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You can read the recommendations in the user guide, the technical guide or the installation guide for XEROX PHASER 6010. You'll find the answers to all your questions on the XEROX PHASER 6010 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual XEROX PHASER 6010
User guide XEROX PHASER 6010
Operating instructions XEROX PHASER 6010
Instructions for use XEROX PHASER 6010
Instruction manual XEROX PHASER 6010

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Manual abstract:

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Document version 1.0: February 2011 Contents 1 Safety Electrical Safety . . . .

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. . . Performance Specifications . . n extension cord or power strip designed to handle the electrical current capacity of the printer. Verify that the printer is plugged into an outlet that provides the correct voltage and power. Review the electrical specification of the printer with an electrician if necessary. WARNING: Avoid the potential of electrical shock by ensuring that the printer is properly grounded. Electrical products can be hazardous if misused.

. . . . . Do not place the printer in an area where people can step on the power cord. Do not place objects on the power cord. Replace the power cord if it becomes frayed or worn. 8 Phaser 6000/6010 Color Printer User Guide Safety · · Do not unplug or plug the power cord while the printer is turned on. To avoid electrical shock and damage to the cord, grasp the plug when unplugging the power cord. The power cord is attached to the printer as a plug-in device on the back of the printer. If it is necessary to disconnect all electrical power from the ption on Xerox® supplies recycling programs, go to: · Phaser 6000 printer go to: www.xerox.com/gwa · Phaser 6010 printer go to: www.xerox.
com/gwa See also: Cleaning the Printer on page 16 Moving the Printer on page 28 12 Phaser 6000/6010 Color Printer User Guide Safety Printer Symbols The following safety symbols are marked on the printer. Symbol Description Warning or Caution: Ignoring this warning could cause serious injury or even death. Ignoring this caution can damage the property or cause serious injury. Hot surface on or in the printer. Use caution to avoid personal injury.
Do not burn the item. Do not touch components with this symbol as personal injury could result. Phaser 6000/6010 Color Printer User Guide 13 Safety 14 Phaser 6000/6010 Color Printer User Guide Maintenance This chapter includes: · Cleaning the Printer on page 16 · Replacing a Toner Cartridge on page 19 · Ordering Supplies on page 22 · Managing the Printer on page 23 · Checking Page Counts on page 26 · Moving the Printer on page 28 2 Phaser 6000/6010 Color Printer User Guide 15 Maintenance Cleaning the Printer This section includes: · General Precautions on page 16 · Cleaning the Exterior on page 17 · Cleaning the Interior on page 17 General Precautions CAUTION: When cleaning your printer do not use organic or strong chemical solvents or aerosol cleaners. Do not pour fluids directly into any area. Use supplies and cleaning materials only as directed in this documentation.
WARNING: Keep all cleaning materials out of the reach of children. WARNING: Internal parts of the printer can be hot, especially the fuser. Use caution

when doors and covers are open. WARNING: Do not use pressurized air-spray cleaning aids on or in the printer. Some pressurized air-spray containers contain explosive mixtures and are not suitable for use in electrical applications. Use of such cleaners can result in a risk of explosion and fire. WARNING: Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer. To avoid damaging the printer, follow these guidelines: · Do not place anything on top of the printer.

· Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the imaging units. · Do not open covers and doors during printing. · Do not tilt the printer while it is in use. · Do not touch the electrical contacts, gears, transfer belt, transfer roller, or fuser. Doing so could damage the printer and cause the print quality to deteriorate. · Make sure any parts removed during cleaning are reinstalled before you plug in the printer. 16 Phaser 6000/6010 Color Printer User Guide Maintenance Cleaning the Exterior Clean the exterior of the printer about once a month. Wipe the parts with a damp, soft cloth. Then wipe with another dry, soft cloth.

For stubborn stains, apply a small amount of neutral detergent to the cloth and gently wipe the stain off. CAUTION: Do not spray the detergent directly on the printer. The liquid detergent could enter the printer through a gap and cause problems. Never use cleaning agents other than water or neutral detergent. Cleaning the Interior After clearing paper jams or replacing one of the toner cartridges, inspect the inside of the printer before closing the printer covers. Remove any remaining pieces of paper. For more information, see Paper Jams in the Quick Use Guide. Remove any dust or stains with a dry, clean cloth. WARNING: Never touch a labeled area found on or near the heat roller in the fuser. You can get burned.

If a sheet of paper is wrapped around the heat roller, do not try to remove it immediately to avoid injuries or burns. Switch off the printer immediately and wait 40 minutes for the fuser to cool. Phaser 6000/6010 Color Printer User Guide 17 Maintenance Replacing Toner Cartridges This section includes: · General Precautions on page 16 · Replacing a Toner Cartridge on page 19 · Recycling Supplies on page 21 General Precautions WARNING: When replacing toner cartridges, be careful not to spill the toner. If any toner spills, avoid contact with clothes, skin, eyes, and mouth. Do not inhale the toner dust. WARNING: Keep toner cartridges out of the reach of children. If a child accidentally swallows toner, have the child spit out the toner, rinse their mouth with water, and drink water. Consult a physician immediately. WARNING: Use a damp cloth to wipe off spilled toner. Never use a vacuum cleaner to remove spills.

It can catch fire by electric sparks inside the vacuum cleaner and cause an explosion. If you spill a large volume of toner, contact your local Xerox® representative. WARNING: Never throw a toner cartridge into an open flame. Remaining toner in the cartridge can catch fire and cause burn injuries or explosion. If you have a used toner cartridge no longer needed, contact your local Xerox® representative for its disposal. WARNING: Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer. To avoid damaging the printer, follow these guidelines: · Do not place anything on top of the printer.

