

# *Quick User Guide*

## **DocuCentre-II C3000**



Features

Copy

Fax

Scan

Print

Paper Jams

Consumables

Online Support

# 01 Features Content

Thank you for selecting the Fuji Xerox DocuCentre-II C3000.

This quick user guide provides the fundamental Copy / Fax / Scan / Print operating procedures for ease use of the machine.

## Quick User Guide Organization

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♣ <b>Features Content</b> .....	Page 01 - 02
Describes the content of this guide and overview of the machine.	
♣ <b>Copy</b> .....	Page 03 - 13
Describes the copy features and operations.	
♣ <b>Fax</b> .....	Page 14 - 19
Describes the fax features and operations.	
♣ <b>Scan</b> .....	Page 20 - 25
Describes the scan features and operations.	
♣ <b>Print</b> .....	Page 26 - 33
Describes the print features and operations from computer.	
♣ <b>Paper Jams</b> .....	Page 34 - 36
Describes procedures to clear paper jams when error message displays.	
♣ <b>Consumables</b> .....	Page 37 - 40
Describes procedures to replace consumables (Toners/Drum/Waste Bottle/Staples)	
♣ <b>Online Support Assistance</b> .....	Page 41 - 42
Describes measures to acquire online help solutions and / or submit a Service & Support Request online.	

### IMPORTANT :

The screen images in this guide solely used for illustration and are based on the standard machine configurations. Some features mentioned may not be used depending on the machine configurations. Unsupported features will not be displayed on the screen. Abnormal features will be grayed out on the screen.

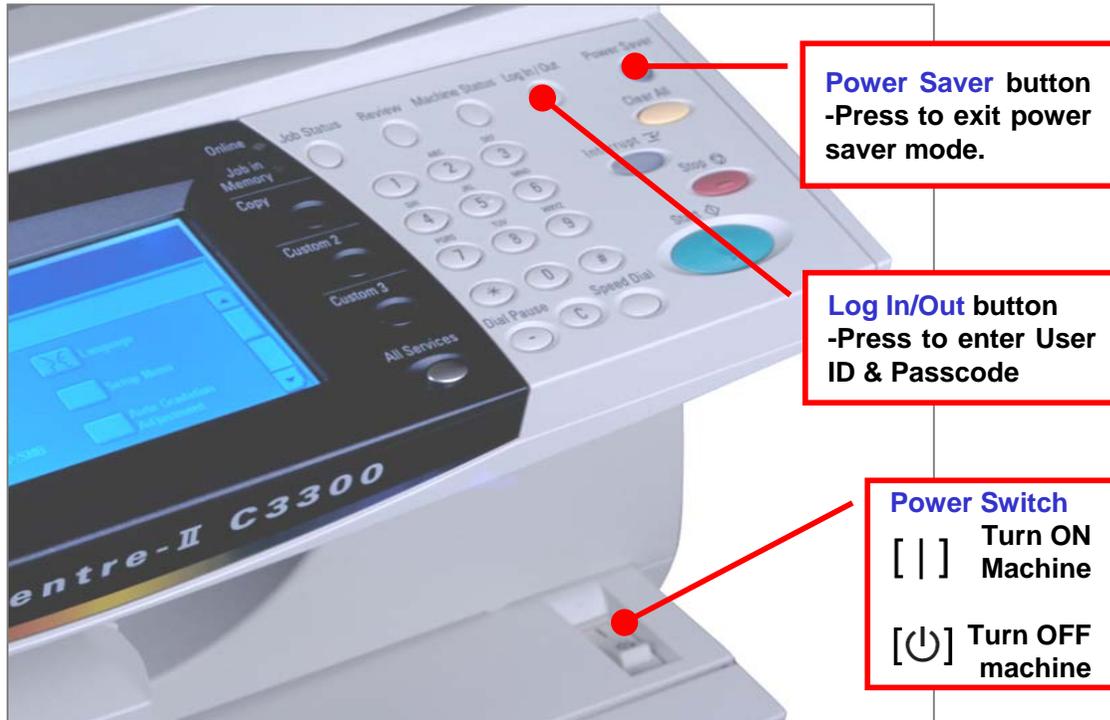
This Quick User Guide may not be copied or modified without the written consent of the publisher.

Parts of this user guide are subject to change without prior notice.

We welcome any comments on ambiguities, errors, omissions or missing pages.

Contact Fuji Xerox Customer Training Department for more information.

## Powering On / Off the machine



To **Login** to User Account, press **Log In/Out** button & enter user details as follow. ( **Note:** Press **Log In/Out** button again to **Logout**. )

Login

Change Passcode Cancel Confirm

User Name  
0001

Passcode  
\*\*\*\*\*

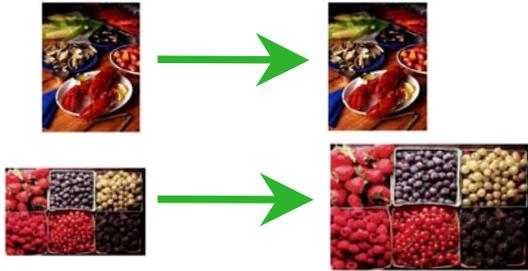
Keyboard

Next

## Reduce/Enlarge

Page 04

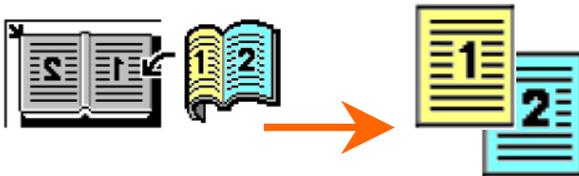
To make a reduced or an enlarge output size.



## Book Copying

Page 06

To copy bound documents using platen glass on to 2 separate sheets



## Multiple-Up

Page 08

To copy multiple documents onto a single sheet of paper



## Edge Erase / Image Shift

Page 10

To erase unwanted marks along the edges / To shift image copy position



## Repeat Image

Page 12

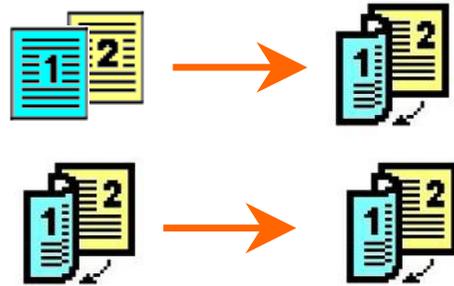
Image to be print repeatedly on one sheet of paper



## 2-Sided Copying

Page 05

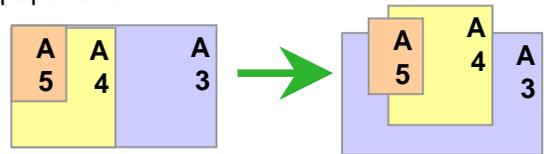
To make copies single or double sided output.



## Mixed Sized Originals

Page 07

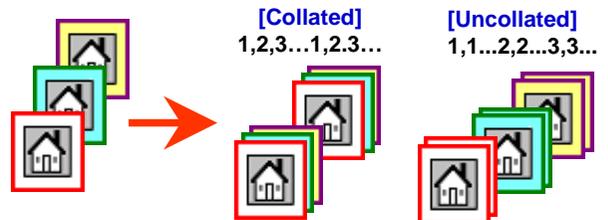
To scan different size documents simultaneously and copies onto matching paper size.



## Copy Output / Sorting

Page 09

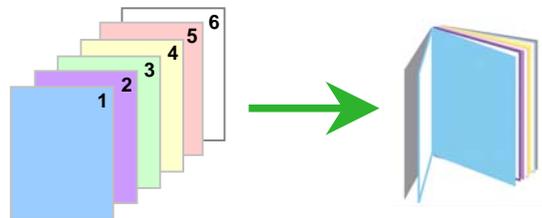
To make copies collated (stapled & punched)



## Booklet Creation

Page 11

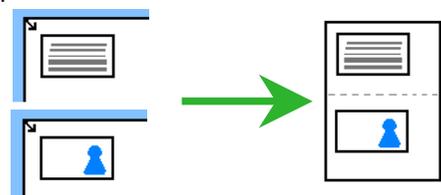
To copy multiple sheets of documents in page order to make a booklet



## ID Card Copying\*

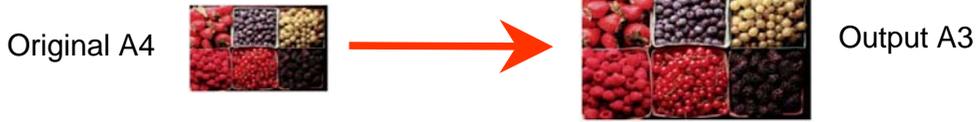
Page 13

To copy both sides of ID card onto one side of paper

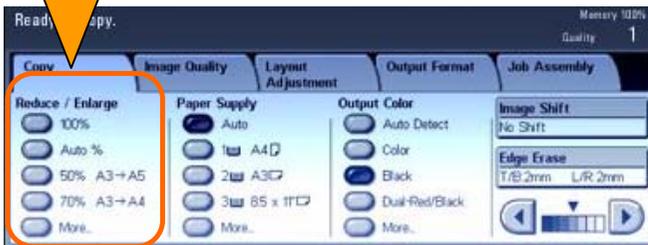


# Making reduced or enlarged copies from the original

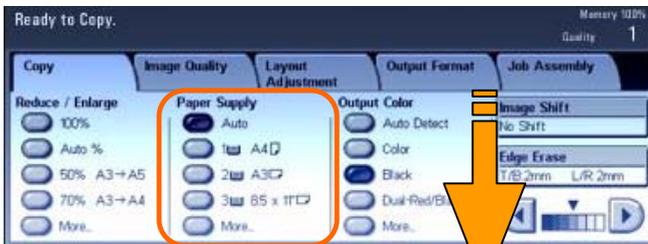
You can make copies with scaling by selecting desired copy size ratio.



