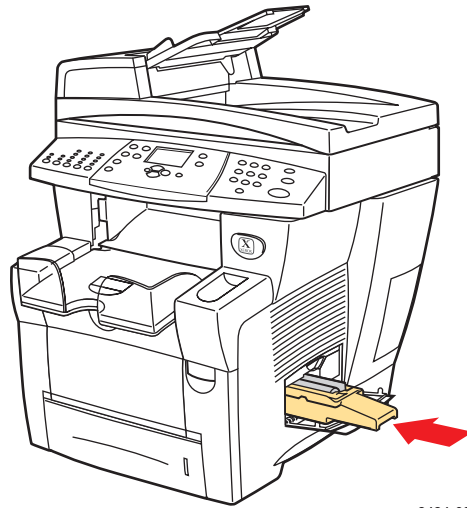
2424-034

4. Close the side door.

2424-039

Cleaning the Paper Release Blade

1. Lift the control panel.
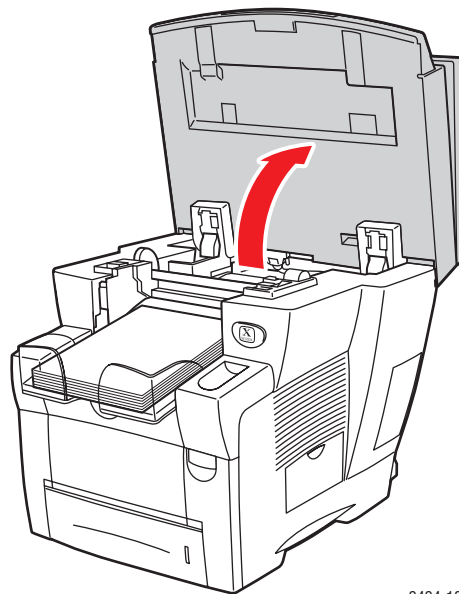
2424-189

2. Remove paper from the output tray.

2424-018

3. Open the exit cover.
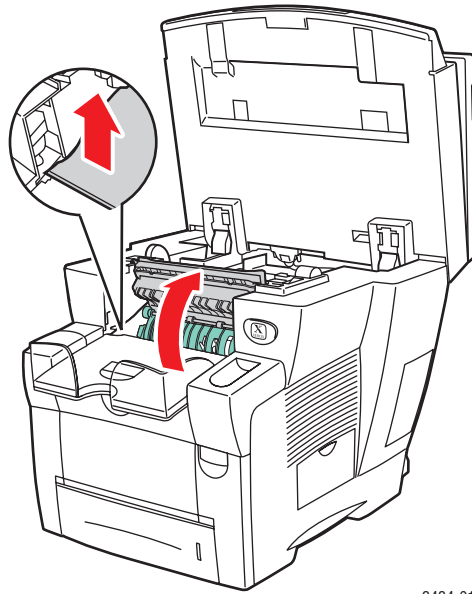
2424-019

4. Tilt up the green paper guide toward the front of the system.

8400-042
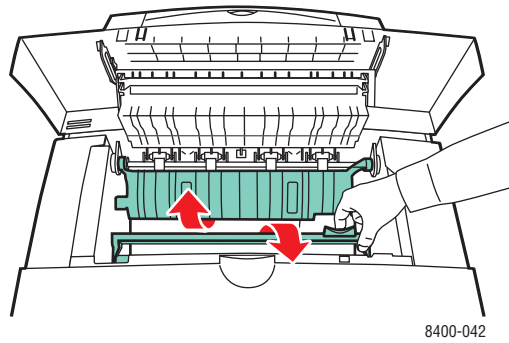
5. Clean the white plastic paper release blade on the green paper guide by wiping it with a pre-soaked alcohol cloth (using 90 percent isopropyl alcohol).

2424-156
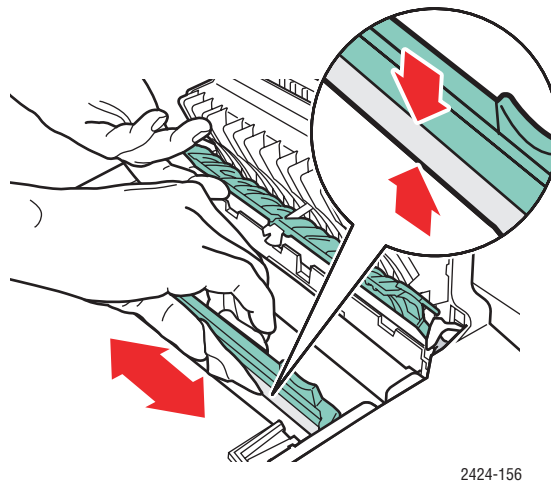
6. After the paper release blade is clean, put the green paper guide back in its original position.