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· Do not leave the covers and doors open for any length of time, especially in well-lit places.
Light exposure can damage the imaging units. · Do not open covers and doors during printing. · Do not tilt the printer while in use. · Do not touch the electrical contacts, gears, transfer belt, transfer roller, or fuser. Doing so could damage the printer and cause the print quality to deteriorate.
· Make sure any parts removed during cleaning are reinstalled before you plug in the printer. 18 Phaser 6000/6010 Color Printer User Guide Maintenance Replacing a Toner Cartridge The printer has four toner cartridges: cyan (C), magenta (M), yellow (Y), and black (B). Phaser 6010 Printer Toner Cartridge Error Message When a toner cartridge is nearly empty, a message appears on the control panel display screen: Message Replace XXXX Cartridge Action The toner cartridge is empty. Replace it with a new toner cartridge. Note: If the printer displays a toner cartridge error message with the original toner cartridges still installed, the printer needs to be reset.
First, ensure that all of the toner cartridges are seated properly. Turn the printer off, then on again. If the error message persists after cycling the printer power, install a new toner cartridge. Make sure that you have an adequate toner supply to prevent printing interruptions. For details, see When to Order Supplies on page 22 Phaser 6000 Printer Toner Cartridge Error Message When a toner cartridge needs replacing, the indicators on the control panel show which toner cartridge needs attention. The error indicator lights illuminate to show a fault. A toner indicator light (C, M, Y, or K) flashes to indicate which toner to replace. Note: If the control panel lights indicate a toner cartridge error with the original toner cartridges still installed, the printer needs to be reset. First, ensure that all of the toner cartridges are seated properly. Turn the printer off, then on again.

If the error indicator persists after cycling the printer power, install a new toner cartridge. Make sure that you have an adequate toner supply to prevent printing interruptions. For details, see When to Order Supplies on page 22 Replacing a Toner Cartridge. 1. Spread some paper at the right side of the printer to catch loose toner. Phaser 6000/6010 Color Printer User Guide 19 Maintenance 2. Open the toner access cover. p60xx_003 3. Pinch the toner cartridge release lever upward, as shown in the illustration. p60xx_004 4.
Pull out slowly to remove the cartridge. p60xx_005 Notes: · Set it on the paper with the label side down. · Do not touch the toner that clings to the cartridge. · Discard the old cartridge as normal office waste or recycle it. For details on recycling supplies, see Recycling Supplies on page 21.
5. Make sure that the new toner cartridge matches the color of the one you removed. 6. Remove the packaging from the new toner cartridge. 7. Remove the tape from the post on the back of the toner cartridge. 20 Phaser 6000/6010 Color Printer User Guide Maintenance 8. Shake the new toner cartridge five or six times to distribute the toner evenly. 5x p60xx_011 9. Align the toner cartridge to the associated slot by aligning the geared post with the hole. Insert the cartridge firmly by pressing in on the center of the label until it clicks in place. p60xx_010 10. Close the toner access cover. Recycling Supplies For information on recycling supplies, go to: · Phaser 6000 printer go to: www.xerox.

com/gwa. · Phaser 6010 printer go to: www.xerox.com/gwa. See also: Recycling and Disposal on page 75. Phaser 6000/6010 Color Printer User Guide 21 Maintenance Ordering Supplies This section includes: · Consumables on page 22 · When to Order Supplies on page 22 · Recycling Supplies on page 21 Consumables Consumables are printer supplies that get depleted during the operation of the printer. Consumable supplies for this printer are the genuine Xerox® Toner Cartridges (Cyan, Magenta, Yellow, and Black). Notes: · Each toner cartridge includes installation instructions. · Install only new cartridges in your printer. If a used toner cartridge is installed, then the toner remaining amount displayed could be inaccurate.
CAUTION: Use of toner other than genuine Xerox® Toner can affect print quality and printer reliability. Xerox® Toner is the only toner designed and manufactured under strict quality controls by Xerox® for specific use with this printer. For supplies, contact your local Xerox® authorized service provider, your Xerox® customer service representative, or go to the Xerox® Supplies website at: · Phaser 6000 printer go to: www.xerox.com/office/6000supplies · Phaser 6010 printer go to: www.
xerox.com/office/6010supplies You can also call the Xerox® Direct Store at 1-866-495-6286. When to Order Supplies The printer control panel displays a warning when a supply nears time for replacement. Verify that you have replacements on hand. It is important to order these supplies when the messages first appear to avoid interruptions to your printing.
The control panel displays an error message when the supply must be replaced. CAUTION: Use of non-Xerox® supplies is not recommended. 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. They also do not cover damage or degradation of performance caused by the use of Xerox® supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage can vary outside these areas. Please contact your local representative for details. 22 Phaser 6000/6010 Color Printer User Guide Maintenance Managing the Printer This section includes: · Managing the Printer with CentreWare Internet Services on page 23 · Checking Printer Status with Printer Setting Utility on page 24 · Checking Printer Status using Email on page 24 Managing the Printer with CentreWare Internet Services Note: This section applies to the Phaser 6010 printer only. This section includes: · Accessing CentreWare Internet Services on page 23 · Checking the Status of the Printer on page 23 · Checking Print Job Status on page 23 · Using Online Help on page 24 CentreWare Internet Services is the administration and configuration software installed on the embedded Web server in the printer. For details, see CentreWare Internet Services in the Quick Use Guide.

Accessing CentreWare Internet Services At your computer, open a Web browser, type the IP address of the printer into the address field, then press Enter or Return. Checking the Status of the Printer 1. In CentreWare Internet Services, click the Status button or Status tab. The general status of the printer includes: · The ready-for-printing status of the printer appears in the left pane.

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· The paper tray that is being used, with paper type, size, and amount, empty, or full. · The total page count of printed pages. · The frequency with which the printer status information is refreshed. 2. To check the supplies status of the printer, in the Status tab, click the Supplies button. The Supplies Status of the printer displays the amount remaining in each toner cartridge.