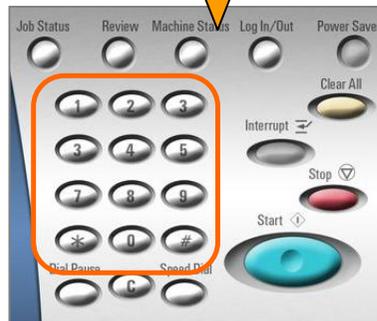
1 Select [Copy]



2 Select [Reduce / Enlarge] for desired ratio; select [More] for other presets.



3 Select [Paper Supply] for paper selection.



4 Enter number of copies (1 to 999) using numeric keypad.



5 Press <Start> button

**Note**  
User Guide P.52

# 05 Making copies Single Sided / Double Sided

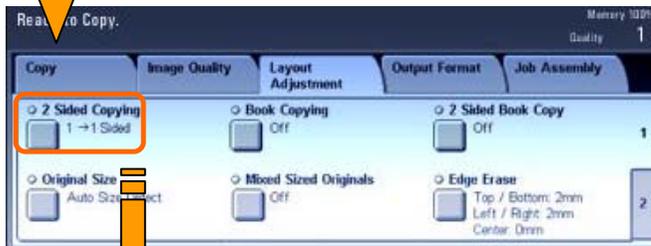
You can make copies and output as single-sided / double-sided.



Copy



1 Select [Copy]



2 Select [Layout Adjustment]  
Select [2-Sided Copying]



3 Select an option and select [Save]

- 1 → 1 Sided copy 1-sided document onto 1 side of paper
- 1 → 2 Sided copy 1-sided document onto 2 sides of paper
- 2 → 2 Sided copy 2-sided document onto 2 sides of paper
- 2 → 1 Sided copy 2-sided document on 1 side of the paper

### Note

**Head to Head** – both sides of the paper are at the same orientation.  
**Head to Toe** – one side of the paper are at rotated orientation

4 Enter number of copies (1 to 999) using numeric keypad.

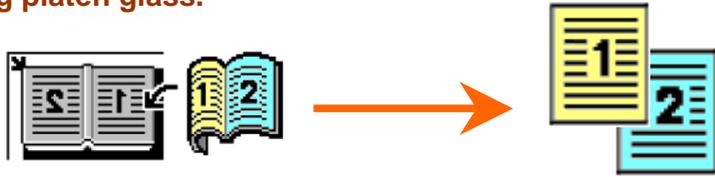
5 Press <Start> button

### Note

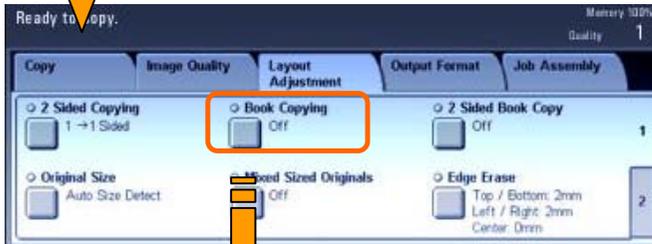
User Guide P.65

# Making a copy from a bound document (Book Copying)

You can make copies from bound document into separate sheets of paper using platen glass.



1 Select [Copy]



2 Select [Layout Adjustment] tab – Choose [Book Copying]



3 Select an option and Select [Save];  
Left Page then Right  
Right Page then Left  
Top Page then Bottom  
Select Both Pages (for scanning left & right page)

**Note**  
**Both Pages** – to copy both pages of the book  
**Left Only/Right Only** – copy selected side of the book

4 Select [Save] and Press <Start> button

**Note**  
User Guide P.66

# 07 Making copy of different sized document (Mixed Size)

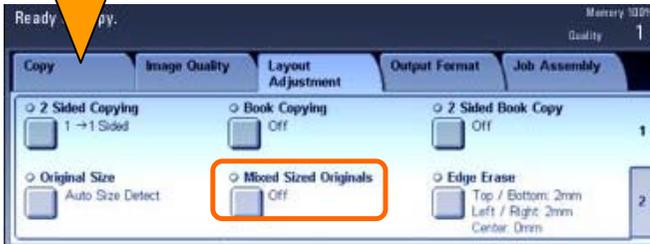
You can make copy of different sizes documents and copies onto matching paper size.



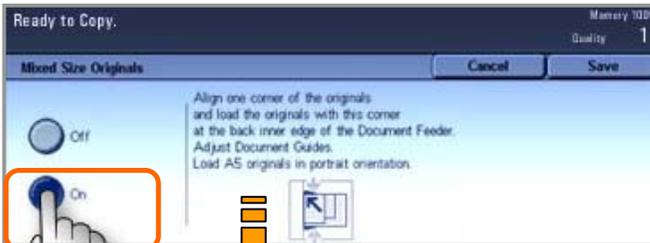
Copy



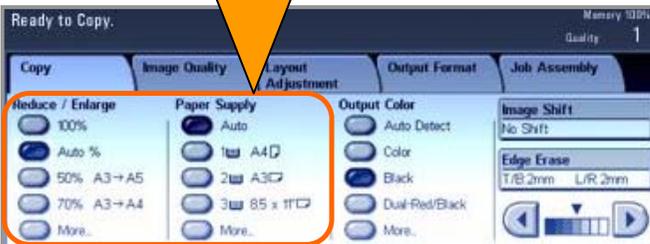
1 Select [Copy]



2 Select [Layout Adjustment] tab Select [Mixed Sized Originals] and Select [ON]



3 Select "Auto%" on [Copy] and Select Paper Size required. [Auto Paper Tray]



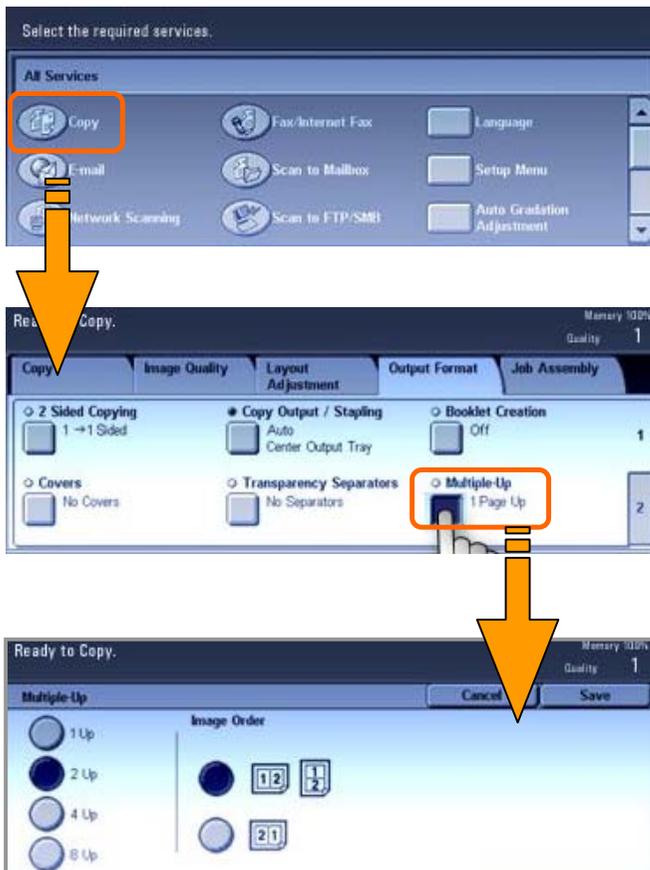
4 Select [Save] and Press <Start> button

Note

User Guide P.69

# Making copy of multiple sheets onto 1 sheet paper

You can make copies from multiple sheets of documents onto single sheet of paper using Multiple-Up.