2424-159
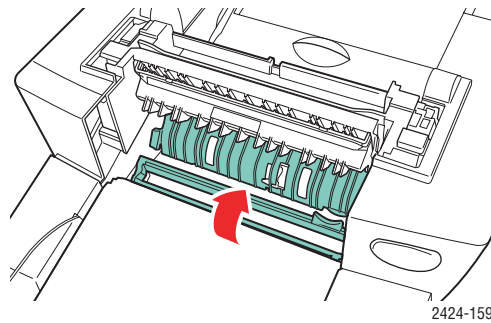
7. Close the exit cover.
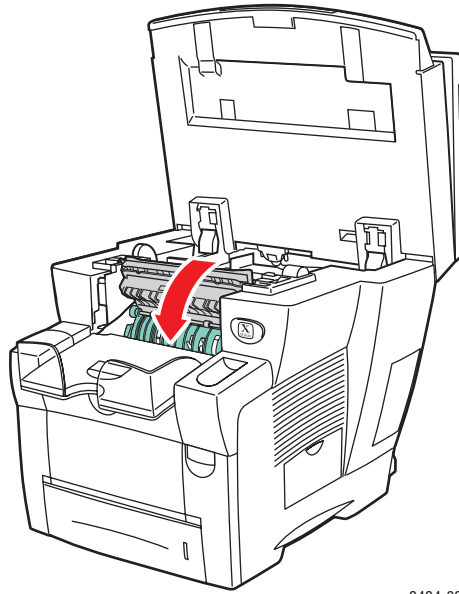
2424-022

8. Close the control panel.
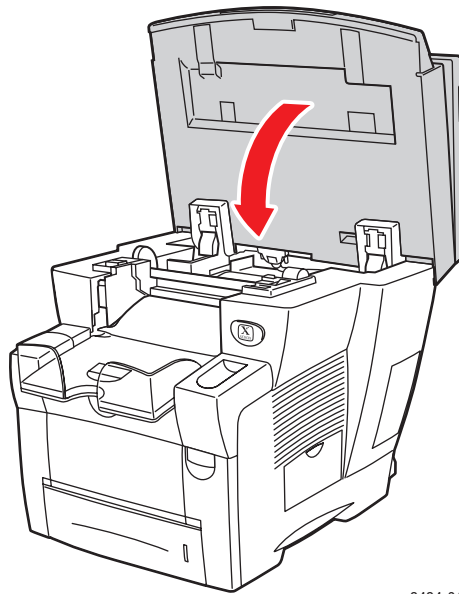
2424-016

Cleaning the Maintenance Kit Wiper Blade

The maintenance kit contains a wiper blade that removes excess ink.

1. Open the side door.
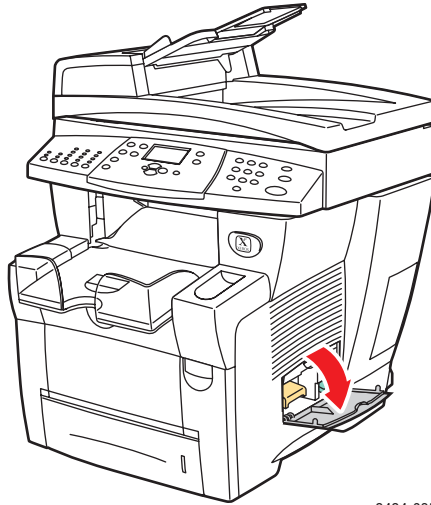
2424-035

2. Pull the orange maintenance kit (labeled A) completely out of the system.
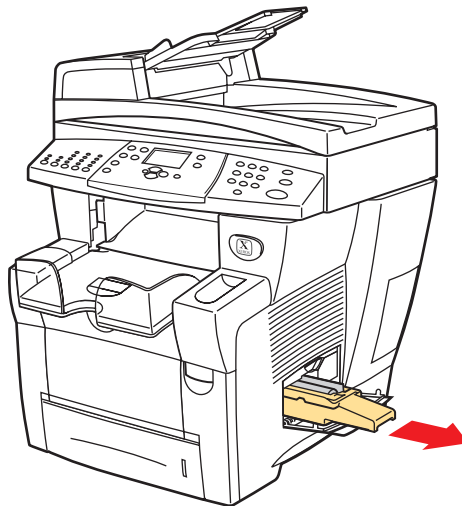
2424-033

3. Use a lint-free cloth to clean the top and upper edges of the flexible plastic wiper blade located next to the roller.
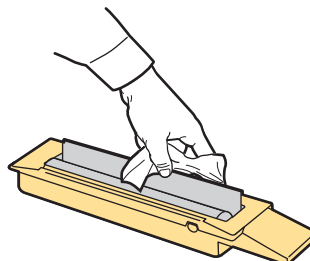
2424-160

4. Reinstall the maintenance kit.
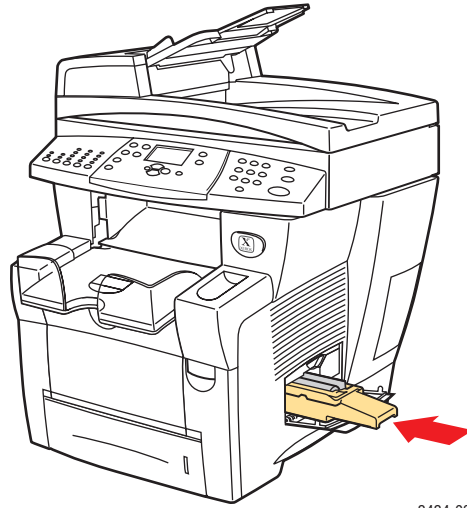
2424-034

5. Close the side door.

2424-039

Cleaning the Outside of the System

You can clean the outside of the system with a soft, damp, cloth. You can use a cloth moistened with a mild neutral detergent to remove stains; do not spray detergent directly onto the system.

Warning

To prevent electric shock, turn the system off and unplug the power cord from the electrical outlet before cleaning the system.