Checking Print Job Status CentreWare Internet Services keeps a log of current print jobs, including job names, who submitted them, the job status, and more. You can also get a list of all print jobs. 1. To view the status of print jobs from the main menu in CentreWare Internet Services, click the Jobs button or tab. Phaser 6000/6010 Color Printer User Guide 23 Maintenance 2.

To view a job history list in the Jobs tab, expand the History List folder in the navigation pane on the left of the page. Click Job History. Using Online Help For details about settings in CentreWare Internet Services, click the Help button. For other support information, click the Support button or tab. Checking Printer Status with Printer Setting Utility Note: Printer Setting Utility works with the Phaser 6000 and Phaser 6010 printers.

The Printer Setting Utility automatically checks the printer status when you send a print job. It checks the printer status, the paper size of the tray, and the remaining toner levels. To open Printer Setting Utility, do one of the following: · In the Windows taskbar, double-click the Printer Setting Utility icon. · From the Start menu, select Programs > Xerox Office Printing > Printer Setting Utility. The status of the printer appears in the General Status window that opens. For information on using Printer Setting Utility, see the Printer Setting Utility Help. To see Help in the Windows taskbar, right-click the Printer Setting Utility icon and select Help. For more information, refer to the Phaser 6000/6010 Printer Quick Use Guide. Checking Printer Status using Email If you are connected to the printer through the network, you can configure the printer to email you reports about the printer. Reports include: · The network settings of the printer.

· The printer status. · The errors that occur on the printer. Configuring Email Alerts In CentreWare Internet Services, configure the following settings according to your email environment. After configuring the settings on each page, always click Save Changes. For details, see Help in CentreWare Internet Services. 1. Launch your Web browser and type the IP address of your printer in the browser address field. 2. In the CentreWare Internet Services page of your printer. Click the Properties button.

3. In the navigation pane on the left side of the page, click the Mail Alerts link. 4. In the Mail Alerts page, select the Enable Mail Alerts check box if it is not already selected. Note: The Email Alert function is used only for remote status monitoring.

The printer does not print emails sent to the printer. 5. In the SysAdmin Mail Address field, type your email address or the address to which you want email alerts sent. 24 Phaser 6000/6010 Color Printer User Guide Maintenance 6. In the Notification Items section, select the events for which you would like to be notified.

7. In the Connection Setup box, click the Email Settings link. The Email Settings page opens. 8. In the Email Server Setup (Required to send Email) section, do the following: a. In the Return Email Address field, type the return address used by the email server. b. In the SMTP Server (IP Address or DNS Name) field, type the IP address, or DNS name, used by your SMTP server for sending email. Notes: · If you are unsure of the address or DNS name, contact your Internet Service Provider (ISP) for the correct address information. · If you are using a DNS name for the SMTP or POP3 server, you must configure the DNS server.

Use the DNS section of the TCP/IP settings in CentreWare Internet Services to configure the DNS server information. 9. c. In the SMTP Port field, type the number of the port used by the SMPT server. The default is 25. In the Email Send Authentication section, do one of the following: · If no authentication is necessary, select No Authentication in the Authentication Type field. · If authentication is required, complete the fields as needed. Click the Save Changes button. In the navigation pane on the left side of the page, click Port Enabling and then select the check boxes for the ports to enable. Be sure to enable at least the Enable Mail Alerts port.

Click the Save Changes button. 10. 11. 12. Phaser 6000/6010 Color Printer User Guide 25 Maintenance Checking Page Counts This section includes: · Checking Page Count on the Phaser 6000 Printer on page 26 · Checking Page Count on the Phaser 6010 Printer on page 26 For accounting and maintenance purposes, the printer counts each page that is printed successfully, then stores the count in a set of billing meters.

There are three billing meters: · Total Impressions provides a count of the total pages that have been printed. · Color Impressions provides a count of the number of color pages that have been printed. · Black Impressions provides a count of the number of black and white pages that have been printed. The billing meter counts the number of pages printed properly. 1-sided prints, including N-up, are counted as one impression, and 2-sided prints, including N-up, are counted as two.

During 2-sided printing, if an error occurs after one side is printed properly, it is counted as one. Color documents converted using an ICC profile on applications with the Color (Auto) setting can print in color, even if displayed in black and white. The data prints in color even if it seems to be black and white data on the monitor. In that case, Total Impressions and Color Impressions are increased. Note: Grayscale images printed with the composite black setting count as color pages because color consumables are used. When doing 2-sided printing, a blank page can be inserted automatically depending on the settings in the application. In this case, the blank page is counted as one page. Checking Page Count on the Phaser 6000 Printer To check the page count on the Phaser 6000 printer, use the Printer Setting Utility to print the Printer Settings. To use the Printer Setting Utility: 1. On your computer, click Start > All Programs > Xerox Office Printing > Phaser 6000 > Printer Setting Utility.

In Windows 7, click Start > All Programs > Xerox Office Printing > Printer Setting Utility. 2. Click the Printer Settings Report tab, then select Report/List from the list in the white box. 3. Click the Printer Settings button. The Printer Settings page prints. 4. Read the page counts for the three meters in the General section near the top of the left column. Checking Page Count on the Phaser 6010 Printer You can check the total number of printed pages at the printer control panel, on the Printer Settings Page, and in CentreWare Internet Services.

