The Document Company
XEROX

DocuPrint C6
Inkjet Printer

Customer Support

To resolve problems with your printer, follow the suggestions that are provided in *Chapter 4, Troubleshooting the Printer*.

If you are unable to solve a DocuPrint C6 problem using this guide or the Printer Driver Online Help, do one of the following:

- Browse to:

  http://WWW.XEROX.COM

- Call the Xerox Customer Support Center at 1-800-TEAM XRX (1-800-832-6979).

Call from a telephone near your PC and the printer. Make sure that both your PC and your printer are turned on.

Before calling, make sure you have the following information:

- C6 serial number, which is located next to the parallel port on the back of the printer.

- C6 software version, which is specified on the *About* property page.

- Windows operating system version (Windows 95/98)

- Amount of memory in your PC.

- Information about the problem, including the steps taken to create the problem, any error messages, and the expected behavior.

Contents

Chapter 1 **Introduction**

The DocuPrint C6 printer is a high quality, thermal ink jet printer designed for both color and black and white applications. Featuring a compact lightweight design, the printer is ideally suited for use in your office or at home. The DocuPrint C6 printer connects easily to your personal computer.

Make your pages stand out

- Prints up to 600 x 600 dpi on plain paper
- Crisp vivid graphics—even on plain paper
- Automatically correct problem areas in photos with unique ImageFix™ software

High-speed, high-quality prints

- Prints up to 4 black-and-white pages per minute; up to 1.5 pages per minute in color
- Saves you print time; return to PC application while printing.

Cost-saving features

- Separate color cartridges eliminate expense of wasted inks (4 colors)
- Small space on your desk

Safety notes

Your DocuPrint C6 has been carefully designed to give you years of safe, reliable performance. As with all electrical equipment, however, there are a few basic precautions you should take to avoid hurting yourself or damaging the unit.

1. Read and follow all warnings and instructions marked on or supplied with the printer.

2. Unplug the printer before you clean it. Use a damp cloth only; do not use liquid or aerosol cleaners.

3. Place your printer on a firm, solid surface. If you put it on an unsteady surface, it might fall and become damaged. If you place the printer on a soft surface, such as a rug, sofa, or bed, the vents may be blocked, causing it to overheat.

4. Do not put the printer on or near a heat source, such as a radiator or heat register. If you put the printer in any kind of enclosure, make sure it is well ventilated.

5. Do not use your printer near water, or spill liquid of any kind into it.

6. Ensure that your power source matches the rating listed on the back of the printer.

7. Be sure to install the printer near a power outlet that will remain easily accessible.

8. To avoid damaging the power cord, do not put anything on it or place it where it will be walked on. If the cord becomes damaged or frayed, replace it immediately.

9. *The use of an extension cord or power strip with this printer is not recommended*. If you are using an extension cord or power strip with the printer, make sure that the total of the amperes required by all of the equipment on the extension is less than the extension's rating. Generally, the total ratings of all equipment plugged into any one power line should not exceed 15 amperes. Do not exceed this unless you know that the power line your equipment is plugged into has a rating above 15 amperes.

10. You must only use the 3-conductor, 18 AWG, SVT type, IEC320 style power cord provided with your printer (that is, a plug having a third grounding pin). This plug will only fit into a grounding-type power outlet. This is a safety feature. To avoid the risk of electric shock, contact your electrician to replace the receptacle if you are unable to insert the plug into the outlet. Never use a ground adapter plug to connect the printer to a power source receptacle that lacks a ground connection terminal.

11. Aside from the routine maintenance described in your printer documentation, do not try to service the printer yourself. Opening the cover may expose you to shocks or other hazards. Do not make any adjustments other than those described in the documentation, as you might cause damage requiring extensive repair work.

12. If anything happens that indicates that your printer is not working properly or has been damaged, unplug it immediately and have your printer serviced. These are some of the things to look for:

    - The power cord or plug is frayed or damaged.

    - Liquid has been spilled into the housing, or the printer has been exposed to water.

    - The printer has been dropped or its cabinet has been damaged.

    - The printer does not function normally when you are following the operating instructions.

13. The CE marking applied to this product symbolizes the Xerox declaration of conformity with the following applicable directives of the European Union as of the dates indicated.

    - January 1, 1995—Council Directive 73/23/EEC amended by Council Directive 93/68/EEC, Approximation of the laws of the member states related to low voltage equipment.

    - January 1, 1996—Council Directive 89/336/EEC, Approximation of the laws of the member states related to electromagnetic compatibility.

- A full declaration defining the relevant directives and referenced standards can be obtained from your Xerox representative.

- WARNING: In order to allow this equipment to operate in proximity to Industrial, Scientific and Medical (ISM) equipment, the external radiation from ISM equipment may have to be limited or special mitigation measures taken.

14. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

15. This Class "B" digital apparatus complies with Canadian ICES-003.

Printer Registration

In order to activate your printer warranty, please take a moment to register this product. Directions are provided below. The preferred registration method is through on-line registration; however, each of these methods will enable you to register your product.

- On-line registration

- FAX your registration number to: 1-800-594-5023

- Mail in the registration card.

- Call 1-800-TEAM XRX (1-800-832-6979)

Note: Save a copy of the registration card and the bill of sale as proof of purchase for future reference.

Directions for On-Line Registration

1. Go to the Xerox Web site:

    http://WWW.TEAMXRX.COM

2. A *Small Office Solutions* title screen appears. Under the *Contents* column, select *Service and Support*.

3. A *Xerox Support* title screen appears. Under the *Contents* column, select *Warranty Registration*.

4. Fill in all empty fields.

5. When you are finished filling in the empty fields, click the <Submit Warranty> button. You are now registered.

Chapter 2

Understanding the Printer's Features

This chapter illustrates the parts of the DocuPrint C6, explains the Printer Control button and LED light, and lists the printer specifications.

Hardware features

Review the following illustrations to familiarize yourself with the printer's parts.

Front view of DocuPrint C6 Printer

Paper input support shelf

Paper output shelf

Printer Cover

DocuPrint C6

Light (LED)

Printer Control button
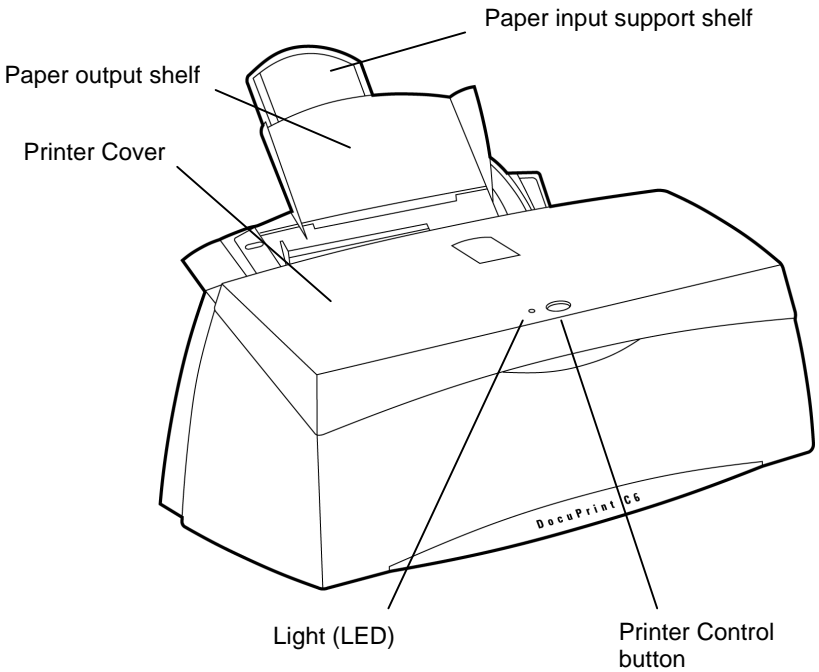
Inside view of DocuPrint C6 Printer