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

Cleaning the Document Glass and Document Feeder

Periodically clean the document glass and document feeder to remove debris or paper residue, which may affect the quality of your copies and scanned images.

To clean the document glass:

1. Lift the document feeder.
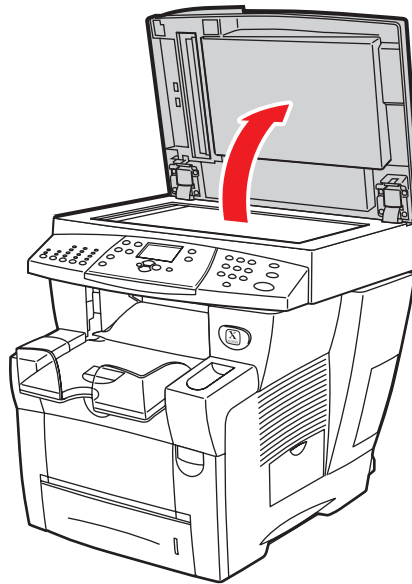
2424-048

2. Dampen a soft cloth or cotton swab with isopropyl alcohol (using 90 percent isopropyl alcohol).

3. Wipe the document glass with the cloth or cotton swab.
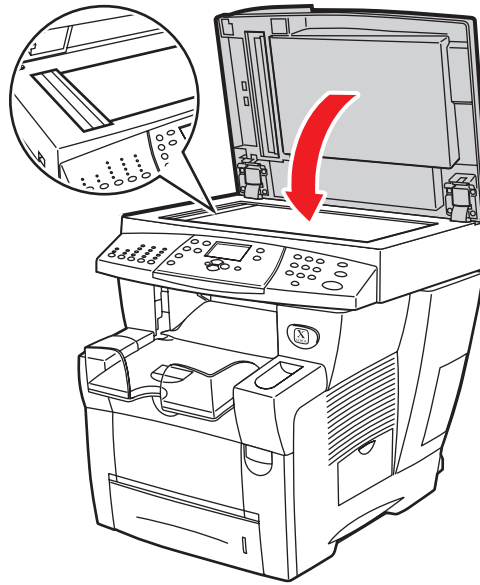
2424-050

4. Close the document feeder.

To clean the document feeder:

1. Dampen a soft cloth or cotton swab with isopropyl alcohol (using 90 percent isopropyl alcohol).

2. Open the jam access door on the document feeder.
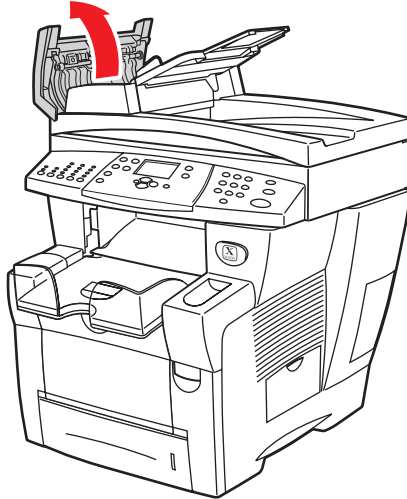
2424-045

3. Wipe the feeding roller and inside the document feeder with the cloth or cotton swab.
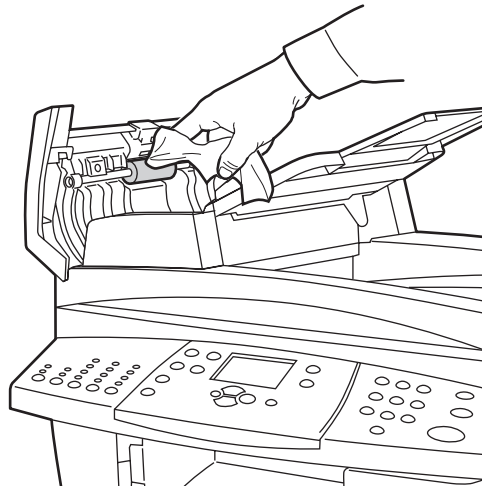
2424-161

4. Close the jam access door.
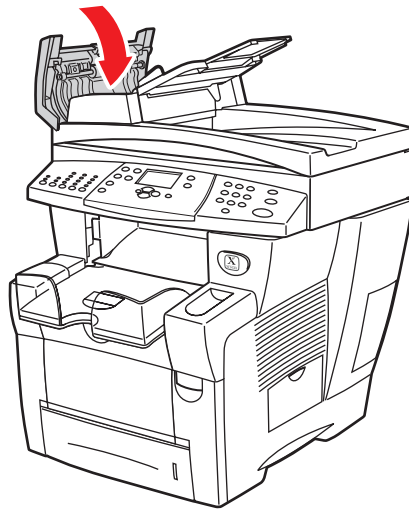
2424-047

5. Lift the document feeder.

6. Wipe the underside of the document feeder with the cloth or cotton swab.
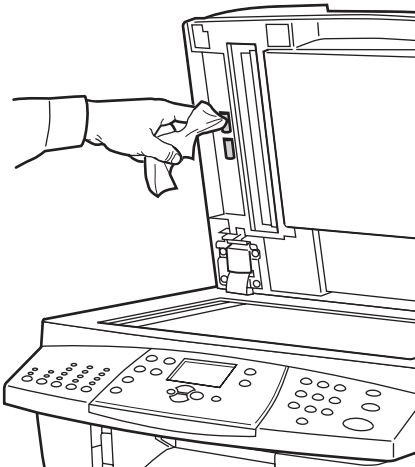
2424-162

7. Close the document feeder.

Moving and Repacking the System

This section includes:

■ "Running the WorkCentre C2424 Copier-Printer Shut-Down Procedure" on page 7-51
■ "Moving the System Within the Office" on page 7-52
■ "Repacking the System for Shipment" on page 7-53

For safety information, see Appendix A of this guide or go to Getting Started/User Safety on the *User Documentation CD-ROM*.
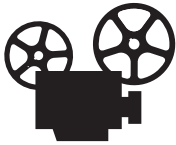
Videos are available with instructions for repacking the scanner unit and for repacking the document feeder. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/c2424support.