1 Select [Copy]

2 Select [Output Format] tab.

3 Select [Multiple-Up]  
1 Page Up - Multiple Up is not applied.  
2 Pages Up - 2 documents copied into 1 sheet of paper  
4 Pages Up - 4 documents copied into 1 sheet of paper  
8 Pages Up - 8 documents copied into 1 sheet of paper

**Note**  
[Auto %] is automatically selected to make copies fit into paper selection.

4 Select 'Reading Order' for document layout and Press <Start> button

**Note**  
User Guide P.80

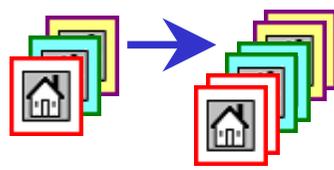
# 09 Making multiple copies from the original [sorting]

To make copies output collated. Output can be stapled / hole punched.

[Collated] 1,2,3...1,2,3...



[Uncollated] 1,1...2,2...3,3...



[Finishing]

Stapled / Hole Punch



Copy



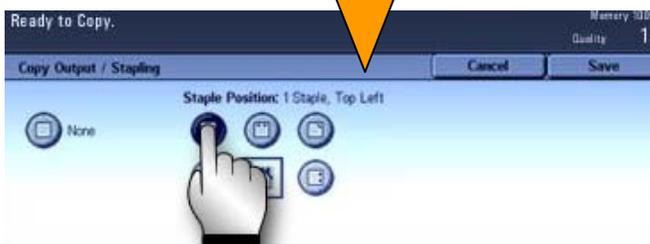
1 Select [Copy]



2 Select [Copy Output] in [Copy] tab; or select [Output Format] tab, select [Copy Output / Stapling].



3 Select [Collated], and select Finishing (if available). Select Staple / Punch Positions, Select [Save]



4 Enter number of sets using numeric keypad and press <Start> button

### Note

**Collated** - arranged in page order per sets.

**Uncollated** - arranged in total copies and sort sheets by page

### Note

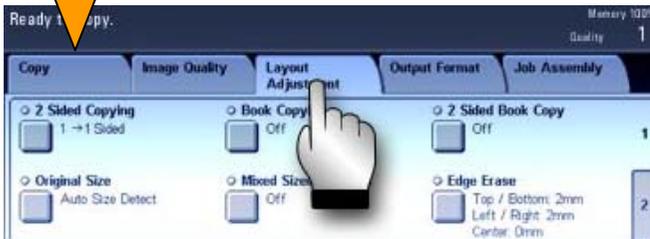
User Guide P.75

# Making copies with edge erased / image shifted

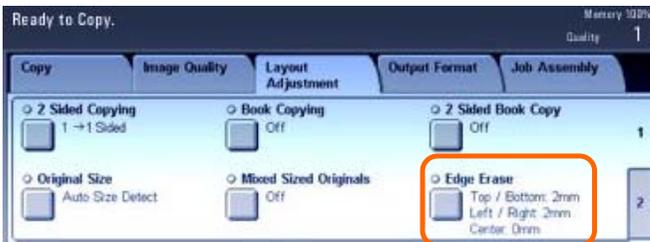
To make copies with edge erased / image shifted



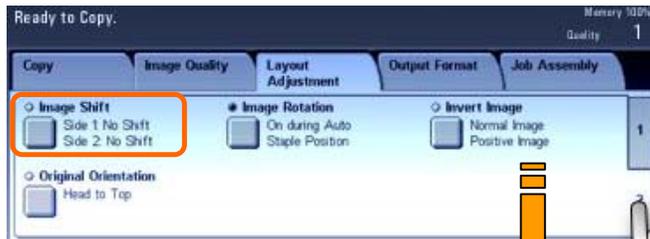
1 Select [Copy]



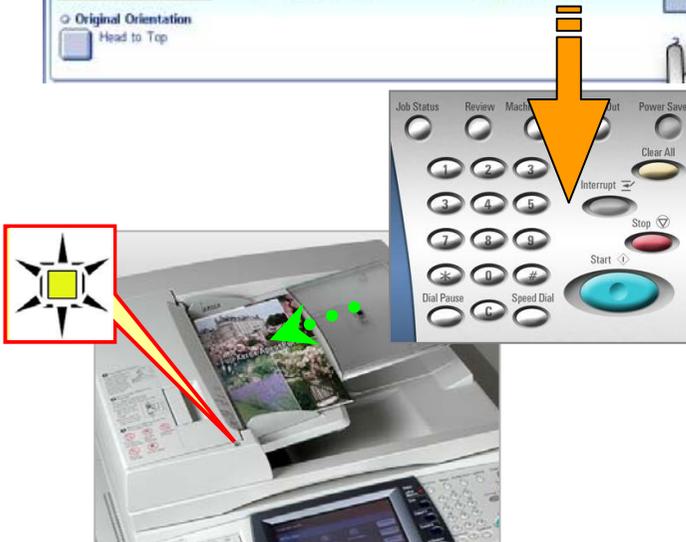
2 Select [Layout Adjustment] tab; Select Edge Erase or Image Shift (where applicable)



3 Edge Erase – set area to erase using arrow keys at 1mm increments each. Image Shift – set margin to shift using arrow keys at 1mm increments each. Select [Save]



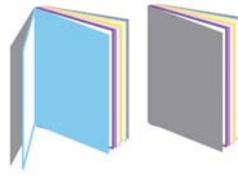
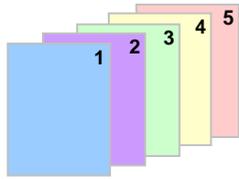
4 Enter number of sets using numeric keypad and Press <Start> button



**Note**  
User Guide P.70

# 11 Making a copy into a booklet format (Booklet Creation)

You can make copies from multiple sheets of documents onto both sides of the paper in page order to make a booklet

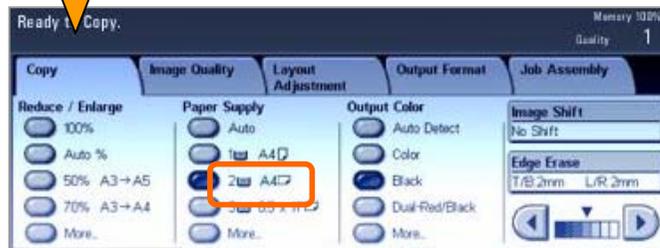


Optional feature:  
Folding & Staple

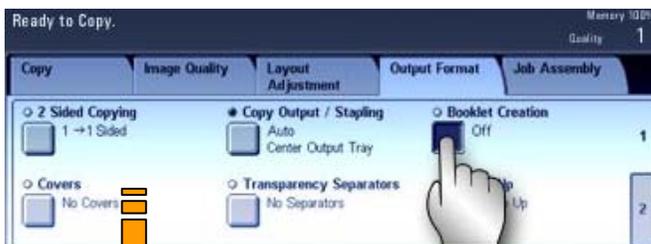
Copy



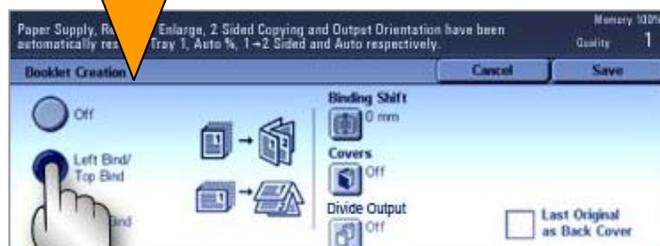
1 Select [Copy]



2 Select A4 Landscape under Paper Supply



3 Select [Output Format] tab



4 Select [Booklet Creation] and choose option "Left Bind/Top Bind" or "Right Bind" and Select [Save]

Optional:  
Finishing (Folding + Stapling)

5 Select [Save] and Press <Start> button

### Note

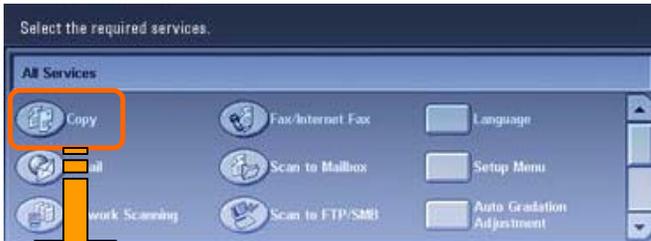
**Printed Covers** The first page of the document is copied on the cover

### Note

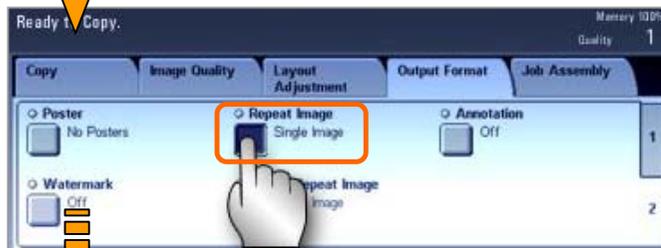
User Guide P.77

# Making an image printed repeatedly (Repeat Image)

Make copy of a document / image onto 1 sheet of paper repeatedly.