Star wheel
bar

Print Head and
color ink cartridges

Green Cartridge
Lock lever

Rear view of DocuPrint C6 Printer

Parallel interface
cable connection
IEEE 1284

Power connection

Serial number location
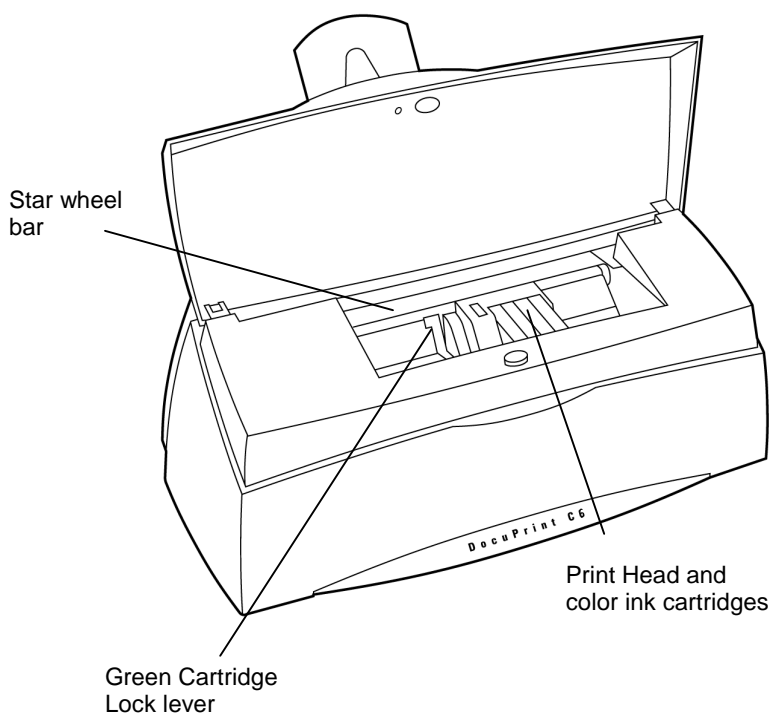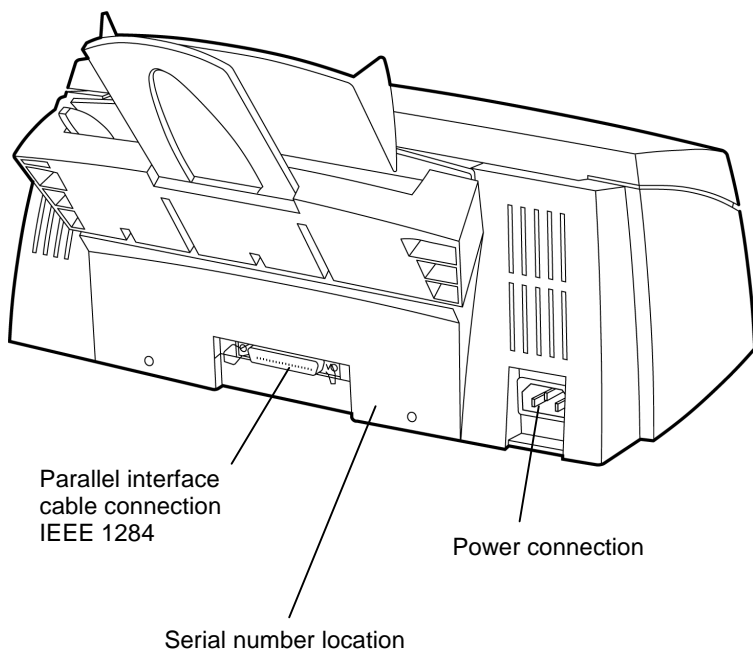
Control Panel Operation

The DocuPrint C6 control panel has one button and one light (LED).

The Printer Control (green) button controls printer functions. The one LED light displays the condition of the printer.

Normal Printer Operation

LED Off

With the LED light off, these operations can be performed:

- **To center the print head so you can replace a print cartridge** – Press and hold the Printer Control button for at least 2 seconds. The print head will move to the center of the printer. Replace the print head (see the Quick Start Guide), then press and release the Printer Control button to return the print head to the home position.

- **To manually feed paper** – Press and release the Printer Control button.

- **To manually advance paper** – After manually feeding paper into the printer, press and release the Printer Control button for each line feed.

- **To eject paper** – Press and hold the Printer Control button for at least 2 seconds.

- **To print a test page** – Unplug the power cord from the rear of the unit. While pressing the Printer Control button, reinsert the power cord into the back of the unit and continue to hold the Printer Control button until the print head starts to move.

Printer Error Conditions

LED Blinking Constantly (0.5 sec On, 0.5 sec Off)

A constantly blinking LED can indicate the following:

- **Low ink condition** – Press and release the Printer Control button to center the print head. Replace the low ink cartridge. Press and release the Printer Control button to return the print head to the home position.

LED On Continuously

A continuously lit LED can indicate any of the following error messages:

- **Out of paper** – Fill the paper tray. Press and release the Printer Control button to feed paper.

- **Paper Jam** – Press and hold the Printer Control button for at least 2 seconds to clear the jam. If the paper fails to come out, follow the jam clearance procedure described on the Quick Reference Guide.

- **Incorrect Print Head Installed** – Press and release the Printer Control button to center the print head. Replace the incorrect print head with the correct DocuPrint C6 print head.

- **Out of Ink** - Press and release the Printer Control button to center the print head. Replace the empty ink cartridge with a new cartridge. Press and release the Printer Control button to return the print head to the home position.

(**LED On Continuously)**

- **<u>System Error</u>** – Press and hold the Printer Control button for at least 2 seconds. If the LED begins to flash, there is a system error. Unplug the power at the back of the unit for at least 10 seconds, then reinsert the power cord back into the back of the unit. If the problem still persists, contact the Xerox Customer Support Center.

LED Blinking Intermittently (0.2 sec On, 1.4 sec Off)

An intermittently blinking LED can indicate the following:

- **<u>Data in Buffer</u>** – Press and release the Printer Control button to print out the data resident in the printer memory.

Printer specifications

Feature	Specification	
Print speed	Black:	Up to 4 ppm (draft mode)
	Color:	Up to 1.5 ppm (draft mode)
Print resolution	Black / Color:	600 x 600 dpi (plain paper)

Feature	Specification	
Paper tray capacity	100 sheets	75 g/m² (20 lb.) paper
Paper output shelf capacity	50 sheets	75 g/m² (20 lb.) paper
Paper size	Automatic feed:	Letter, Legal, A4, A5, B5, 8 x 10, Executive
	Envelopes:	#10, DL, C6, Custom (see Printer Driver Online Help)
Paper weight	60 – 160 g/m² plain paper: (16 – 43 lb.)	
Print media	Plain paper, ink jet transparencies, envelopes, paper-faced labels, high resolution paper, photo glossy paper, fabric transfer sheets	
Interface	IEEE 1284 compliant parallel printer cable, 6 ft. or less	
Ambient conditions	Temperature:	10° – 35° C (50° - 95° F)
	Humidity:	20% – 80% relative humidity
Input voltage	100V – 240V Universal Power Supply	
Power consumption	Standby:	0.1A 110V; 0.08A 230V
	Operating:	0.5A 110V; 0.3A 230V
External dimensions	Width:	43.5 cm (17.1 inches)
	Depth:	23.7 cm (9.3 inches)
	Height:	17.5 cm (6.9 inches)
	Weight:	4 kg (8.8 lb.)