Follow these guidelines to move the system within the office or to prepare it for shipment.

Caution

Parts of the system are hot. To avoid personal injury or damage to the system, allow the ink to solidify. Run the shut-down procedure to cool the system quickly.

Running the WorkCentre C2424 Copier-Printer Shut-Down Procedure

Run the shut-down procedure before moving or shipping the system.

1. Turn off the system using the power switch located under the interface cover on the right side of the system.
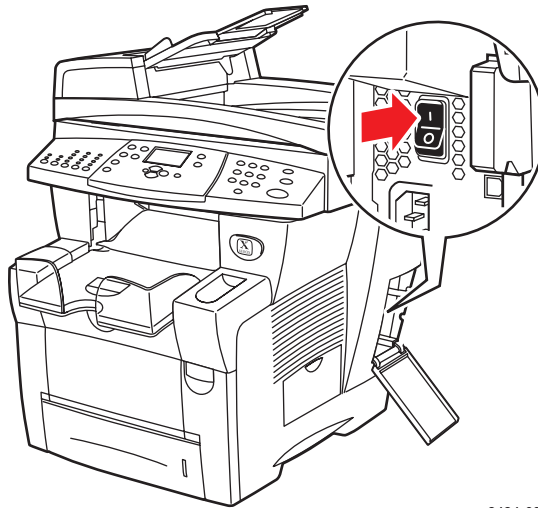
2424-031

2. Within 10 seconds, select **Shutdown for Moving System** at the control panel, then press the **Enter** button.

3. Wait for the system to complete the cool-down cycle. The fan runs until the ink solidifies.

> **Caution**
>
> If you turn off the system but do not select **Shutdown for Moving System**, the fan does not run, so you must wait longer for the ink to solidify. Wait at least **30 minutes** for the system to cool completely before moving or packing it.
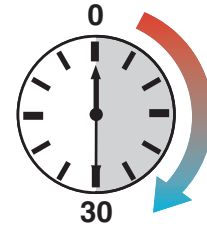
4. After the fan stops running and the system shuts down, unplug the system.

Caution

Never move the system if you receive a **Power Down Error-Head not Parked** message at the system's control panel. This message means the system is not ready to be moved. If the printhead is not locked, the system can be damaged during shipment. For more information, go to the Support web site at www.xerox.com/office/c2424support.

Moving the System Within the Office

1. Run the shut-down procedure so the ink solidifies. See page 7-51.

2. Close the system's door and covers.

3. Always use two people to lift the system. Each person should have:

■ One hand grasp the hand hold on the side of the system.

■ The other hand grasp the hand hold on the back of the system as shown.

> **Caution**
>
> If the system has optional trays 3 or 4, lift the system off the trays.
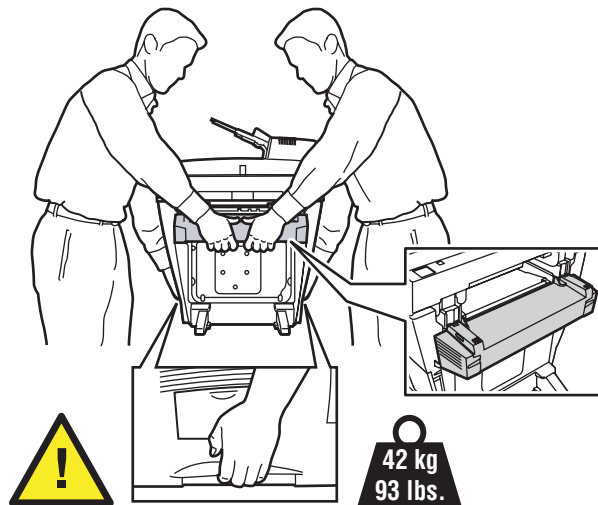
2424-109

Repacking the System for Shipment

1. Secure the scanhead shipping restraint on the left side of the scanner to lock the scanhead.
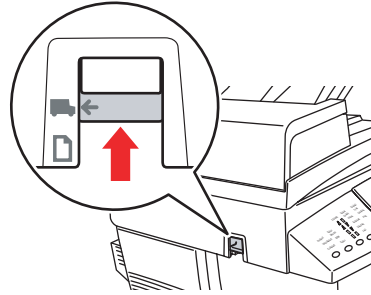
2424-107

Caution

Shipping the scanner with the scanhead unlocked can damage the scanner.