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The billing meter tracks the total number of pages printed for the life of the printer; the billing meter cannot be reset.
26 Phaser 6000/6010 Color Printer User Guide Maintenance Using the Control Panel To check the total number of pages printed: 1. On the printer control panel, press the Menu button. 2. Press the Down Arrow button to go to Billing Meters and then press the OK button. 3.
Press the Down Arrow button to scroll to the desired meter. The number of printed pages is displayed below the name. 4. After checking, press the Return button to exit the Billing Meters menu. Using the Printer Setting Utility to Print the Printer Settings To use the Printer Setting Utility: 1.
On your computer, click Start > All Programs > Xerox Office Printing > Phaser 60xx > Printer Setting Utility. 2. Click the Printer Settings Report tab, then select Report/List from the list in the white box. 3. Click the Printer Settings button. The Printer Settings page prints. 4. Read the page counts for the three meters in the General section near the top of the left column. Using the Control Panel to Print the Printer Settings To print the Printer Settings: 1. On the printer control panel, press the Menu button.

2. Press OK at Information Pages. 3. Press OK at Printer Settings. The Printer Settings report prints. Using CentreWare Internet Services Note: Only the page count for the total impressions is displayed in the CentreWare Internet Services window. To view the Page Count in CentreWare Internet Services: 1. At your computer, open a Web browser, type the IP address of the printer in the address field, then press Enter. 2. Click the Status button.
The page count for the total impressions appears in the Page Count banner. See also: Managing the Printer with CentreWare Internet Services on page 23 Phaser 6000/6010 Color Printer User Guide 27 Maintenance Moving the Printer Follow these procedures when moving the printer. The printer and supplies weigh 10.7 Kg (23.6 lb.
). Before moving the printer, do the following: 1. Turn off the printer and disconnect the power cord and other cables from the back of the printer. WARNING: To prevent electric shock, never touch the power plug with wet hands. When removing the power cord, make sure that you pull the plug and not the cord. Pulling the cord can damage it, which can lead to fire or electrical shock. 2. 3. 4. 5. 6. 7. Wait for the printer to cool down, about 40 minutes. Remove any paper or other media from the input and output trays. Remove the Bypass Tray, then push in the center paper guide until it stops.

Push in the side paper guides until they stop. Place the Bypass Tray inside the printer, on the Main Tray. Fold up the Main Tray Extension to cover the paper feed. Note: If you are moving the printer a long distance, remove the toner cartridges to prevent toner from spilling. To prevent damage to the printer, pack the printer and toner in separate boxes. 8. Lift and carry the printer as shown in the illustration. 10.7 kg 23.6 lb.
p60xx_012 28 Phaser 6000/6010 Color Printer User Guide Maintenance · Do not tilt the printer more than 10 degrees to the front or back, or left or right. Tilting the printer more than 10 degrees can cause toner spillage. CAUTION: Failure to repackage the printer properly can result in damage to the printer not covered by the Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee. After moving the printer: 1. Reconnect the printer to the cables and power cord.
2. Plug in and turn on the printer. 3. Adjust the color registration before using the printer. For details, see Color Registration on page 53.
Phaser 6000/6010 Color Printer User Guide 29 Maintenance 30 Phaser 6000/6010 Color Printer User Guide Troubleshooting This chapter includes: · Troubleshooting Overview on page 32 · Avoiding Jams on page 35 · Control Panel Messages on page 36 · Problems with the Printer on page 40 · Print-Quality Problems on page 43 · Cleaning the LED Windows on page 49 · Cleaning the Color Toner Density Sensors on page 52 · Color Registration on page 53 · Adjusting the Bias Transfer Roller on page 59 · Adjusting the Fuser on page 60 · Adjusting Altitude on page 61 3 Phaser 6000/6010 Color Printer User Guide 31 Troubleshooting Troubleshooting Overview This section includes: · Error and Status Messages on page 32 · Printer Setting Utility Alerts on page 32 · Online Support Assistant on page 32 · Information Pages on page 32 · More Information on page 33 Your printer comes with a number of utilities and resources to help you troubleshoot printing problems. Error and Status Messages Note: Printer control panel messages are available only on the Phaser 6010 printer. The printer 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. For details, see Control Panel Messages on page 36. Printer Setting Utility Alerts The Printer Setting Utility automatically checks the printer status when you send a print job. If the printer is unable to print, Printer Setting Utility displays an alert to let you know that the printer needs attention. Install the Printer Setting Utility from the Software and Documentation disc that came in the documentation packet with your printer. For details, see the Quick Use Guide included in the documentation packet. Online Support Assistant The Online Support Assistant is a knowledge base that provides instructions and troubleshooting help to solve your printer problems.

You can find solutions for print-quality problems, paper jams, software installation, and more. To access the Online Support Assistant, go to: · Phaser 6000 go to: www.xerox.com/office/6000support · Phaser 6010 go to: www.xerox.com/office/6010support Information Pages Two information pages in the printer, the Demo Page and the Error History report, can help with troubleshooting certain problems. The Demo Page prints an image using all printer colors to show the current ability of the printer to print. The Error History report prints information on the most recent printer errors that occurred. 32 Phaser 6000/6010 Color Printer User Guide Troubleshooting To print information pages: 1. On the printer control panel, press the Menu button.
2. At Information Pages, press the OK button. 3. Press the Down Arrow button to go to the desired page and then press OK. More Information You can obtain more information about your printer from these sources: Phaser 6000 Printer Resource Technical support information for your printer.
Includes online Technical Support, Recommended Media List, Online Support Assistant, driver downloads, documentation, video tutorials, and more. Toner and supplies for your printer A resource for tools and information such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs.