System Requirements

Operating System	Windows 95/98
Random Access Memory	Minimum 8 MB 16 MB Recommended
Hard Disk Space	20 MB available
Minimum CPU	486-DX66 MHz

Note: The use of devices that share the parallel port (for example, a zip drive or a scanner) is not recommended. Use a direct connection to the parallel port of the computer.

Printable area / Margins

	Recommended	Possible
A	5.0 mm (0.21")	5.0 mm (0.21")
B	5.0 mm (0.21")	5.0 mm (0.21")
C	5.0 mm (0.21")	5.0 mm (0.21")
D	18.0 mm (0.71")	12.7mm (0.5")

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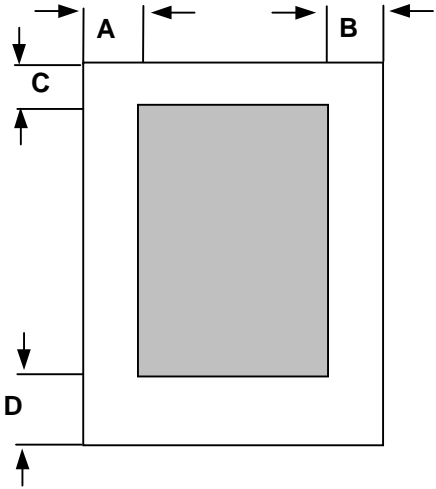
Chapter 3

Using the Printer Settings

Using the DocuPrint C6 printer driver software, you can select from a variety of settings when printing documents. This chapter describes the printer settings you can select and how to check the status of the documents sent to the printer.

This section covers features for Windows 95/98, the operating environment for the DocuPrint C6 printer.

Accessing printer settings

You can access the printer settings from a Windows software application or from the Printers folder.

From a Windows software application:

Click *Print* from the File menu. In the *Print* dialog box, click *Properties* (or *Setup*).

From the Printers folder for Windows 95/98:

In Windows 95/98, click the <Start> button on the Task Bar, point to *Settings*, and click *Printers*. Click the DocuPrint C6 icon with the right mouse button, and then click *Properties*.

The property page settings for Windows 95/98 are described in the following pages of this chapter.

Note: Some software applications may override any of the settings you select on the printer property pages.

The Paper/Output Property Page
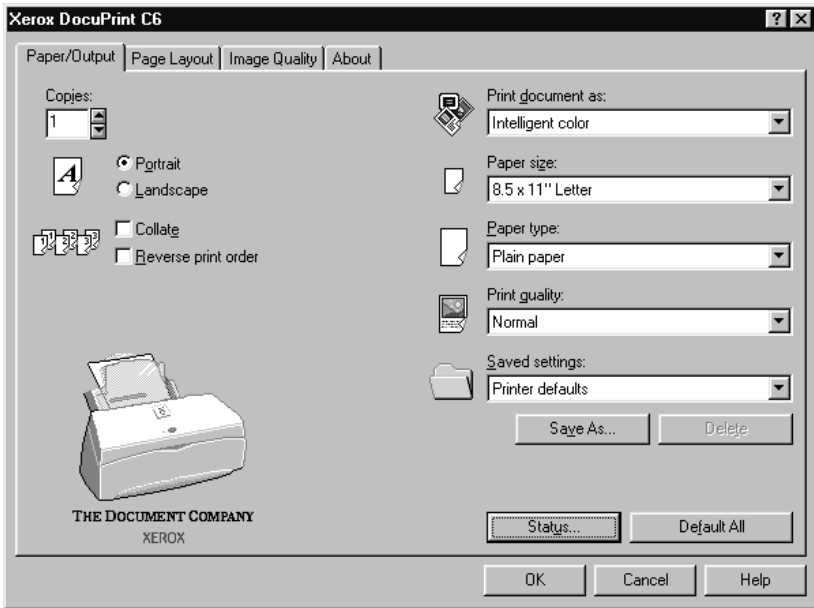
The *Paper/Output* property page provides the following settings:

Copies	Specifies the number of copies to print. The valid range is 1 to 99.
Orientation	These radio buttons allow the user to select the paper orientation: **Portrait** (vertical orientation) or **Landscape** (horizontal orientation).
	The icon to the left of the buttons changes to match the selection.

Collate	Arranges, in sequential order, multiple copies of the same document.
Reverse print order	Prints the document from the last page to the first page.
Print document as	*Intelligent color* (graphics and text): This option is used for color printing. - Greyscale: this option is used for black and white printing.
Paper size	Specifies the paper size to be used for the current print job. The Paper size pull-down menu lists sizes of paper on which to print. All choices are always available. The page icon to the left of the menu changes to match the selection. Refer to the Printer Driver Online Help for a complete listing of choices.
Paper type	- Plain paper - Ink jet coated paper - Photo quality paper - Ink jet transparency - Iron-on transfer

Print quality	Selects print quality for current print job.
	Draft: For fastest printing. Resolution is 300 x 300 dpi. Speed is up to four pages per minute (plain paper only.)
	Normal: For fast printing at letter quality speed. Resolution is 600 x 300 dpi.
	High quality: Resolution is 600 x 600 dpi but takes more time than normal print mode.
Saved settings	Specifies the printer settings file to use for the print job. Three files are provided or you can create your own file.
	Refer to the Printer Driver Online Help for a complete listing of settings within these four preset choices:
	• *Draft memo*
	• *Presentation transparency*
	• *Printer defaults*
Save As	Allows the user to create a new saved setting file, saving all property sheet settings.

To use the <Save As> button:

1. Select the settings you want on the *Paper/Output*, *Page Layout*, and *Image Quality* property pages.

2. On the *Paper/Output* property page, click the <Save As> button.

3. Type a name in the *Save As* dialog box.

4. Click <Save> in the dialog box.

Delete   Deletes the currently selected Saved setting file.

Status   Displays the Status window. If the Status window is already running, it will be brought to the foreground.

Default All   Sets all controls on all property pages to their factory defaults. This function is the same as: *Printer defaults* from the **Saved settings** control. (See **Saved settings**, above).

Device mimic (printer illustration in lower left corner)

This is a bitmap image of the printer. This image will change when certain settings are changed (for example, paper size).