1 Select [Copy]



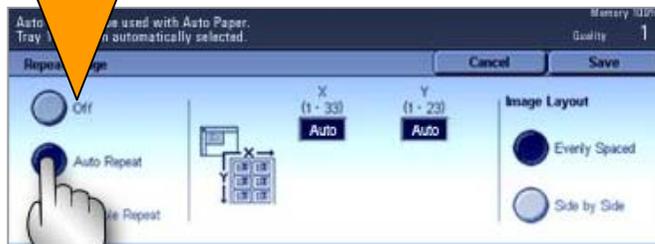
2 Select [Output Format] tab. Select [Repeat Image]

1 Page Up – Image not repeated

Auto Repeat – Auto repeat according to original document size, paper size and copy ratio.

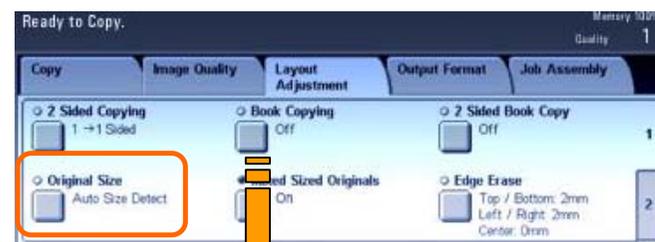
Variable Repeat – User defined number of times to repeat copy image

Select [Save]

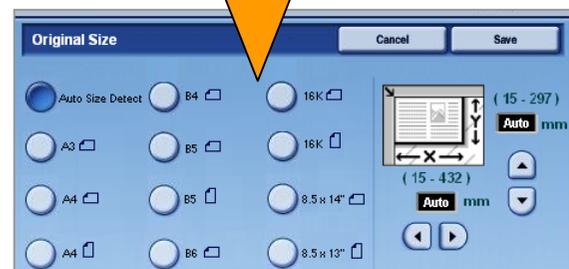


3 Select [Layout Adjustment] tab – Select Original Size to enter width (X) & height (Y) at 1mm increments -

Select [Save]



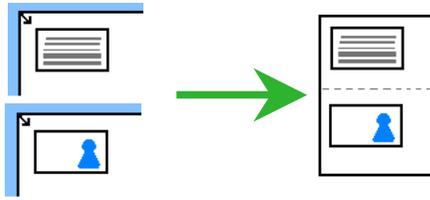
4 Press <Start> button



**Note**  
User Guide P.82 Repeat Image  
User Guide P.68 Original Size

# 13 Making copies of ID Card

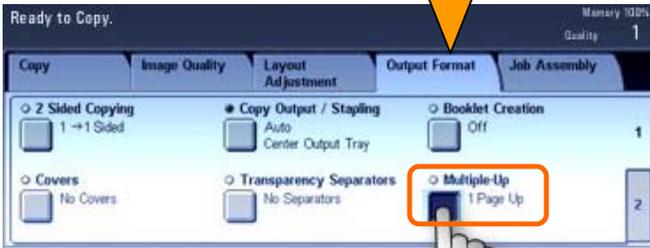
To make copy of ID card both sides on the same page of paper



Copy



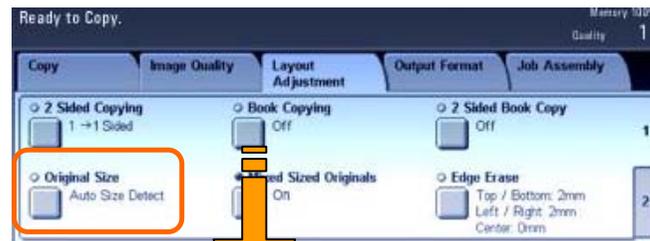
1 Select [Copy]



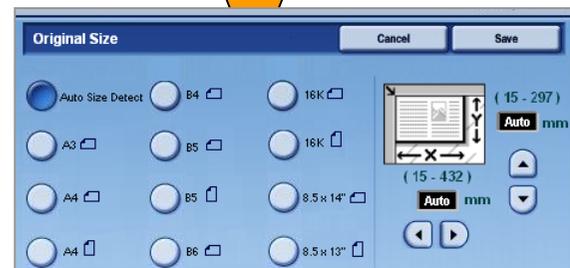
2 Select [Output Format] tab; Select [Multiple-Up] : 2 Up Select [Save]



3 Select [Layout Adjustment] tab; Select [Original Size] Enter the ID Card size (X=90 / Y=60) Select [Save]



4 Load ID Card at the top left corner on the platen glass and Press <Start> button



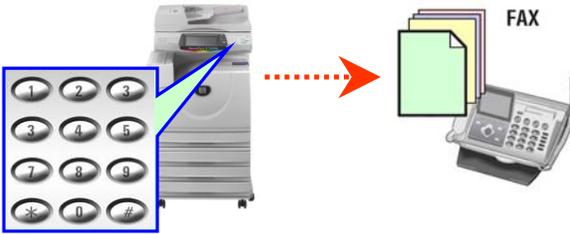
5 Turn over ID Card on place it at the same position; Press <Start> button. The ID Card will then be printed.

# FAX FEATURES

## Numeric Keypads

Page 15

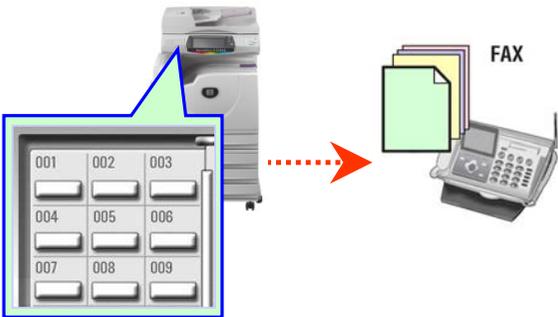
To fax document using numeric keypads to a specific location



## Speed Dial/One Touch

Page 15

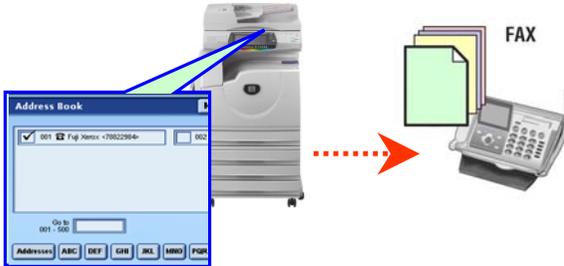
To fax document using Speed Dial/One Touch Dial



## Address Book/Index

Page 16

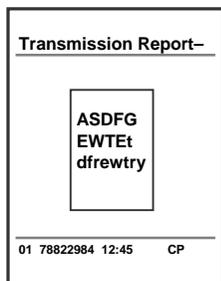
To fax documents using pre-registered numbers from the address book



## Transmission Report

Page 18

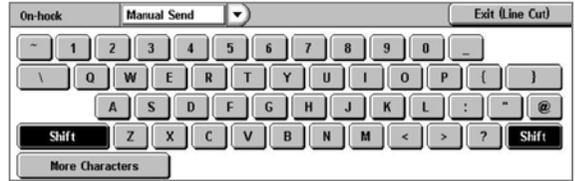
To print a transmission report automatically after each fax complete successfully / unsuccessfully



## On-Hook Dialing

Page 15

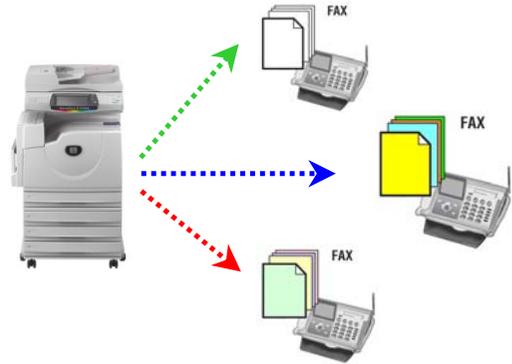
Use this feature to send or receive fax manually. Select {Manual Send} to send or [Exit (Line Cut)] to exit on-hook



## Broadcast Send

Page 15

To fax document to multiple locations.