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Printer registration Material Safety Data Sheets identify materials and provide information on safely handling and storing hazardous materials. Link www.xerox.
com/office/6000support www.xerox.com/office/6000supplies www.xerox.com/office/businessresourcecenter www.xerox.com/office/register www.xerox.com/msds (U.S.

and Canada) www.xerox.com/environment_europe (European Union) www.xerox.com/gwa Information about recycling supplies Phaser 6010 Printer Resource Technical support information for your printer. Includes online Technical Support, Recommended Media List, Online Support Assistant, driver downloads, documentation, video tutorials, and more. Toner and supplies for your printer Link www.xerox.com/office/6010support www.xerox.
com/office/6010supplies Phaser 6000/6010 Color Printer User Guide 33 Troubleshooting Resource A resource for tools and information such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs. Printer registration Material Safety Data Sheets identify materials and provide information on safely handling and storing hazardous materials. Link www.xerox.com/office/businessresourcecenter www.
xerox.com/office/register www.xerox.com/msds (U.S.
and Canada) www.xerox.com/environment_europe (European Union) www.xerox.com/gwa Information about recycling supplies 34 Phaser 6000/6010 Color Printer User Guide Troubleshooting Avoiding Jams For clearing paper jams, refer to the Quick Use Guide included in the documentation packet that came with the printer. The printer is designed to function with minimal paper jams using Xerox® supported paper. Other paper types can cause jams. If supported paper is jamming frequently in one area, clean that area of the paper path or have the printer repaired. The following can cause paper jams: · Selecting the incorrect paper type in the print driver. · Using damaged paper.

· Using unsupported paper. · Loading paper incorrectly. · Overfilling the tray. · Adjusting the paper guides improperly. Most jams can be prevented by following a simple set of rules: · Use only supported paper. For details, see the Supported Paper in the Quick Use Guide. · Follow proper paper handling and loading techniques. · Always use clean, undamaged paper. · Avoid paper that is curled, torn, moist, creased, or folded. · Fan the paper to separate the sheets before loading it into the tray.
· Observe the paper tray fill line. Never overfill the tray. · Adjust the paper guides after inserting the paper. A guide that is not properly adjusted can cause poor print quality, misfeeds, skewed prints, and printer damage. · Use only supported paper sizes.
· When printing, select the correct type and size in the print driver. · Store paper in a dry location. · Use only Xerox® paper designed for the printer. Avoid the following: · Paper that is specially designed for inkjet printers with polyester coating. · Paper that is folded, wrinkled, or excessively curled.
· Loading more than one type, size, or weight of paper in a tray at the same time. · Overfilling the trays. · Allowing the output tray to overfill. Phaser 6000/6010 Color Printer User Guide 35 Troubleshooting Control Panel Messages This section includes: · Phaser 6010 Printer Supply Status Messages on page 36 · Phaser 6010 Printer Error Messages on page 36 · Phaser 6000 Printer Status, Warning, and Error Indicators on page 37 · Phaser 6000 Printer Error Codes on page 38 · Phaser 6000 Printer Extended Error Codes on page 39 The printer uses control panel messages to indicate printer status, errors, and to provide instructions. Phaser 6010 Printer Supply Status Messages Status messages tell you about the status of the printer and its supplies. Note: Xxx indicates one of the following: the Yellow Toner (Y), Cyan Toner (C), Magenta Toner (M), Black Toner (K), a tray, or fuser. NNN indicates a numeric value. Code/Message Insert Xxx Cartridge Replace Xxx Cartridge Cartridge Error Condition/Reason/Solution The Xxx toner cartridge is not installed correctly or is not installed. Install the toner cartridge. The toner cartridge has become empty.

Replace the old toner cartridge with a new one. The wrong toner cartridge is installed or the toner cartridge is not seated correctly. Reseat the toner cartridge or replace the cartridge with one that meets specifications for your printer. The expected life of the toner cartridge has been reached. Purchase a new cartridge to replace it. For details, see Ordering Supplies on page 22. Toner is not distributed evenly in the specified cartridge. Remove and shake the cartridge, then reinstall it. The toner in the specified cartridge is low. Purchase a new cartridge to replace it.
For details, see Ordering Supplies on page 22. The tray is out of paper or it is the wrong size. @@@@@@@@@@· Flashing indicates a Paper Size Mismatch in the printer. · Green indicates the printer is ready. @@@@@@Press OK to resume printing after loading paper during a print job.
@@· Indicates that the cyan toner is low. · Flashing indicates the toner is empty or toner warning. · Flashing means non-Xerox® toner is installed. · Indicates that the magenta toner is low. · Flashing indicates the toner is empty or toner warning.
· Flashing means non-Xerox® toner is installed. · Indicates that the yellow toner is low. · Flashing indicates the toner is empty or toner warning. · Flashing means non-Xerox® toner is installed. · Indicates that the black toner is low. · Flashing indicates the toner is empty or toner warning.
@@@@@@@@@@@@@@@@@@@@@@@@@@Order more toner of the indicated color. The printer is still able to print. Toner warning. Replace the toner cartridge as necessary.

Toner color is empty or the cartridge has an error. No toner or toner CRUM error. Reseat the toner cartridge. Make sure that the toner meets printer specifications. Close the rear cover. @@@@· The paper tray is empty. Load paper. · Paper size mismatch. The paper in the tray is the wrong size. Load the correct size paper.
· Paper misfeed. Remove misfed paper from the paper tray. Paper Jam. Open the rear cover and remove the jammed paper.
@@@@@@@@@@@@@@@@@@Divide the print job into smaller files.
PDL error. @@@@@@A high-voltage component can cause electric shock. Do not try to alter the printer configuration or modify any parts. An unauthorized modification can cause smoke or fire. @@Press the power button to the On position to turn on the power.
Is the power cord disconnected or not securely connected? @@Then turn on the power to the printer. Is the power cord connected to a power outlet with the correct voltage? Connect the printer exclusively to a power outlet with a suitable voltage and current rating. For details, see Electrical Specifications on page 67.