The Page Layout Property Page
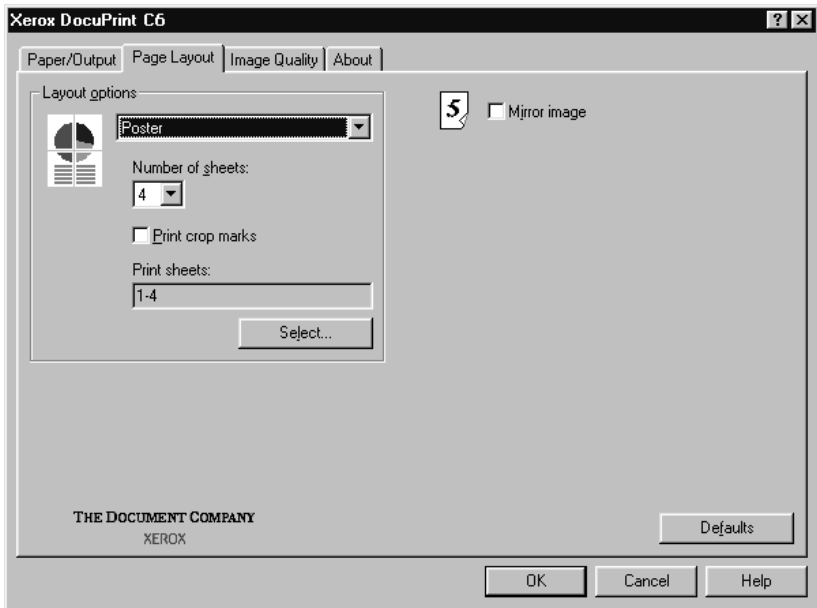
The *Page Layout* property page enables you to print one image on multiple pages. It also allows several pages to be printed on a single sheet. The graphic to the left of the control is updated to reflect your specific layout selection. There are three layout options:

- *Poster:* The poster feature takes each original image and magnifies it to print on the chosen number of pages.

- *Multiple-up:* Prints the selected number of images on one page/sheet.

- *None:* Prints the images as they come from the application.

Poster

Number of sheets

This determines how many pages each original image is expanded to. The list contains 4, 9, and 16.

Print crop marks

When checked, a black border will be printed at the edge of the printable area of each expanded page.

Print sheets

The box displays the page numbers that will be printed from the total job. The default is that *all* sheets will be printed. The user can select any combination of sheets using the <Select> button.

<Select> button

This feature enables you to select any combination of sheets that were originally identified in **Number of Sheets**.

Defaults

This will return controls on the *Page Layout* property page to their factory defaults.

Select Sheets
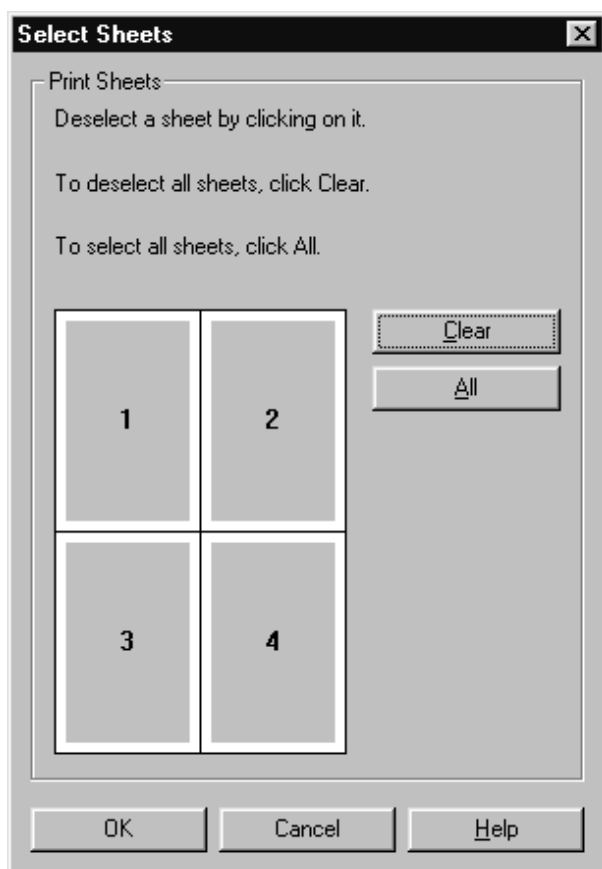
Use this dialog to select expanded *Poster* sheets to print.

The features in *Select Sheets* are:

<Clear>   Deselects all the sheets. The dialog box remains open.

<All>   Selects all the sheets. The dialog box remains open.

<OK>   Saves the current selections and exits the dialog box.

<Cancel>   Exits without saving your selections.

<Help>   Displays help for this dialog box.

Note: This setting will remain in effect until it is changed. Therefore, once you print the desired sheet(s) return to the dialog box, click <All>, and then click <OK>.

Multiple-up option
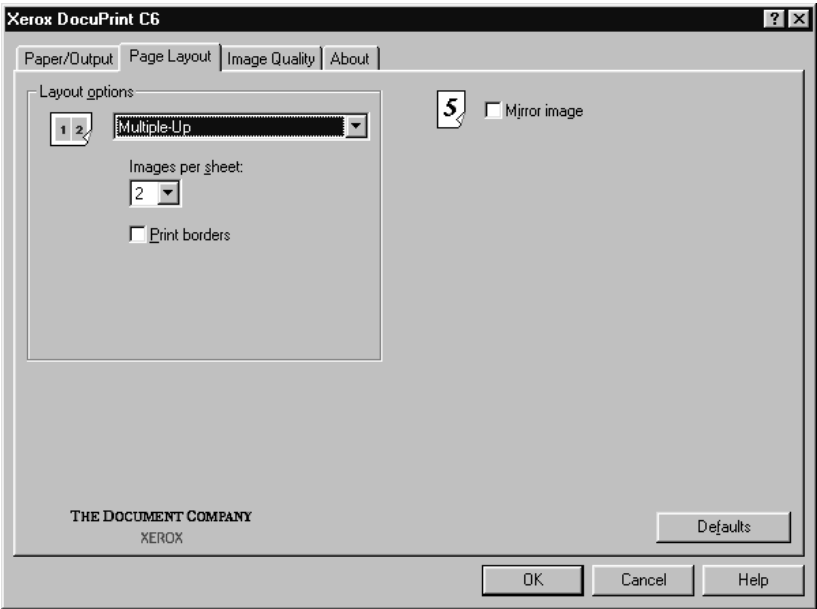
The *Multiple-up* feature enables placement of multiple images on **one** page/sheet. If you select *Multiple-up* on the *Page Layout* property page, the following controls appear:

Images per sheet	This selection determines how many images are condensed and printed on one page. The available choices are 2, 3, 4, and 8.
Print borders	Click on the check box to print a black border around each condensed image. The icon will reflect the border choice.

<Defaults>	This button will return controls on the *Page Layout* property page to their factory defaults.

Mirror Image

In the center of the *Page Layout* property page, is an icon and check box for *Mirror Image*. The printed image is flipped horizontally (left to right). This setting is automatically selected when you choose *Paper type*: *Iron-on transfer* from the *Paper/Output* property page. The icon to the left of the check box is updated based on your selection.

None

If you select *None* under **Layout options**, rather than selecting *Poster* or *Multiple-Up*, the pages are printed exactly as they come in from the application.

The Image Quality Property Page
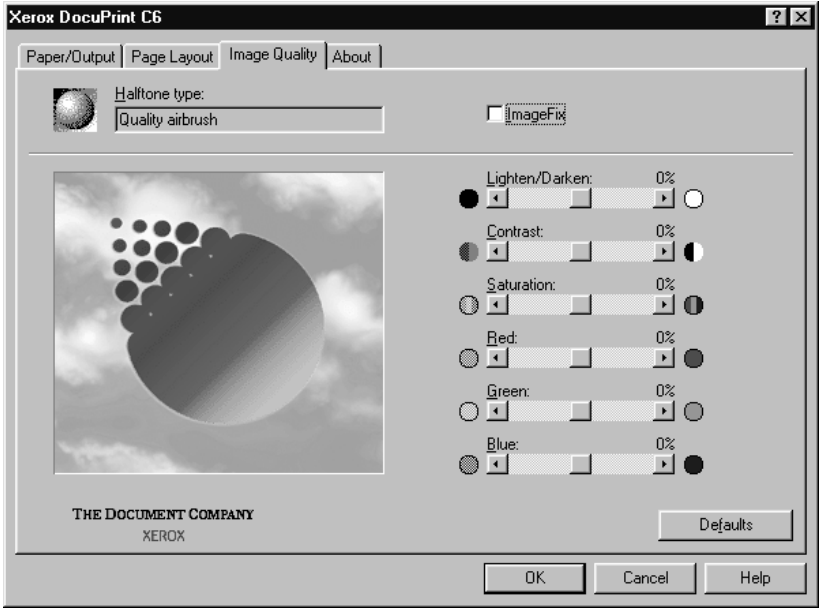
The *Image Quality* property page provides a large graphic that estimates how **Lighten/Darken**, **Contrast**, and **Saturation** of **Red**, **Green**, and **Blue** affect the document. (However, the graphic does not change when you select **ImageFix™**.)