2. Remove the maintenance kit and waste tray:

a. Open the side door on the right side of the system.

b. Remove the orange maintenance kit and place it in a plastic bag for shipping.

c. Remove the green waste tray, empty the waste, then place the tray in a plastic bag for shipping.
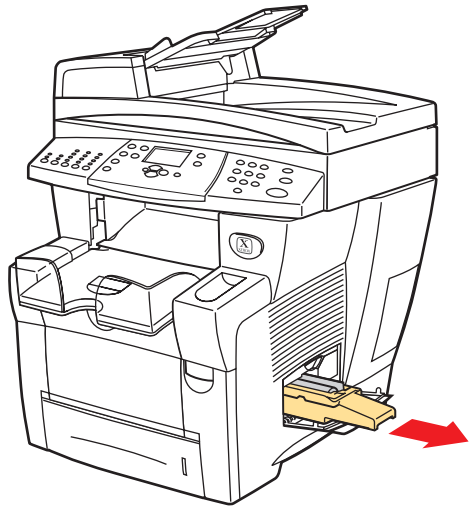
2424-033

Maintenance Kit

2424-036

Waste Tray

Caution

Shipping the system with the maintenance kit and waste tray installed can damage the system.

3. Run the shut-down procedure so the ink solidifies. See "Running the WorkCentre C2424 Copier-Printer Shut-Down Procedure" on page 7-51.

4. Close the system's door and covers.

5. Remove the document feeder and package it separately from the rest of the system.

    a. Disconnect the cable between the document feeder and the scanner.

    b. Raise the document feeder.
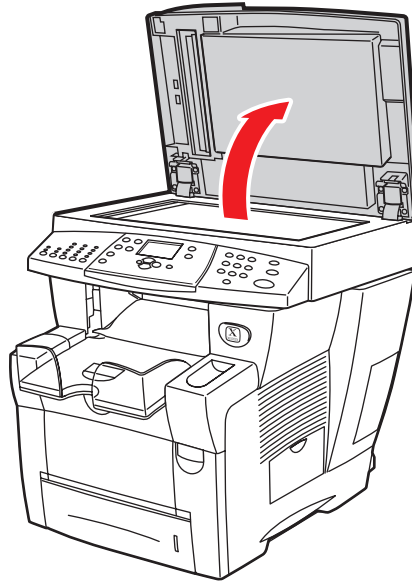
2424-048

    c. Pinch the hinges, then lift the document feeder away from the document glass.
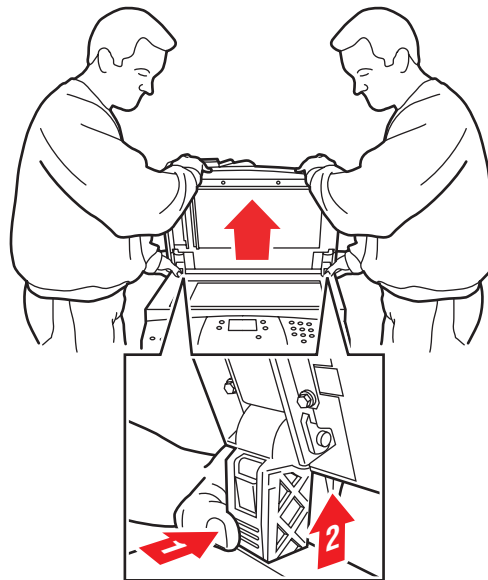
2424-110

6. Remove the scanner and package it separately from the rest of the system.

    a. Disconnect the cable between the scanner and the rest of the system.

    b. Using a pen, slide both of the scanner latches to the unlocked position, then slide the scanner back and lift it away from the system.
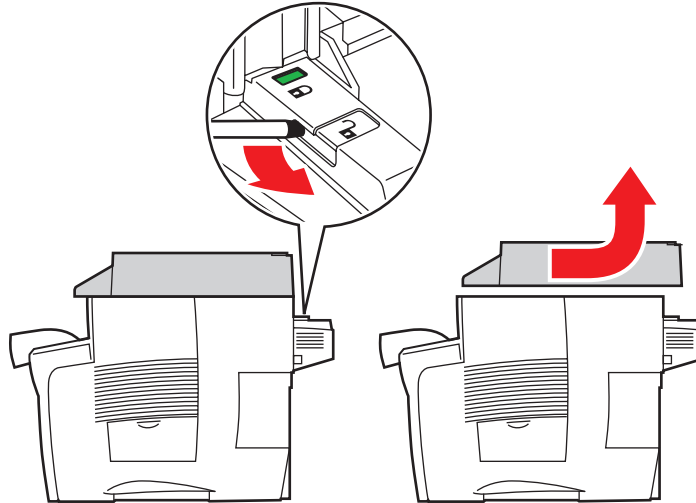
2424-116

7. Fold the stabilizers in toward the system.
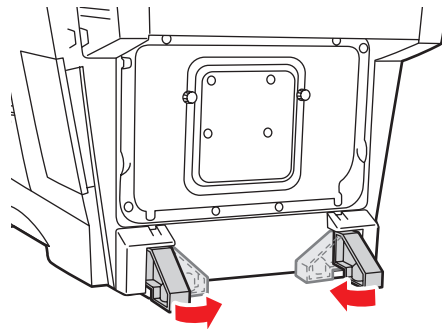
2424-187

8. Have two people lift the system. Each person should have:
   ■ One hand grasp the hand hold on the side of the system.
   ■ The other hand grasp the hand hold on the back of the system as shown.