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Is the printer connected to an uninterruptible power supply? Turn off the power to the printer and then connect the power cord to a suitable power outlet. Is the printer connected to a power strip shared with other high-power devices? Connect the printer to a power strip that is not shared with other high-power devices. Cannot print. Turn off the printer, then turn it on to reset it. Phaser 6010 printer only: Is there a message displayed on the control panel? Read the message and follow the instructions to correct the problem. 40 Phaser 6000/6010 Color Printer User Guide Troubleshooting Symptom Print job sent but the light of the Ready indicator is not blinking or on. Reason/Solution Phaser 6010 printer only: Is the Ethernet or USB interface cable disconnected? Turn off the power and check the connection of the interface cable.

Phaser 6010 printer only. Is the protocol configured? Check the port status of the interface. Make sure that the protocol settings are correctly configured in CentreWare Internet Services. For details, Help in CentreWare Internet Services. Is the computer environment correctly set up? Check the computer environment, such as the print driver. Error indicator is on. Phaser 6000 printer: Check the indicator error code in Phaser 6000 Printer Error Codes on page 38. Phaser 6010 printer: Is there an error message displayed on the control panel? Check the displayed message and correct the error. An error has occurred that you cannot correct by yourself. Record the displayed error message or error code, turn off the power and disconnect the power plug from the outlet. Go to the Xerox® Support website at · Phaser 6000 go to: www.xerox.com/office/6000support · Phaser 6010 go to: www.xerox.com/office/6010support There are jobs remaining in the printer.

Cancel printing or force the remaining data to be printed. To force the print job, press the OK button. To cancel the job, press the Cancel button. Are the paper tray guides in the correct positions? Set the length guide and the width guides to the correct positions. For details, see Basic Printing in the Quick Use Guide.

Check that the paper size on the print driver or the control panel is correctly set. For details, see the online help for the print driver. Error indicator is blinking. Light of the Ready indicator is on and blinking but there is no print output. Top section of printed document is missing. The top and side margins are incorrect. Condensation occurred inside the printer. Turn on the printer and leave it on for at least one hour to get rid of the condensation. If the problem continues, go to the Xerox® Support website at: · Phaser 6000 go to: www.xerox.

com/office/6000support · Phaser 6010 go to: www.xerox.com/office/6010support Phaser 6000/6010 Color Printer User Guide 41 Troubleshooting Symptom Paper does not feed. Paper jams. Multiple sheets are fed. Paper is fed at an angle. Paper is wrinkled. Reason/Solution Is the paper correctly loaded? Load the paper correctly. For labels or envelopes, fan them well to allow air to enter between each sheet before loading. Is the paper damp? The paper used is not suitable.

Load the correct type of paper. For details, see Basic Printing in the Quick Use Guide. Is the Bypass Tray properly seated? Make sure that the Bypass Tray is correctly positioned on the paper tray. Is the printer placed on a flat location? Place the printer on a stable, flat surface. Are the paper tray guides set in the correct positions? Set the guides to the correct positions.

For details, see Loading Paper in the Quick Use Guide. Paper is fed more than 1 sheet at a time. Multiple feeding of paper can occur before the sheets of paper loaded in the tray are used up. Remove the paper, fan it, and load again. Replenish paper only when all the sheets of the loaded paper are used up. Unusual noises. The printer is not level. Reposition the printer on a flat, stable surface. There is a foreign object inside the printer. Turn off the printer and remove the foreign object. Go to the Xerox® Support website at: · Phaser 6000 go to: www.xerox.com/office/6000support · Phaser 6010 go to: www.xerox.com/office/6010support 42 Phaser 6000/6010 Color Printer User Guide Troubleshooting Print-Quality Problems When the print quality is poor, select the closest symptom from the following table and see the corresponding solution to correct the problem.

You can also print a demo page to more precisely determine the print-quality problem. @@@@@@@@The toner cartridges could be low and is due to be replaced. @@@@@@Replace the paper with a recommend size and type. For details, see Supported Paper in the Quick Use Guide. Replace the paper. Increase the BTR voltage. For details, see Adjusting the Bias Transfer Roller on page 59. @@@@The paper is damp. The Bias Transfer Roller (BTR) voltage is too low for the paper. @@@@For details, see Supported Paper in the Quick Use Guide.

Verify that the toner cartridges meet specifications and replace them if necessary. The toner cartridges are not Xerox® toner cartridges. · Vertical black or color streaks or multiple colored streaks or lines. · Streaks in only one color. The toner cartridges are not Xerox® toner cartridges.

There is a problem with the toner cartridge for that color. Verify that the toner cartridges meet specifications and replace them if necessary. Check the toner cartridge for damage and replace if necessary. Phaser 6000/6010 Color Printer User Guide 45 Troubleshooting Symptom Recurring smudges. Cause Dirt in the paper path.

The paper is outside the recommended specification range. Solution Print several blank sheets until the smudges disappear. Replace the paper with a recommended size and type, and confirm that your control panel settings are correct. For details, see Supported Paper in the Quick Use Guide. For assistance, go to the Xerox® Support website at: · Phaser 6000 go to: www.xerox.com/office/6000support · Phaser 6010 go to: www.xerox.com/office/6010support Replace the paper. Replace the paper with a recommended size and type and then confirm that your print driver settings are correct.

For details, see Supported Paper in the Quick Use Guide. Verify that the toner cartridges meet specifications and replace if necessary. Use the Printer Setting Utility to adjust the fuser temperature. For details see Adjusting the Fuser on page 60. Remove the paper stack from the tray, fan it, then reinsert it. For assistance, go to the Xerox® Support website at: · Phaser 6000 go to: www.xerox.com/office/6000support · Phaser 6010 go to: www.xerox.com/office/6010support The marking unit or fuser is damaged.

Toner smears when rubbed. The paper is damp. The paper is outside the recommended specification range, or the paper type setting is not correct. The toner cartridges are not Xerox® toner cartridges. The fuser temperature is not set properly for the media.