These are the *Image Quality* property page features:

Halftone type   This field is informational only. The user cannot directly select the type of halftone to use. The software selects the halftone based on the quality mode and print mode selected on the *Paper/Output* property page. The icon to the left of the field is updated to reflect the type of halftone in use.

Refer to the Printer Driver Online Help for definitions of these halftone types:

- *Fine dither*

- *Quality airbrush*

- *Sharp airbrush*

Lighten/Darken   Increasing the value of **Lighten/Darken** creates a lighter print; decreasing the value creates a darker print. The large bitmap to the left reflects these changes.

Contrast   Increasing the value increases the amount of contrast between the light and dark colors in your print. Decreasing the value decreases the amount of contrast. The large bitmap to the left reflects these changes.

Saturation   Increasing the value makes all the colors richer. Decreasing the value makes the colors weaker. The large bitmap to the left reflects these changes. This control is disabled when **Print document as** is set to *Greyscale*.

Red	Move the **Red** scrollbar to the left or right to decrease or increase the amount of red in your print. The large bitmap to the left reflects these changes. This control is disabled when **Print document as** is set to *Greyscale*.
Green	Move the **Green** scrollbar to the left or right to decrease or increase the amount of green in your print. The large bitmap to the left reflects these changes. This control is disabled when **Print document as** is set to *Greyscale*.
Blue	Move the **Blue** scrollbar to the left or right to decrease or increase the amount of blue in your print. The large bitmap to the left reflects these changes. This control is disabled when **Print document as** is set to *Greyscale*.
Defaults	Sets the controls on the *Image Quality* property page to their factory defaults.

The About Property Page
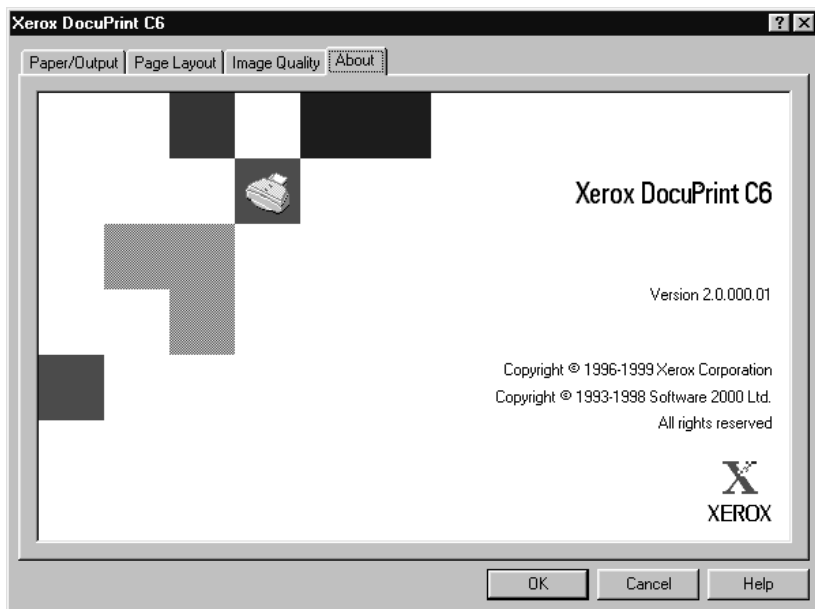
This tab gives important information concerning the version of the software and copyright dates.

If you need assistance, please have your software version number available for the Xerox Customer Support Center when you call or e-mail.

The Status Property Page
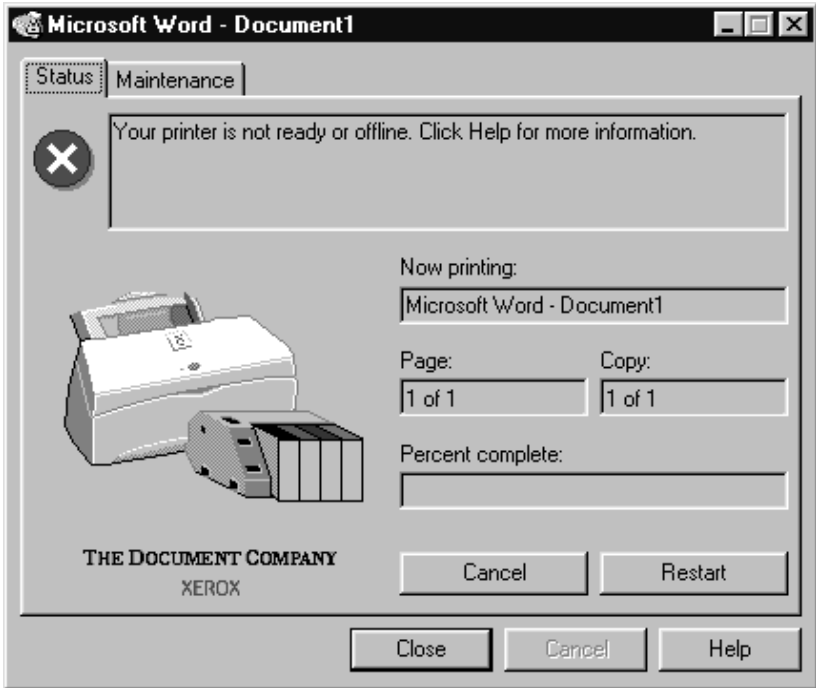
The *Status* property page provides you with printer status
information, including the level of ink in the print
cartridge(s). The *Status* property page also shows the
progress of the current print job. By default, the *Status*
property page opens automatically while printing a
document.

If the printer is idle, you can check its status by clicking the <Start> button, pointing to *Settings*, and clicking *Printers*. Click the DocuPrint C6 icon with the right mouse button. With the left mouse button, click *Show Status window* (Windows 95/98 only).

These are the *Status* property page features and settings:

Information area	This area is at the top of the screen and consists of a printer icon and a message area. The message area is used to report device warnings and errors. The text in the message area reports low ink, out of ink, out of paper, wrong print head, etc., as well as information to remedy the problem.
Cartridge Mimic	This image shows the currently installed print cartridge and the levels of ink in the cartridges. The color/photo print cartridge is the only option available. If one of the individual ink cartridges is low, a warning symbol appears on the mimic (a mini yellow triangle with an exclamation point).
	If an ink cartridge is empty, missing, or installed incorrectly, an error symbol appears (a mini red circle with a white X).
Now printing	Indicates the name of the job being printed. The actual text is supplied by the application that requested the print job.