## 2-Sided Originals

Page 17

To enable scan both sides of a document then transmits automatically

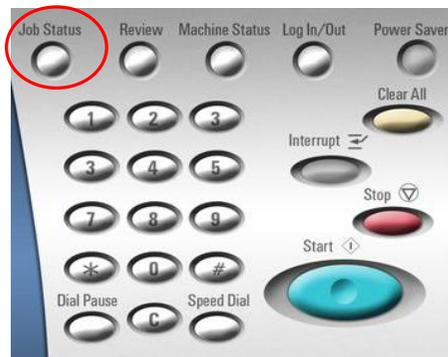
**1-Sided:** Scans 1-sided documents to transmit.

**2-Sided (H to T):** Scans 2-sided (head to toe) documents to transmit.

**2-Sided (H to H):** Scans 2-sided (head to head) documents to transmit.

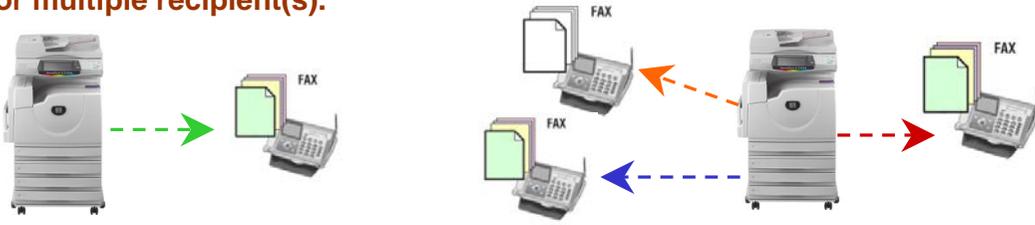
## Cancel Fax Job

To cancel a fax job, press [Job Status] button. Select fax job and press [Stop] / [cancel].

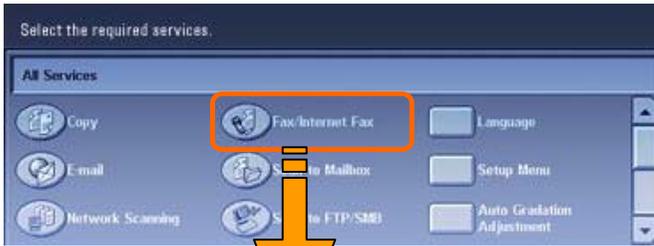


# 15 Fax transmission to a single / multiple location(s)

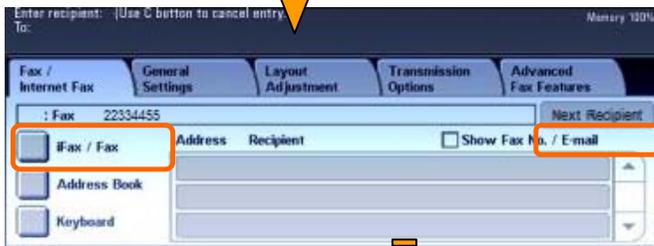
You can select fax feature on [Fax] screen to send document to single or multiple recipient(s).



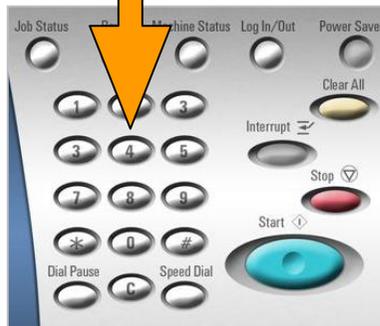
Fax



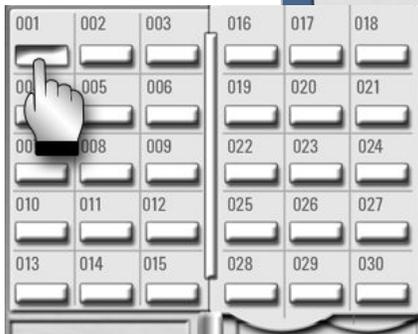
1 Select [Fax]



2 Enter recipient(s) fax number using numeric keypad.



3 Select [Next Recipient] button to enter multiple recipients' fax number.



4 If multiple location fax is programmed, select [Yes] on confirmation screen to start fax transmission

5 Press the <Start> button

Note

User Guide P.102

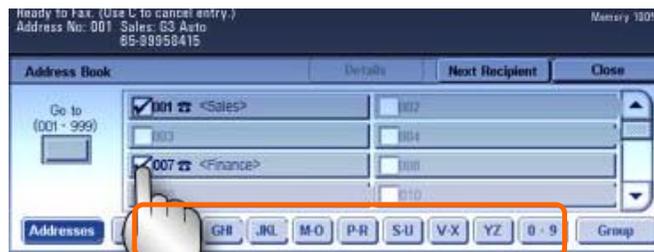
You can specify fax recipients from pre-registered Address Book



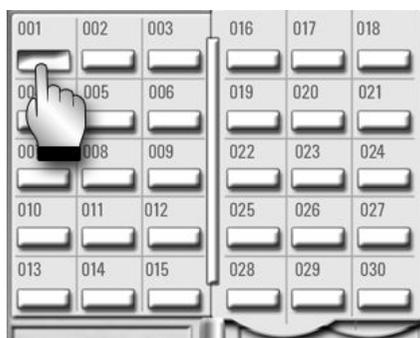
**1** Select [Fax]



**2** Select [Address Book] button to select recipients from the registered entries.



**3** Select [ABC] [DEF] button to search Recipients by Index Search.



**4** Or select recipients' fax number from the One Touch Dial (001 – 070) or using Numeric Keypad

**5** Press the <Start> button

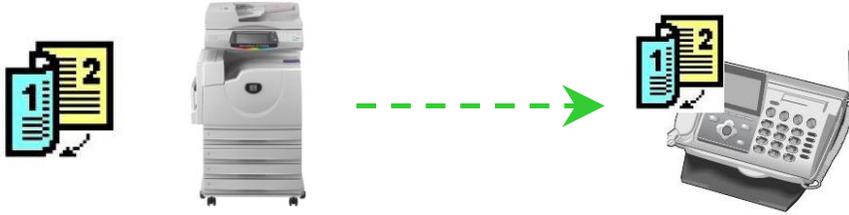


Note

User Guide P.113

# 17 Making a 2-sided fax transmission

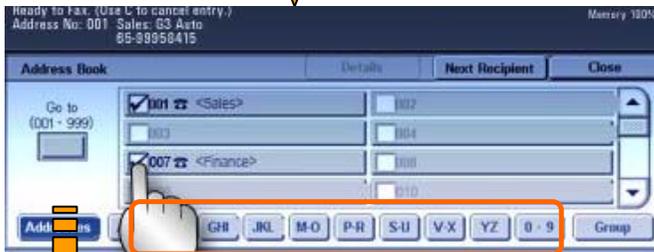
You can scan a 2 sided document and send in a single operation.



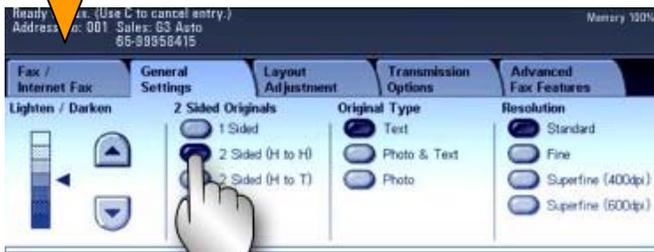
Fax



1 Select [Fax]



2 Select [Address Book] button to select recipients or enter Fax number using Numeric Keypad



3 Or select recipients' fax number from the One Touch Dial (001 – 070).

4 Select 2 Sided Originals  
- 2 Sided (Head to Head) or  
- 2 Sided (Head to Toe)

5 Press the <Start> button.

### Note

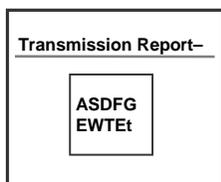
Recipients' fax number will be displayed on the Address list

### Note

User Guide P.117

# Making a fax with a transmission report printed

Fax transmission results can be printed automatically after each fax transmission.



1 Select [Fax]



2 Select [Transmission Options] tab – Select Transmission Report



3 On the Transmission Report Screen, Select "ON"

4 Select [Address Book] button to select recipients or enter Fax number using Numeric Keypad

5 Press the <Start> button.



**Note**  
User Guide P.132

# 19 To register Fax Address and Group Send

To store Fax addresses in the address book [up to 500 entries]

## To Register Fax Address

- 1 All Services screen
- 2 Select [Setup Menu] - Select [Address Book]
- 3 Select an address e.g. 001 (*not in use*) - Press [Create/Delete]
- 4 Address Type: Select [Change Settings] Select - FAX – Save -
- 5 Fax Number: Select [Change Settings] enter recipient fax no.
- 6 Recipient Name: Select [Change Settings] Enter Recipient's Name / Company Name
- 7 Index: Select [Change Settings] Enter 1 alphanumeric character (e.g. Fuji Xerox = F)
- 8 Save and Close; Repeat steps 3-7 to continue or Press [Close] to Exit Setup Menu.