2424-108
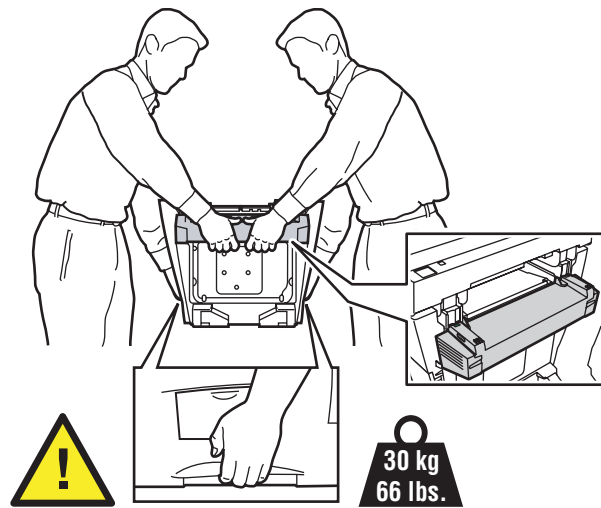
Caution

If the system has optional Trays 3 or 4, lift the system off the trays.

9. Repack the system using the original packing material and boxes or a Xerox repackaging kit. Additional instructions for repacking the system are provided in the repackaging kit. If you do not have all the original packaging, or are unable to repackage the system, contact your local Xerox service representative.

Caution

Failure to repackage the system properly for shipment can result in damage to the system. Damage to the system caused by improper moving is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Web Links

Xerox provides several web links that offer additional help on your WorkCentre C2424 Copier-Printer. A set of Xerox links is installed in your web browser's **Favorites** folder when you install the Xerox printer drivers on your computer. The **Troubleshooting** tab in your Windows printer driver also includes useful links.

Use the following web sites to obtain more information.

Resource	Link
To access PhaserSMART Technical Support, which automatically diagnoses problems on your networked WorkCentre C2424 system and proposes solutions:	www.phasersmart.com
To access the infoSMART Knowledge Base (which is used by Xerox Customer Support staff) to find solutions for issues such as error codes, print quality, paper jams, software installation, networking, and more:	www.xerox.com/office/c2424infoSMART
To view technical support information for your WorkCentre C2424 system, including access to PhaserSMART Technical Support, Technical Support via email, driver downloads, documentation, videos, tutorials, and much more.	www.xerox.com/office/c2424support
To order supplies for your WorkCentre C2424 system:	www.xerox.com/office/c2424supplies
To link to a color resource for tools and information such as interactive tutorials, color printing templates, helpful tips, and customized features to meet your individual needs:	www.colorconnection.xerox.com
To find your local sales and support center:	www.xerox.com/office/contacts
To register your system:	www.xerox.com/office/register
To view the Material Safety Data Sheet:	www.xerox.com/office/msds
To view information about recycling supplies:	www.xerox.com/gwa

A User Safety

Your system and the recommended supplies have been designed and tested to meet strict safety requirements. Attention to the following information will ensure the continued safe operation of your system.

Electrical Safety

- Use the power cord supplied with your system.
- Plug the power cord directly into a properly grounded electrical outlet. If you do not know if an outlet is grounded, ask an electrician to check the outlet.
- Do not use a ground adapter plug to connect the system to an electrical outlet that does not have a ground connection terminal.
- Do not use an extension cord or power strip.

Warning

Avoid the potential of electrical shock by ensuring that the system is properly grounded. Electrical products may be hazardous if misused.

- Do not place the system in an area where people might step on the power cord.
- Do not place objects on the power cord.
- Do not block the ventilation openings. These openings are provided to prevent overheating of the system.
- Do not drop paper clips or staples into the system.

Warning

Do not push objects into slots or openings on the system. Making contact with a voltage point or shorting out a part could result in fire or electrical shock.

If you notice noises or odors that are not associated with your normal system operation:

1. Turn off the system immediately
2. Disconnect the power cord from the electrical outlet
3. Call an authorized service representative to correct the problem.

The power cord is attached to the system as a plug-in device on the side of the system. If it is necessary to disconnect all electrical power from the system, disconnect the power cord from the electrical outlet.

Warning

Do not remove the covers or guards that are fastened with screws unless you are installing optional equipment and are specifically instructed to do so. Power should be **OFF** when performing these installations. Disconnect the power cord when removing covers and guards for installing optional equipment. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

The following are hazards to your safety:

■ The power cord is damaged or frayed.
■ Liquid is spilled into the system.
■ The system is exposed to water.

If any of these conditions occur:

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

Maintenance Safety

■ Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your system.
■ Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance and could create a hazardous condition.
■ Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to www.xerox.com/gwa.

Operational Safety

Your system and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Your attention to the following safety guidelines helps to ensure the continued, safe operation of your system.

System Supplies

■ Use the supplies specifically designed for your system. The use of unsuitable materials may cause poor performance and a possible safety hazard.

■ Follow all warnings and instructions marked on, or supplied with, the system, options and supplies.

Caution

Use of other than Genuine Xerox WorkCentre C2424 Solid Ink may affect print and copy quality and system reliability. It is the only ink designed and manufactured under strict quality controls by Xerox for specific use with this system. The Xerox Warranty, Service Agreements, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies or consumables, or the use of Xerox supplies not specified for this system.