Page	Indicates which page is currently being printed and the total number of pages submitted for printing.
Copy	Indicates which copy is being printed and the total number of copies requested.
Percent complete	A progress bar that indicates the percentage of the total job that has been sent to the printer.
<Cancel>	Cancels the job currently sent to the printer.
<Restart>	This feature is useful after a jam or after an ink cartridge or print head has been cleaned or changed due to a print quality defect. This allows the user to restart the job currently being sent to the printer. You can restart at the page currently being sent, the beginning of the document, or place the job back in the print queue for printing later.

The Maintenance Property Page
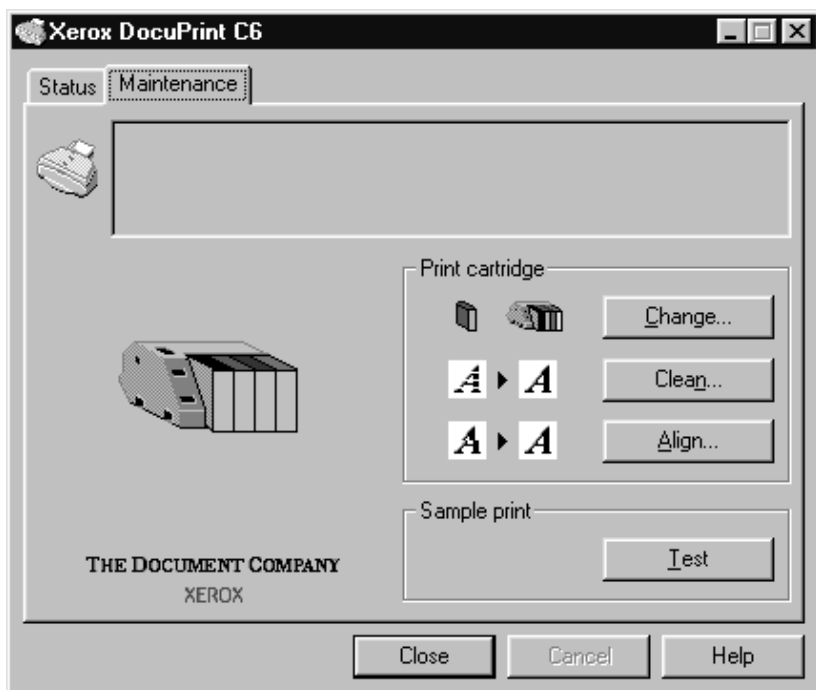
The *Maintenance* property page provides you with printer maintenance capabilities. If the printer is idle, you can open the *Maintenance* property page by clicking the <Start> button, pointing to *Settings*, and clicking *Printers*. Click the DocuPrint C6 icon with the right mouse button. With the left mouse button, click *Show Status window*. Click the *Maintenance* tab (Windows 95/98 only).

All the buttons on the *Maintenance* property page are disabled if a job is being printed.

The following are the *Maintenance* property page features and settings:

Information area	This area is at the top of the screen and consists of an icon and a message area. The message area is used to report device warnings and errors. The text in the message area reports low ink, out of ink, out of paper, wrong print head, etc., as well as information about the problem.
Cartridge Mimic	This image shows the currently installed print cartridge and the levels of ink in the cartridges.
	If an ink cartridge is empty, missing, or installed incorrectly, an error symbol appears (a mini red circle with a white X).
Change	Moves the print cartridge to the center position so you can remove it. A dialog box gives additional instructions for removing the cartridge. If the print cartridge is not in the center of the carriage, click the <Cancel>button and invoke this dialog box again.
	Select what you are installing from the displayed options.

There are three choices for installing another print/ink cartridge:

- *Previously used print cartridge*

  Select this option if you are installing a print cartridge you have used before.

- *Color ink cartridge*

  Select this option if you are replacing one or more of the individual ink cartridges on the Color/Photo print cartridge.

- *New print cartridge*

  Select this option if you are installing a print cartridge that has never been used before, for example, one you have just purchased and are installing for the first time.

  Once you have made the appropriate choice, click <OK>. The *Installation Complete* dialog box will then appear. After the installation is complete, click <OK>. The print head will move back to the left (its home position). The cartridge will be prepared for printing.

Clean	Cleans the currently installed print cartridge. Before clicking the <Clean> button, *make sure the printer is idle*.
Align	Prints a test pattern that you can use to verify the optimum bi-directional alignment of the print head in the printer.
	To align the cartridge, wait for the printer to completely print the alignment test page. Look over the nine individual vertical alignment patterns. Determine which pattern has the straightest lines.
	If pattern zero ("0") has the straightest lines, then there is no need to adjust the alignment. Click <Done> to exit the dialog.
	If a pattern other than zero has the straightest lines, then select that pattern on the dialog box. Select **Print the Alignment Test Pattern** if you want to verify the adjustment, then click <Align>. If you are not verifying the adjustment, click <Done>.

If none of the patterns has straight lines, then select the pattern that is the closest (this should be -4 or +4). Make sure **Print the Alignment Test Pattern** is selected and then click <Align>. Wait for the alignment test page to print and look for the straightest lines again.

Print the Alignment Test Pattern

When selected, the alignment test page will be printed after <Align> is clicked. It is recommended that you do this in order to verify the adjustment. For best printing you want pattern zero to have the straightest lines.

<Test>   Prints a diagnostic sample page (resident in the printer memory) that you can use to determine printer problems.

Checking the documents in the print queue

The DocuPrint C6 print queue shows the documents currently being printed or waiting to be printed.

1. To view the print queue, do **one** of the following:

   - Click the Windows <Start> button, point to *Settings*, and click *Printers*. Double-click the DocuPrint C6 icon.

   - Click the DocuPrint C6 icon on the taskbar.

   The DocuPrint C6 window lists the print jobs pending on the printer and the status of each job.

2. To pause a document that is currently being printed, do the following:

   a. Click the document name.

   b. From the Document menu, click *Pause Printing*.

3. To cancel the document that is currently being printed or any document in the print queue, do the following:

   a. Click on the document name.

   b. From the Document menu, click *Cancel Printing*.

Chapter 4

Troubleshooting the printer

This chapter describes common printer problems that may occur and provides the recommended solutions. Follow the suggested solutions to correct the problem. If the problem continues, contact Xerox Customer Support.

Call from a telephone near your PC and the printer. Make sure that both your PC and your printer are turned on.

The printed document does not match the selected printer settings

Cause	Suggested Solution
Some software applications override the settings selected on the DocuPrint C6 property pages.	Choose the printer settings from the application.
Previously selected printer settings are used to print the document.	Check the selected settings on the DocuPrint C6 property pages.

The printed document is blank

Cause	Suggested Solution
There may be a problem with the print head, printer cable, or your PC.	Print a Test print by unplugging the power cord from the rear of the unit; then, while pressing the Printer Control button, reinsert the power cord into the back of the unit and continue to hold the Printer Control button until the print head starts to move.
	If the Test print is good, check the printer cable or your PC.
	If the Test print is blank, do one or more of the following:
	• Remove, then reinstall the print head.
	• Click the Cartridge <Clean> button from the *Maintenance* property page to clean and restore the print head. Repeat the process two times.
	• Remove print head, wipe print head with a damp paper towel, and then reinstall the print head.

Cause	Suggested Solution
	• Remove print head and then remove ink cartridges. Check to see if they are empty. Check the ink output and pin hole vents on the individual cartridges. Reinsert cartridges, making sure you hear a click, then reinstall print head.
	• If necessary, contact the Xerox Customer Support Center.