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Printed pages are blank. Two or more sheets can be feeding at once. The printer has failed. 46 Phaser 6000/6010 Color Printer User Guide Troubleshooting Symptom Hair-like marks appear in or around black half-tone printing. Shadows appear around areas of dense black printing.

Cause The paper was left unwrapped for a long time, especially in a dry environment. The paper is outside the recommended specification range. Solution Replace the paper. For details, see Supported Paper in the Quick Use Guide. Replace the paper with a recommended size and type and then confirm that your print driver settings are correct. For details, see Supported Paper in the Quick Use Guide. For assistance, go to the Xerox® Support website at: · Phaser 6000 go to: www.xerox.com/office/6000support · Phaser 6010 go to: www.xerox.

com/office/6010support Adjust the color registration. For details, see Color Registration on page 53. For assistance, go to the Xerox® Support website at: · Phaser 6000 go to: www.xerox.com/office/6000support · Phaser 6010 go to: www.xerox.com/office/6010support Replace the paper. Replace the paper with a recommended size and type. For details, see Supported Paper in the Quick Use Guide. For assistance, go to the Xerox® Support website at: · Phaser 6000 go to: www.

xerox.com/office/6000support · Phaser 6010 go to: www.xerox.com/office/6010support Verify that the toner cartridges meet specifications and replace if necessary. Turn on the printer and leave it on for at least one hour to get rid of the condensation.

If the problems still occur, go to the Xerox® Support website at: · Phaser 6000 go to: www.xerox.com/office/6000support · Phaser 6010 go to: www.xerox.com/office/6010support The marking unit is old or damaged.

Color around the edge of printing is incorrect. Colored dots are printed at regular intervals. The color registration is incorrect. The imaging unit is dirty. Partial blanks, creased paper, or blotted printing. The paper is damp. The paper is outside the recommended specification range. The marking unit or the fuser is not installed correctly. The toner cartridges are not Xerox® toner cartridges. Condensation inside the printer causes partial blanks or creased paper.

Phaser 6000/6010 Color Printer User Guide 47 Troubleshooting Symptom Vertical blanks. Cause The LED window is dirty. The toner cartridges are not Xerox® toner cartridges. Solution Clean the LED windows. For details, see Cleaning the LED Windows on page 49. Verify that the toner cartridges meet specifications and replace if necessary. Slanted printing. The paper guides in the trays are not set correctly. Reset the paper tray guides. For details, see Basic Printing in the Quick Use Guide.

Horizontal bands at regular intervals. The printer is damaged and is malfunctioning. For assistance, go to the Xerox® Support website at: · Phaser 6000 go to: www.xerox.com/office/6000support · Phaser 6010 go to: www.

xerox.com/office/6010support Perform an automatic color registration adjustment. For details, see Color Registration on page 53. Colors are blurry or there is white area around objects. Color-to-color alignment is not correct.

48 Phaser 6000/6010 Color Printer User Guide Troubleshooting Cleaning the LED Windows If prints have voids or light streaks through one or more colors, use the following instructions to clean the LED windows. Note: Do not use warm water or cleaning solvents to remove toner from your skin or clothing. Warm water sets the toner and makes it difficult to remove. If toner gets on your skin or clothing, brush it off, blow it off, or wash it off with cold water and mild soap. CAUTION: Do not expose the inside of the printer to strong light. Minimize exposure to light in general to five minutes or less if possible. 1. Spread some paper at the right side of the printer to catch loose toner. 2. Open the toner access cover.

p60xx_003 3. Pinch the toner cartridge release lever upward, as shown in the illustration. p60xx_004 Phaser 6000/6010 Color Printer User Guide 49 Troubleshooting 4. Pull out the toner cartridge and set it on the paper with the label side down to prevent spillage. p60xx_005 5. Remove the other three cartridges in the same way. 6. Pull out the cleaning rod and remove it from the printer. p60xx_006 7. Insert the cleaning rod into the hole beside the arrow in the first toner slot.

p60xx_007 50 Phaser 6000/6010 Color Printer User Guide Troubleshooting 8. Push the cleaning rod into the printer until it stops, then pull it out of the printer. p60xx_008 9. Repeat the same procedure for each of the other three holes. 10.

Return the cleaning rod to the original location. p60xx_009 11. Align the toner cartridge to the associated slot by aligning the geared post with the hole. Insert the cartridge firmly by pressing in on the center of the label until it clicks in place. p60xx_010 12.

Insert each of the other three toner cartridges. 13. Close the toner access cover. Phaser 6000/6010 Color Printer User Guide 51 Troubleshooting Cleaning the Color Toner Density Sensors The Color Toner Density Sensors (CTD) measure the optical density of toner deposited on the marking unit during the calibration cycles of the printing process. One sensor is located at each side of the marking unit to insure that the density of the toner is consistent across the belt. To insure optimum print quality, the printer checks the operation of the CTD Sensors at the beginning of each calibration cycle. When the printer indicates a CTD Sensor error or error message on the control panel or in the Printer Setting Utility, clean the CTD Sensors. Note: Do not use warm water or cleaning solvents to remove toner from your skin or clothing. Warm water sets the toner and makes it difficult to remove. If toner gets on your skin or clothing, brush it off, blow it off, or wash it off with cold water and mild soap.

WARNING: Never touch a labeled area found on or near the heat roller in the fuser. You can get burned. To clean the CTD Sensors: 1. Turn off the printer and unplug it from the power source. 2. Push the rear cover release handle and open the rear cover. 3. Clean the CTD Sensors by wiping inside the access holes with a clean, dry cotton swab. p60xx_016 4. Close the rear cover.