Note

The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

System Location

■ Place the system in a dust-free area within a temperature range of 50 degrees F to 90 degrees F (10 degrees C to 32 degrees C) and a relative humidity range of 10 percent to 80 percent.
■ Place the system in an area where there is adequate space for ventilation, operation, and servicing. The recommended minimal spacing is:
  ■ 30 cm (11.8 in.) above, measuring from the top of the document feeder
  ■ 24 cm (9.5 in.) behind
  ■ 10 cm (3.9 in.) on the left side of the system
  ■ 37 cm (14.6 in.) on the right side of the system, to allow access to the maintenance unit and waste tray.
■ Do not block or cover the slots and openings on the system. The system may overheat without adequate ventilation.
■ For optimum performance, use the system at elevations below 2,438 m (8,000 ft.).
■ Do not place the system on a carpeted location such as a carpeted floor. Airborne carpet fibers can be pulled into the system and cause print- and copy-quality problems.
■ Do not place the system near a heat source.
■ Do not place the system in direct sunlight.
■ Do not place the system in line with the cold air flow from an air conditioning system.
■ Place the system on a level, solid non-vibrating surface with adequate strength for the weight of the system. It should be within 2 degrees of horizontal with all four feet in solid contact with the surface. The base system weight without any packaging materials is approximately 42 kg (93 lbs.).

Caution

Parts of the system are hot. To avoid personal injury or damage to the system, allow the ink to solidify. Run the shut-down procedure to cool the system quickly. Wait at least **30 minutes** for the system to cool completely before moving or packing it.

- Always allow the system to cool before it is moved to avoid ink spills which can damage the system.
- Use the shut-down procedure at the control panel (**Shut Down for Moving System**) for best results.
- Never move the system if you receive a **Power Down Error-Head not Parked** message at the system's control panel. This message means the system is not ready to be moved. If the printhead is not locked, the system can be damaged during shipment.
- Always turn off the system using the power switch, located under the interface cover on the right side of the system, and unplug all cables and cords. Do not turn off the system by pulling the power cord or using a power-strip with an on/off switch.
- Always secure the scanhead shipping restraint on the left side of the scanner to lock the scanhead before removing the scanner portion of the system. Shipping the scanner with the scanhead unlocked can damage the scanner.
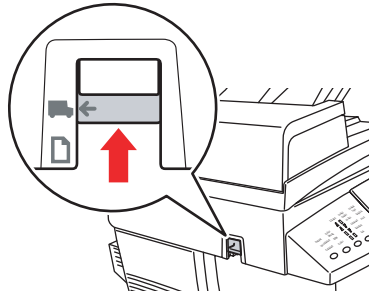
2424-107

- Always remove the document feeder before shipping the system.
- Always remove the scanner before shipping the system.

■ The system is heavy and **must** be lifted by **two** people. The illustration below shows the proper technique for lifting the system.

2424-109
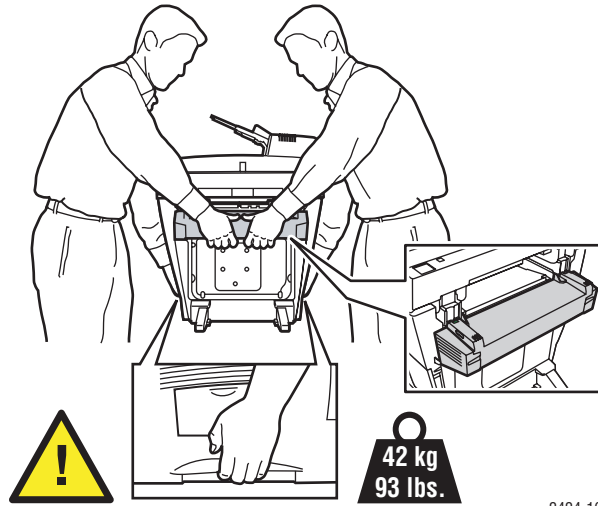
■ Always move the system separately from optional Trays 3 and 4.

When shipping the system, repack the system using the original packing material and boxes or a Xerox repackaging kit. Additional instructions for repacking the system are provided in the repackaging kit. If you do not have all the original packaging, or are unable to repackage the system, contact your local Xerox service representative.

Caution

Failure to repackage the system properly for shipment can result in damage to the system. Damage to the system caused by improper moving is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Operating Safety Guidelines

■ Keep hands, hair, neckties, etc., away from the exit and feed rollers.
■ Do not remove the paper source tray that you selected in either the printer driver or control panel.
■ Do not open the doors while the system is busy.
■ Do not move the system while busy.

Symbols Marked on the System

⚡	Danger, high voltage.
⚠️	Use caution (or draws attention to a particular component). See the manual(s) for information.
⚠️	Avoid pinching fingers in the system. Use caution to avoid personal injury.
🚫	Keep hands clear to avoid personal injury.
⚠️ ⚠️	Hot surface on or in the system. Use caution to avoid personal injury.

B System Specifications

Physical Specifications

Basic Unit:

- Width: 53 cm (20.9 in.)
- Depth: 66 cm (26.2 in.)
- Height: 62 cm (24.4 in.)
- Weight: 42 kg (93 lbs.)

Optional 525-Sheet Feeder

- Width: 42 cm (16.5 in.)
- Depth: 51 cm (20.3 in.)
- Height: 13 cm (5.1 in.)

Optional Cart

- Width: 50 cm (19.7 in.)
- Depth: 64 cm (25.2 in.)
- Height: 36 cm (14.2 in.)