The document prints slowly

Cause	Suggested Solution
The **Print quality** is set to *High quality*.	On the *Paper/Output* property page, set the **Print quality** to *Draft* or *Normal*.
The Temp (Temporary) Folder on your hard drive may contain too many files.	Delete *.tmp and *.prn files from the Temp Folder. Windows 95/98 stores temporary files in `C:\Windows\Temp`.

The document sent to the printer does not print

Cause	Suggested Solution
The printer cable is not connected properly.	Unplug the power source. Make sure the printer cable is securely connected to the printer and your PC. Reconnect the power source.
The printer is not mapped to the local port.	Map the printer to LPT1. Use the Windows *Details* property page to map the LPT printer port. Click the <Start> button, point to *Settings*, and click *Printers*. Click the Xerox DocuPrint C6 icon with the right mouse button, then click *Properties*. Click the *Details* tab, and check the **Print to the following port**. The printer port is usually LPT1.
The printer cable is incorrect.	Use an IEEE 1284 compliant parallel printer cable.
The printer cable is damaged.	Check the printer cable and replace if damaged.
The type of interface is incorrect.	Verify that the computer is using the parallel interface. Check your Windows software manual to ensure that your operating system software communicates to the interface port that your printer is connected to.
The front panel LED is blinking intermittently.	Press and release the Printer Control (green) button to continue printing.

The Front Panel LED is on continuously

Cause	Suggested Solution
The printer is out of paper.	Add paper to the paper tray. Then, press and release the Printer Control (green) button.
The print head is not installed correctly.	Press and release the Printer Control (green) button to center the print carriage. Remove, then reinstall the print head. Press and release the Printer Control button to return to the home position.
A carriage position error occurred.	Open the printer cover and clear any obstructions in the print head path, such as packaging material. Press and release the Printer Control (green) button to clear the error and eject the paper.
A paper feed error occurred.	Clear the paper jam. Refer to the Printer Driver Online Help or to the Quick Reference Guide for more information.
An internal printer error occurred.	Press and hold the Printer Control (green) button for at least two seconds. If the problem persists, unplug the power cord from the printer, wait at least ten seconds, and then reconnect it. If the problem continues, contact the Xerox Customer Support Center.

An ink cartridge is empty, or the wrong brand of ink cartridge is installed.	Click the <Change> button on the *Maintenance* property page, and then follow the instructions to replace the ink cartridge.
An ink cartridge is not installed correctly.	Press and release the Printer Control (green) button to center the print carriage. Open the printer cover and snap each ink cartridge into position by pressing the cartridge down and into the print head. If this problem persists: Remove the print head from the printer. Remove and reinstall each cartridge. Be sure to press each cartridge down and into the print head.
The print head is not installed.	Install the print head (see the Quick Reference Guide).

The Front Panel LED is blinking slowly

Cause	Suggested Solution
There is a low ink condition.	Install a new color / photo print head with new ink cartridges (see the Quick Start Guide).

The Front Panel LED is blinking intermittently

Cause	Suggested Solution
There is data in the buffer.	Press and release the Printer Control (green) button to release the data in the buffer and begin printing.

The print is blurry or jagged vertical lines appear

Cause	Suggested Solution
The paper used is not recommended for the printer.	Certain papers (recycled paper) may cause poor quality output. Best results will be achieved by using paper developed for ink jet printers.
The color print head needs to be cleaned.	Click the Cartridge <Clean> button in the *Maintenance* property page.
	After cleaning the ink cartridge, run a test print. If the print is still blurry, repeat the above process five more times. If the problem continues, replace the ink cartridge. Click the <Change> button in the *Maintenance* property page, and then follow the instructions.
There is a bi-directional error.	Align the print cartridge. Click the <Align> button in the *Maintenance* property page, and then follow the instructions displayed on the screen.

The printed image is clipped or off the edge of the media

Cause	Suggested Solution
The document margins may exceed the printer margins.	Change the document margins in the application that you are using to be within the recommended printable area. Make sure the margins are equal to or wider than these margins: Top, left, right margins: 5 mm Bottom margin: 18 mm
The media type and size may not be correct.	Make sure you selected the correct **Paper size** on the *Paper/Output* property page.

Extra characters, dashes, or lines appear on the printed pages

Cause	Suggested Solution
The printer cable is too long.	Use a printer cable that is less than six feet long.
Port Monitoring software is active from a device previously connected to the printer (parallel) port.	Remove all previously installed printer drivers or devices from your PC.
Printer buffer contains data from previous print job.	Unplug printer power cord to purge printer buffer. Restart PC. Reconnect printer power cord. Print document again.
Printer cable is not IEEE 1284.	Replace printer cable with IEEE 1284 compliant cable.
Printer is connected to the PC through a pass-through device (for example, a switch box or a scanner).	Connect printer directly to the PC.

White horizontal lines and streaks of the wrong color appear on the printed pages

Cause	Suggested Solution
An ink cartridge is empty.	Replace the ink cartridge. Click the <Change> button on *Maintenance* property page, and then follow the instructions on the Quick Start Guide for replacing the ink cartridge.
An ink cartridge is clogged or defective, or the print head needs to be cleaned.	Click the Cartridge <Clean> button in the *Maintenance* property page.

After cleaning the ink cartridge, run a test print by clicking the <Test> button in the *Maintenance* property page. If lines and streaks still appear, repeat the above process five more times. If the problem continues, contact the Xerox Customer Support Center. |
The printer is connected to a power strip.	The printer requires a small amount of power to maintain the print head. Either keep the power strip turned on at all times or connect the printer to a wall outlet.
The printer is overheated.	Open the printer cover. Wait one hour for the printer to cool.
The print cartridge remains in the storage box for long periods between use.	To properly maintain the stored cartridge, remove it from the storage box monthly, and use the cartridge to print a few pages before returning it to the box.

The print is faint or missing

Cause	Suggested Solution
The paper used is not recommended for the printer.	Certain papers (recycled paper) may cause poor quality output. Best results will be achieved by using paper developed for ink jet printers.
An ink cartridge is empty.	Replace the ink cartridge. Click the <Change> button on the Printer property page, and then follow the instructions on the Quick Start Guide for replacing the ink cartridge.
An ink cartridge is clogged, or the print head needs to be cleaned.	Click the Cartridge <Clean> button on the *Maintenance* property page. After cleaning the ink cartridge, run a test print by clicking the <Test> button on the *Maintenance* property page. If the print is still faint, repeat this process five more times. If the problem continues, replace the ink cartridge according to directions on the Quick Start Guide.
The **Print quality** option is set to *Draft*.	Select a different **Print quality** option.

Ink is smeared on the printed pages

Cause	Suggested Solution
The printer is printing outside the printable area.	Change the document margins in the application that you are using to be within the recommended printable area. Make sure the margins are equal to or wider than these margins: Top, left, right margins: 5 mm Bottom margin: 18 mm
The printer cover is open while printing.	Close the printer cover.
Paper is not completely exiting the printer because the star wheel assembly bar is disengaged.	Open the printer cover. Reinstall the star wheel bar by pushing down on each end of the bar until it snaps into position.
Multiple transparencies are stacked in the paper output shelf.	Remove each transparency from the paper output shelf after it is printed.
Type of media in use	Refer to Chapter 5: "Selecting and Ordering Supplies" to ensure that the correct media is being used.