## To Group Pre-Registered Fax Address

- 1 All Services screen
- 2 Select [Setup Menu] – Select [Group Send]
- 3 Select any group no. (e.g #01) and press [Create/Delete]
- 4 Enter the pre-registered address no. by using numeric keypads (e.g. 001) Press [ADD]
- 5 Repeat step 4 to continue registering fax no. to the same group
- 6 Select [Save] and Close to Exit [Setup Menu].

### Note

Max 50 Groups can be created  
Max 20 Fax Addresses per group

### Note

User Guide P.336

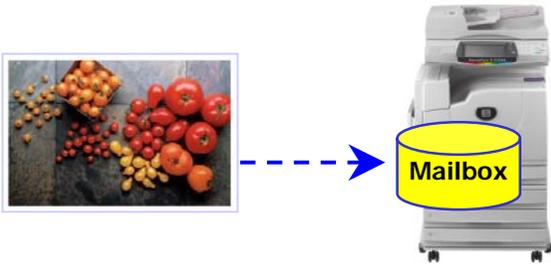
### Note

User Guide P.342

## Scan to Mailbox

Page 21

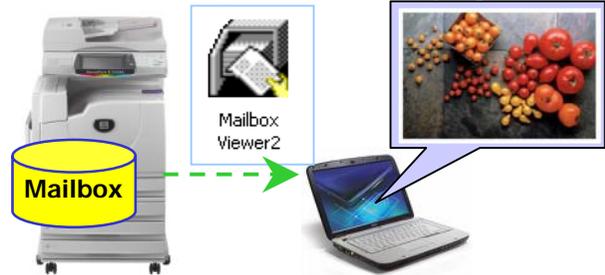
To scan documents and save the scanned data to a mailbox located at the machine.



## Importing Mailbox data

Page 22

You can import scanned data to your computer using Mailbox Viewer program.



## Scan to Email

Page 23

To scan documents and send the scanned data as an e-mail attachment



## Scan to PC [SMB]

Page 24

To scan documents and send the data to a computer on the network.



## Output Color/dpi

Page 24

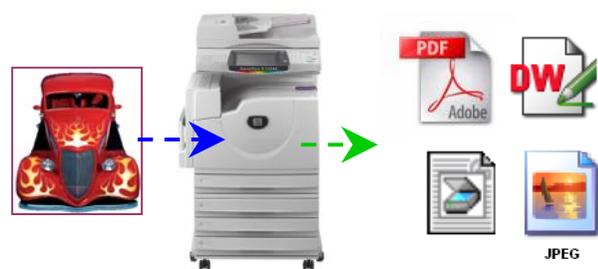
Set scanning color & output resolution for the documents (up to 600dpi).



## Output Format \*

Page 25

Document can be scanned to the supported format. [JPEG, TIFF, PDF, DW]



## Book Scanning

Page 25

The feature scans a bounded documents onto separate sheets of paper using platen glass.



## File Name

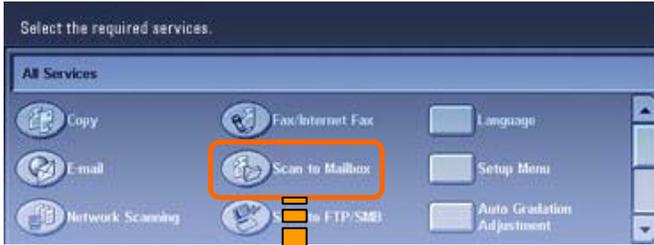
Page 25

The default file name is "img-xxx-yyy.zzz" (where xxx is the date and time, yyy is the page number, and zzz is the extension).



# 21 To Scan document to Mailbox

You can scan and save the scanned data to a pre-registered mailbox and import to the computer using Mailbox Viewer application.



1 Select [Scan to Mailbox]



2 Select required mailbox.  
\* Enter password if any



3 Select 'Scanning color'  
Select '2 Sided Original' if necessary.

4 On the [Layout Adjustment] tab, select 'Scan Resolution' if necessary.

5 Press the <Start> button.  
Documents are scanned and stored at the selected mailbox.

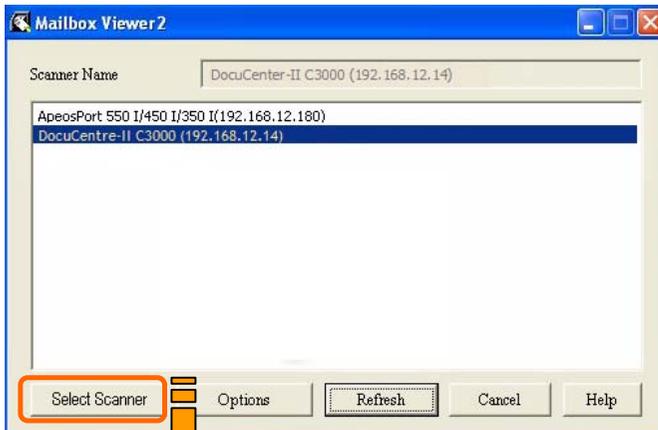
Scan

Note

User Guide P.171 / 187

# To Import Mailbox data into personal computer

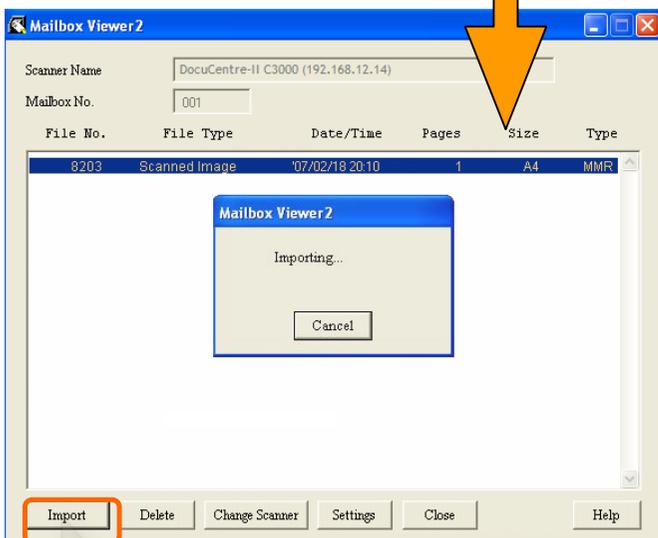
You can import scanned documents / data from mailbox to the computer using mailbox viewer program.



**1** From computer, Select [Start] > All Programs > Fuji Xerox > Network Scanner Utility2 > Mailbox Viewer2



**2** Select required scanner; \* e.g. DocuCentre-II C3000 (192.168.0.14) – Click [Select Scanner] button



**3** Enter Mailbox No and Password - Click [Open Mailbox] button

**4** Select required file and click [Import] to computer. Default file location at C:\My Document\Fuji Xerox\Network Scan\

Scan

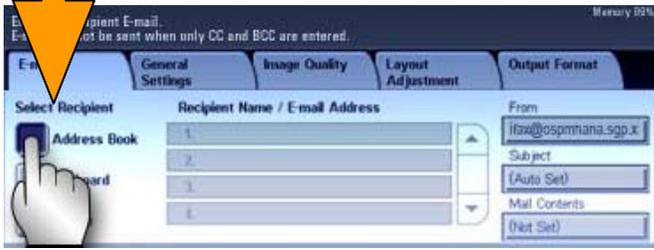
**Note**  
User Guide P.231

# To Scan document and transfer via Email

You can scan & send the scanned data to selected recipients as e-mail attachment(s).



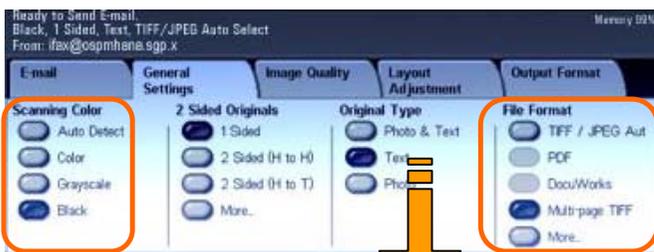
1 Select [Email]



2 Select [Address Book] or use [Keyboard] to enter email address(s)



3 Select 'Scanning Color', select required file format if necessary.



4 Select [Layout Adjustment] tab - 'Scan Resolution' if necessary.



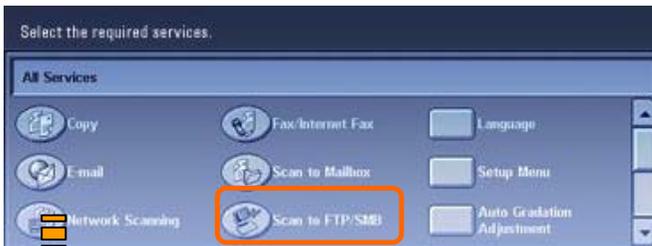
5 On the [Output Format] tab, select 'File Name' or 'Split Send' if necessary. Press the <Start> button.