Environmental Specifications

Temperature

- Storage: -30° to 60° C / -22° to 140° F
- Operating: 10° to 32° C / 50° to 90° F

Relative Humidity

- Storage: 10% to 95%
- Operating: 10% to 80%

Electrical Specifications

■ 110-120 VAC, 60 Hz
■ 220 VAC, 50 Hz

ENERGY STAR qualified system (ES Option)

Performance Specifications

Speed

■ Up to 24 pages per minute (ppm) print and copy
■ Up to 20 pages per minute (ppm) scan
■ Up to 18 pages per minute (ppm) document feeder

Controller Specifications

500 MHz processor

Hard Drive

40 GB Internal IDE hard disk

Memory

■ 256 MB PC133 DRAM standard
■ Upgradable to a maximum of 1 GB

Resolution

■ 2400 FinePoint print
■ Standard 300 x 300 dpi scan resolution; 600 x 600 dpi with 512 MB – 1 GB RAM

Page Description Languages (PDL)

■ PCL5c
■ Adobe PostScript 3

Residential Fonts

■ 137 PostScript Type 1
■ 81 PCL5c

Interfaces

■ Ethernet 10BaseT and 100BaseTx
■ Universal Serial Bus (USB 2.0)

C Regulatory Information

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

FCC Regulations (United States)

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

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

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

Any changes or modifications not expressly approved by Xerox could void the user's authority to operate the equipment. To ensure compliance with Part 15 of the FCC rules, use shielded interface cables.

Canadian Regulations

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Declaration of Conformity (European Union)

Warning

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Xerox Corporation declares, under our sole responsibility, that the product to which this declaration relates is in conformity with the following standards and other normative documents:

Low Voltage Directive 73/23/EEC as Amended:

EN 60950:2000	"Safety of Information Technology Equipment including Electrical Business Equipment"

Electromagnetic Compatibility Directive 89/336/EEC as Amended:

EN 55022:1998 +A1:2000 +A2:2003	"Information technology equipment – Radio disturbance characteristics – Limits and methods of measurement"
EN 55024:1998 +A1:2000 +A2:2003	"Information technology equipment - Immunity characteristics - Limits and methods of measurement"
EN 61000-3-2:2000	"Part 3-2: Limits – Limits for harmonic current emissions (equipment input current <= 16 A per phase)"
EN 61000-3-3:1995 +A1:2000	"Part 3-3: Limits – Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems for equipment with rated current <= 16 A per phase and not subject to conditional connection."

This product, if used properly in accordance with the user's instructions, is neither dangerous for the consumer nor for the environment.

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

D **Illegal Copying**

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

- Obligations or Securities of the United States Government, such as:
    - Certificates of Indebtedness
    - Coupons from Bonds
    - Silver Certificates
    - United States Bonds
    - Federal Reserve Notes
    - Certificates of Deposit
    - National Bank currency
    - Federal Reserve Bank Notes
    - Gold Certificates
    - Treasure Notes
    - Fractional Notes
    - Paper money
    - Bonds and obligations of certain agencies of the government, such as FHA
    - Bonds (US Savings Bonds may be photographed only for publicity purposes in connection with the campaign for the sale of such bonds.)
    - Internal Revenue Stamps (If it is necessary to copy a legal document on which there is a canceled revenue stamp, this may be done provided the reproduction of the document is performed for lawful purposes.)
    - Postage Stamps, canceled or uncanceled (For philatelic purposes, postage stamps may be photographed provided the reproduction is black and white and less than 3/4 or more than 1 1/2 times the linear dimensions of the original.)
    - Postal Money Orders
    - Bills, checks, or drafts for money drawn by or on authorized officers of the United States
    - Stamps and other representatives of value, of whatever denomination, which may be or have been issued under any Act of Congress
- Adjusted compensation Certificates for veterans of the World Wars
- Obligations or Securities of any foreign government, bank, or corporation

- Copyrighted material (unless permission of the copyright owner has been obtained or the copying falls within the fair use or library reproduction provisions of the copyright law). Further information of these provisions may be obtained from the Copyright Office, Library of Congress, Washington, DC 20559 (circular R21)
- Certificates of Citizenship or Naturalization. (Foreign naturalization certificates may be photographed.)
- Passports (Foreign passports may be photographed.)
- Immigration papers
- Draft Registration cards
- Selective Service Induction papers which bear any of the following information:
    - Registrant's earnings or income
    - Registrant's dependency status
    - Registrant's court record
    - Registrant's previous military service
    - Registrant's physical or mental condition

Note

Exception: US Army and Navy discharge certificates may be photographed.

- Badges, identification cards, passes or insignias carried by military or Naval personnel, or by members of the various Federal Departments and Bureaus, such as the FBI and Treasury (unless the photograph is ordered by the head of such Department or Bureau)

Copying of the following is also prohibited in certain states: automobile licences, drivers licenses, and automobile Certificates of Title. This list is not all-inclusive. In case of doubt, consult your attorney.

E Material Safety Data Sheet

For Material Safety Data information regarding your WorkCentre C2424 Copier-Printer, go to www.xerox.com/office/msds. For the Customer Support Center phone numbers, see the information booklet entitled *Supplies and Services Guide* that came with your system.

F Product Recycling and Disposal

Xerox operates a worldwide equipment takeback and reuse/recycle program. Contact your Xerox sales representative (1-800-ASK-XEROX) to determine whether this Xerox product is part of the program. For more information about Xerox environmental programs, visit www.xerox.com/environment.html.

If your product is not part of the Xerox program and you are managing its disposal, please note that the product contains lead, mercury, and other materials whose disposal may be regulated due to environmental considerations. The presence of lead and mercury is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance at www.eiae.org.

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