The print quality of transparencies is poor

Cause	Suggested Solution
The wrong type of transparencies was used.	Use transparencies made for ink jet printers only.
Transparency is not selected for the *Paper type* option on the *Paper/Output* property page.	Make sure *Transparency* is the selected **Paper type** option on the *Paper/Output* property page. If the problem continues, select the *Page Setup* command from the application that you are using to open the *Paper/Output* property page, and select the *Transparency* option located in **Paper type**.
The document was printed on the wrong side of the transparency film.	Remove the transparencies from the paper tray, turn the sheets over, and reinstall the sheets in the tray. Refer to the instructions for the transparency to see which side is the printable side.
Multiple transparencies are stacked in the paper output shelf.	When printing multiple transparencies, remove each transparency from the paper output shelf after it has been printed.

Color variations appear in large areas of color

Cause	Suggested Solution
The print cartridge needs aligning.	Align the print cartridge. Click the \<Align\> button on the *Maintenance* property page, and then follow the instructions displayed on the screen.
The **Print quality** option is set to *Draft*.	Change the **Print quality** option to *Normal* or *High quality* on the *Paper/Output* property page.
Printer cable is not IEEE 1284 compliant.	Replace printer cable with IEEE 1284 compliant cable.

The paper is not feeding properly

Cause	Suggested Solution
The paper is not correctly positioned between the paper guides.	Align the left edge of the paper with the left paper guide. Slide the right paper guide lever until it rests lightly against the right edge of the paper.
The paper is not loaded properly.	Remove the paper from the paper tray, fan the sheets, and then reload the paper stack. Do not load more than 100 sheets in the paper tray. If misfeeds continue, load new paper.
More than one type of media is loaded in the paper tray.	Load only one type of media in the paper tray.
Media in use is out of recommended weight range.	Refer to Chapter 5: "Selecting and Ordering Supplies" to ensure that the correct media is being used.

The paper does not stack neatly in the paper output shelf

Cause	Suggested Solution
There is not enough clearance above the paper output shelf.	Place a sheet of paper in the paper output shelf. Check the clearance above the top of the sheet; there should be two inches of clearance.
The star wheel assembly bar is disengaged.	Open the printer cover. Reinstall the star wheel bar by pushing down on each end of the bar until it snaps into position.
The star wheels are out of position in the star wheel assembly.	Open the printer cover. Lift the star wheel bar by grasping each end of the bar and rotating it toward the back of the printer. Make sure the small wheels in the star wheel assembly are not pushed all the way inside the rectangular slots and are able to rotate freely. Then reinstall the star wheel bar and close the printer cover.

Packing the printer for return to a Service Center

Should you need to return the printer for servicing, follow the packing instructions in this section or follow the process as instructed by the Xerox Customer Support Center.

Note: Do not ship the power cord, printer cable, printer driver disks, user guide, or print head and ink cartridges unless instructed to do so.

1. Remove the print cartridge.

2. Close the printer cover and remove the paper output shelf and the paper input shelf.

3. Disconnect the power cord and the printer cable.

4. If you have the original box, use the original packing material and go to step 10. If you do not have the original box, continue with step 5.

5. Completely wrap the printer in two layers of bubble wrap (minimum thickness of 12.3 mm or 5") and tape the bubble wrap to keep it in place.

6. Select a corrugated box large enough to allow at least 50.8 mm (2") between the bubble-wrapped printer and the walls of the box. Make sure the strength of the box is at least 275-lb. test.

7. Fill the bottom of the box with 75 to 100 mm (2" to 3") of loose fill.

8. Place the bubble-wrapped printer in the center of the box.

9. Add enough loose fill to completely surround and cover the printer. Compress the fill to ensure minimal movement.

10. Securely tape and seal the box.

11. Ship the printer to the address as instructed by the Xerox Customer Support representative.

The illustration below shows an example of how to pack the printer:

Outside box 275 lb. (burst strength)

Two layers 12.3 mm (0.5″) bubble wrap

Minimum 50.8 mm (2″) loose fill
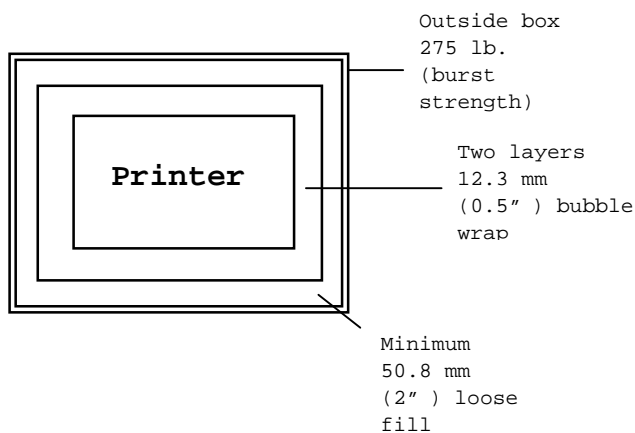
Chapter 5 **Selecting and Ordering Supplies**

To order supplies for your DocuPrint C6, contact your local retailer. If your retailer is out of stock, you can order supplies through the Xerox SupplyNet:

In the United States, call 1-800-822-2200.

In Canada, call 1-800-668-0199 (English-speaking) or 1-800-668-0133 (French-speaking).

Cartridges and print heads

The following supplies are available for your printer:

Item	Description	Reorder number
Color ink cartridges		
Black	Black ink cartridge	8R7994
Cyan	Cyan ink cartridge	8R7661
Magenta	Magenta ink cartridge	8R7662
Yellow	Yellow ink cartridge	8R7663
Color / Photo print head	Black housing that holds the color ink cartridges (Note: The Color / Photo print head is available only through the Xerox SupplyNet—see the previous page.)	8R7999

Note: Black ink cartridge 8R7660 is not compatible with your Xerox DocuPrint C6 printer.

Selecting plain paper

Most plain paper will work well in your Xerox printer, although variation in paper composition will affect print quality. For best results, always use the highest grade photocopying paper available or paper specifically designed for ink jet printers.

Fully test a paper in your printer before purchasing large quantities.

Paper size

100 – 228 mm (3.9 – 9 in.) width
127 – 355 mm (5 – 14 in.) length

Paper weights

60 – 160 g/m² (16 – 43 lb.)

Selecting specialty print media

Your Xerox printer will accept a wide range of specialty print media to satisfy all your printing needs. These include:

- ink jet transparencies

- high-quality matte paper, glossy paper

- greeting cards

- fabric transfer sheets

For best results, use specialty media designed for Xerox ink jet printers. Avoid extremely thin or thick paper, or chemically processed paper such as thermal fax paper, as frequent paper misfeeds may occur.

With all specialty media, read and follow the instructions for proper loading into the paper tray.

It is important to select the appropriate media on the *Paper/Output* property page in the DocuPrint C6 window. This will ensure the best print quality for your documents

Selecting labels

Use only paper face label stock. Ink will not dry on vinyl, plastic, or clear label stock. Individual labels will not feed properly. Letter or A4 sheet size for the labels is required at a minimum. For best results, use labels designed for an ink jet printer. The maximum quantity the tray can accommodate is 50 sheets.

Do not use any label material that is partially used, folded, curled, or wrinkled.

Selecting transparencies

Use transparencies designed for ink jet printers only. Do not use paper-backed transparencies. Refer to the instructions for the transparency to see which side is the printable side.

Selecting banner paper

Use any banner paper designed for ink jet printers. Do not use track-fed paper or paper in rolls. The C6 printer can accommodate single 8.5 x 55 in. or 210 mm. x 1485 mm. sheets.

Selecting envelopes

Most short flap envelopes work well in the printer, although some variables in paper composition may affect print quality. Fully test an envelope before purchasing large quantities.

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