Scan

**Note**  
User Guide P.165

# To Scan document and transfer to PC (SMB)

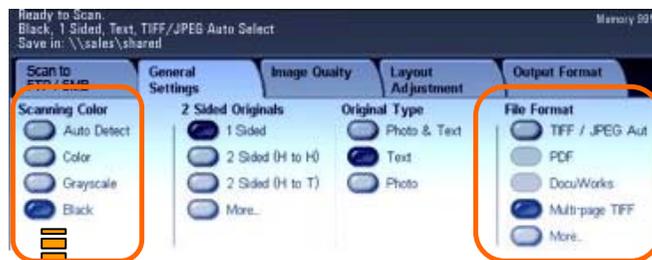
You can scan and transfer the scanned documents to a computer on the network.



1 Select [Scan to FTP/SMB]



2 Select [Address Book] or select [Browse] to search location



3 Select 'Scanning color', 2 Sided Original' and 'file format' if necessary.



4 Select [Layout Adjustment] tab - 'Scan Resolution' if necessary.



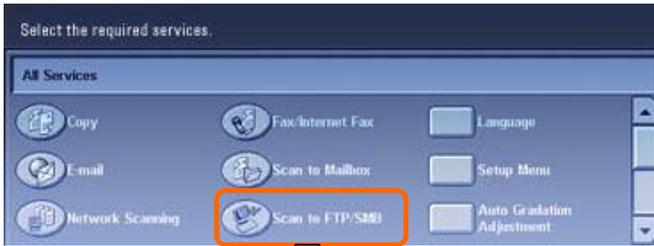
5 On the [Output Format] tab, select 'File Name'. Press the <Start> button.

Scan

**Note**  
User Guide P.173

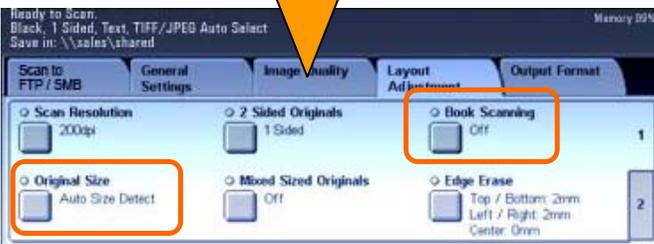
# 25 To scan a bound document (Book Scanning)

Book Scanning allows you to scan a book onto separate sheets of paper in page order and transfer via any scanning method [Mailbox/Email/SMB]

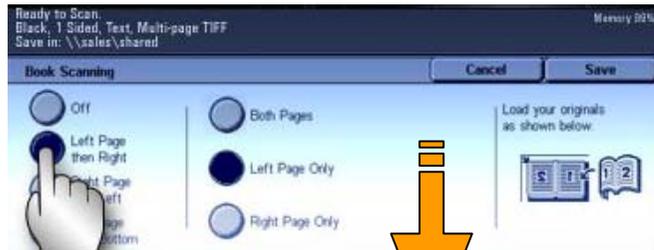


**1** Select preferred scan method e.g. Scan to PC

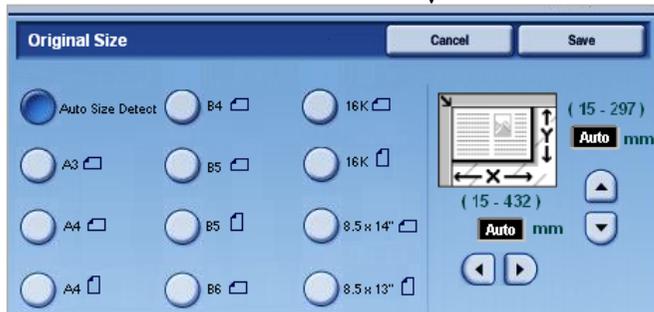
Scan



**2** Select File Format (e.g. PDF) [Layout Adjustment] tab – Choose [Book Scanning]



**3** Select an option and Select [Save];  
 Left Page then Right  
 Right Page then Left  
 Top Page then Bottom  
 Select Both Pages (for scanning left & right page)



**4** Select [Original Size] to enter document size or select from the Presets.

**5** On the [Output Format] tab, select 'File Name'. Press the <Start> button.

**Note**

User Guide P.188/ P.189

## Printing Job Types

Page 27

- Normal Print** – prints as normal print
- Secure Print** – stores print jobs on the machine and prints when UserID & password entered
- Sample Set** – prints a trial copy
- Delayed Print** – Temporarily stores print jobs on the machine to print it at specified time.
- Save to Mailbox** – stores print job at registered mailbox and print upon required.
- Fax** – PC Faxing.

## Paper Tray Selection

Page 27

To specify paper tray for printing. Optional: Finishing Stapled / Hole Punched.

### Default Paper Tray - Auto Tray Select

If Tray 5 [Bypass] is selected, paper type can be specified according to paper loaded on Tray 5.

### Default Finishing Output – Collated

If Finishing is selected, hole punching and stapling can be applied to the printed copies.

## Secure Print

Page 28

Temporarily stores print jobs on the machine and prints when UserID & password entered.



## 2 Sided Printing

Page 29

You can send file and prints on both sides of paper.



## Booklet Printing

Page 30

To print multi-page file into a booklet format and double sided.



## Multiple Up Printing

Page 31

To print multi-page files onto single sheet of paper [from 2 Up and up to 32 Up]



## Watermarks

Page 32

To print files with a pre-fixed text such as 'Urgent' or 'Confidential' over the printout.



## PC Faxing

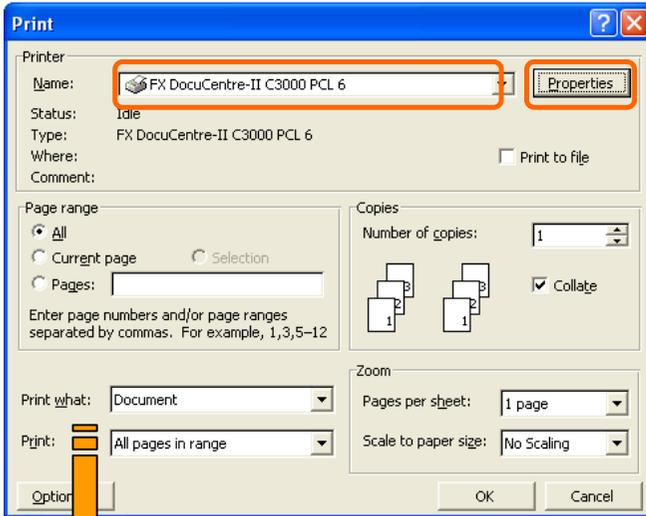
Page 33

To send files and fax directly from computer without printing out hardcopies.



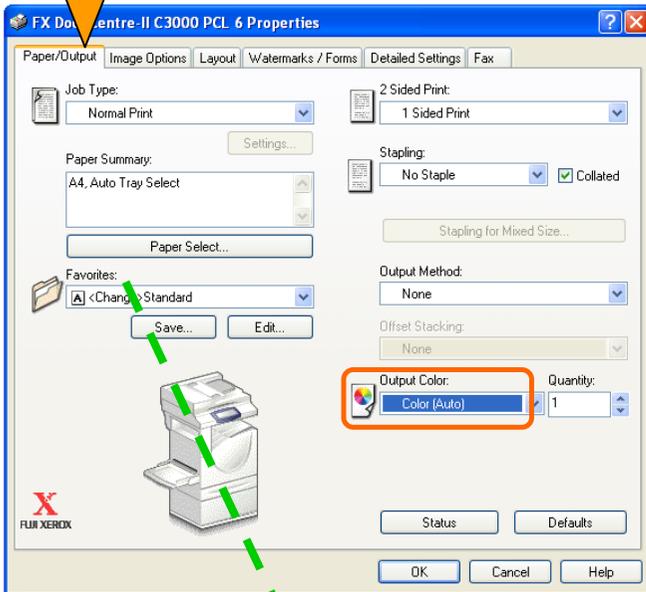
# 27 Making a Direct Print from computer

From your application, you can print directly from computer.