52 Phaser 6000/6010 Color Printer User Guide Troubleshooting Color Registration This section includes: · Performing Color Registration With the Printer Setting Utility on page 53. · Manual Color Registration With the Printer Setting Utility on page 54. · Performing Color Registration at the Phaser 6010 Printer on page 55. · Manual Color Registration at the Phaser 6010 Printer on page 56. The printer automatically adjusts the color registration when automatic adjustment is enabled.

You can manually adjust color registration any time the printer is idle.

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Always adjust the color registration when the printer is moved. If you are having printing problems, adjust the color registration. For details, see Print-Quality Problems on page 43. Performing Color Registration With the Printer Setting Utility Note: The Color Registration procedures for the Printer Setting Utility work with USB or network connected Phaser 6000 and Phaser 6010 printers.

Enabling/Disabling Automatic Color Registration Use the following procedure to enable or disable the automatic color registration adjustment feature. 1. On your computer, click Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility. 2. Click the Printer Maintenance tab, then select Color Registration Adjustment from the list. 3. Do one of the following: · To enable the feature, click to select On for Automatic Registration Adjustment. · To disable the feature, click to clear the check for Automatic Registration Adjustment. 4. Click the Apply New Settings button to accept the change.

Performing an Automatic Color Registration Adjustment Use the following procedure to perform the automatic color registration adjustment. Note: An automatic color registration adjustment is performed every time a new toner cartridge is installed. 1. On your computer, click Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility. 2. Click the Printer Maintenance tab, then select Color Registration Adjustment from the list. 3. Click the Start button next to Auto Correct. The Automatic Color Registration routine runs. Phaser 6000/6010 Color Printer User Guide 53 Troubleshooting Manual Color Registration With the Printer Setting Utility You can fine-tune color registration by performing a manual adjustment.

Manual color registration adjustment is a three-step process: 1. Printing the Color Registration Correction Chart With the Printer Setting Utility on page 54. 2. Determining the Color Registration Values on page 54. 3.

Entering Color Registration Values With the Printer Setting Utility on page 55. Printing the Color Registration Correction Chart With the Printer Setting Utility 1. On your computer, click Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility. 2. Click the Printer Maintenance tab, then select Color Registration Adjustment from the list.

3. Click the Start button next to Print Color Regi Chart. The Color Registration Chart prints. 4. Continue to Determining the Color Registration Values on page 54 to determine if an adjustment is necessary. Determining the Color Registration Values The Color Registration Chart shows horizontal and vertical values for each color. The color registration marks are grouped on the chart as follows: Vertical registration values are at the top of the page: · Y = Paper feed direction yellow · M = Paper feed direction magenta · C = Paper feed direction cyan Left side registration values are on the left side of the page: · LY = Left yellow · LM = Left magenta · LC = Left cyan Right side registration values are on the right side of the page: · RY = Right yellow · RM = Right magenta · RC = Right cyan To determine the vertical values: 1. In the upper section of the Color Registration Chart, vertical color lines are printed in gaps between corresponding vertical black lines. The line sets are in color groups: Y, M, or C. Each set of lines has a corresponding number printed above it.

In each color group, identify the set of lines in which the color line is perfectly aligned between the corresponding black lines. Refer to the enlarged illustration on the chart that shows how to determine the closest number. 2. For each color, do one of the following: · If zero (0) is the value on the color set that is most closely aligned, you do not need to adjust that color. 54 Phaser 6000/6010 Color Printer User Guide Troubleshooting · If zero (0) is not the value on the color set that is most closely aligned, circle the number that is closest. To determine the horizontal values: 1. In the left and right sections of the Color Registration Chart, horizontal color lines are printed in the gaps between corresponding horizontal black lines. Each group of lines is arranged in a group under the corresponding letters LY, LM, LC, RY, RM, and RC. Each set of lines has a corresponding number printed to the right of it. In each color group, identify the set of lines in which color line is most closely aligned between the corresponding black lines.

Refer to the enlarged illustration on the chart that shows how to determine the closest number. 2. Proceed to determining the vertical values described in the following procedure: · If zero (0) is the value on the color set that is most closely aligned, you do not need to adjust that color. · If zero (0) is not the value on the color set that is most closely aligned, circle the number that is closest. 3.

If it is necessary to make any horizontal or vertical adjustments, proceed to Entering Color Registration Values With the Printer Setting Utility on page 55. Entering Color Registration Values With the Printer Setting Utility Using the printer control panel, enter the values that you found in the Color Registration Correction Chart to make adjustments. 1. On your computer, click Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility. 2.

Click the Printer Maintenance tab, then select Color Registration Adjustment from the list. 3. Use the drop-down arrow at the right side of each color to select the value for the registration offset. 4. Repeat the previous step for each of the other registration colors. 5. After entering all of the color registration values, click the Apply New Settings button. Performing Color Registration at the Phaser 6010 Printer Enabling/Disabling Automatic Color Registration Use the following procedure to enable or disable the automatic color registration adjustment feature. 1. On the printer control panel, press the Menu button.

2. Press the Down Arrow button to go to Admin Menu and then press the OK button. 3. Press the Down Arrow button to scroll to Maintenance Mode and press OK. 4. Press the Down Arrow button to scroll to Auto Regi Adjust and press OK. 5. Press the Down or Up Arrow buttons to select On or Off. 6. Do one of the following: · To enable the feature, at On press OK.

· To disable the feature, at Off press OK. 7. Press the Return button to return to the main menu. Phaser 6000/6010 Color Printer User Guide 55 Troubleshooting Performing an Automatic Color Registration Adjustment Use the following procedure to perform the automatic color registration adjustment. Note: An automatic color registration adjustment is performed every time a new toner cartridge is installed.

1. 2. 3. 4. 5.

6. On the printer control panel, press the Menu button. Press the Down Arrow button to go to Admin Menu and then press the OK button.

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