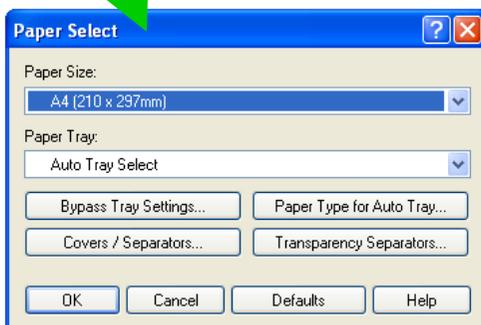
**1** From application, Select Printer – [Properties]

**2** On the [Paper/Output] tab, select <Paper Select> to select required paper tray. Click [OK]



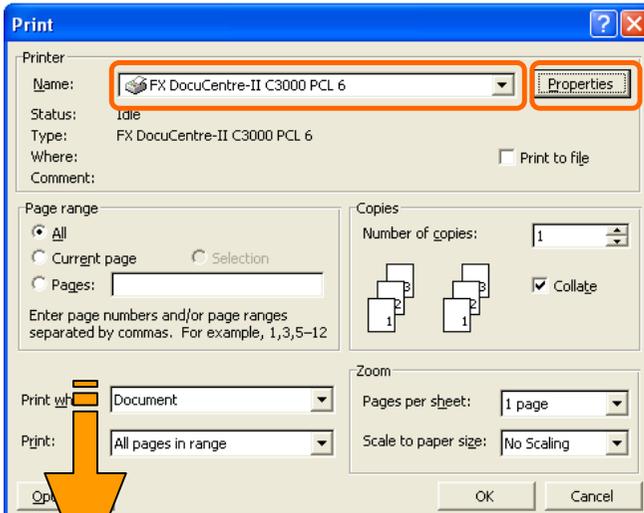
**3** Select <Output Color> as **COLOR** or **BLACK**

**4** Select [OK] on all open windows to print.

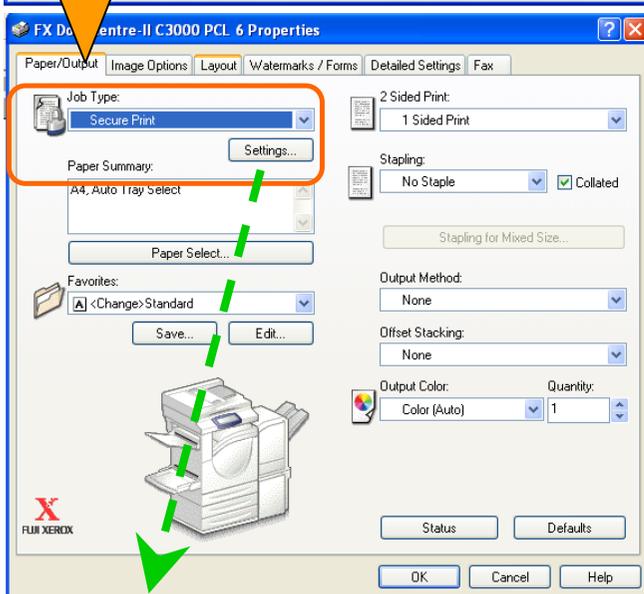


Print

Allows to set a password to a print job and temporarily stores print memory on the machine, and print upon entering password.



**1** From application, Select Printer – [Properties]

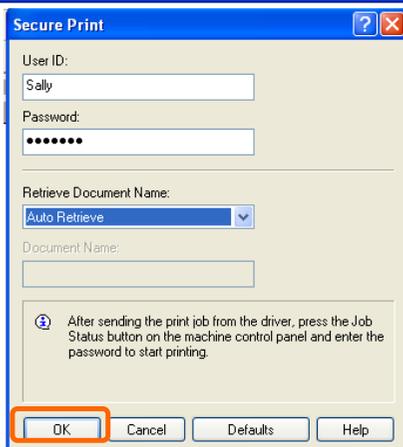


**2** On the [Paper/Output] tab, select <Job Type> Secure Print - click <Settings> to enter User ID & Passcode. Click [OK] on all open window.

**3** From machine, Press [Job Status] button - Select <Stored Documents> tab. Select [Secure Print]



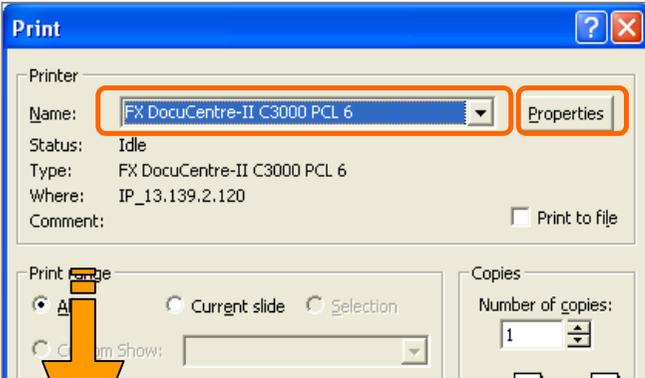
**4** Select UserID - [Document List] button. Enter Passcode and press Confirm.



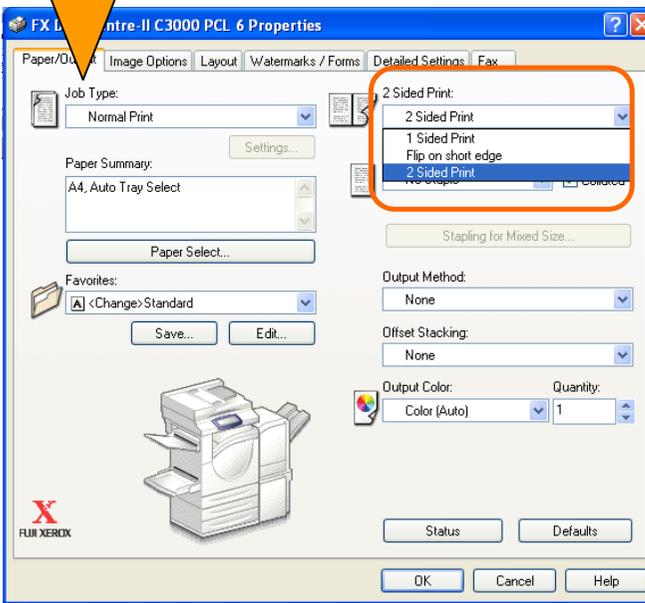
**5** Select file and select [Print] A message displayed – Select your preference – the job will be printed.

# 29 Making a 2-sided print (optional - Finishing)

Files can be printed into 2 sided format with 2 sided flip on long edge or flip on short edge.



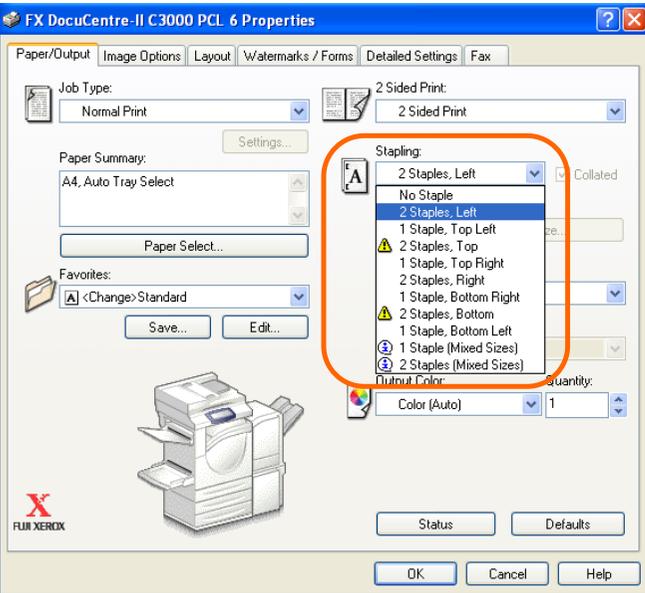
**1** From application, Select Printer – [Properties]



**2** On the [Paper/Output] tab, select <2 Sided Print>  
- 2 Sided Print  
- Flip on Short Edge

Print

**3** Select <Output Color> as **COLOR** or **BLACK**

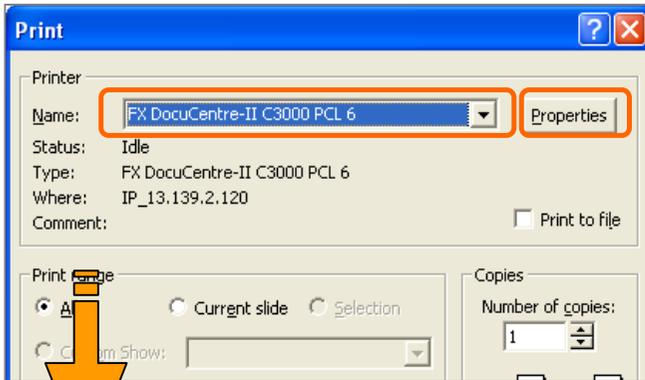


**4** \*Optional Feature  
Select <Stapling> to enable Stapling. Set required stapling position.

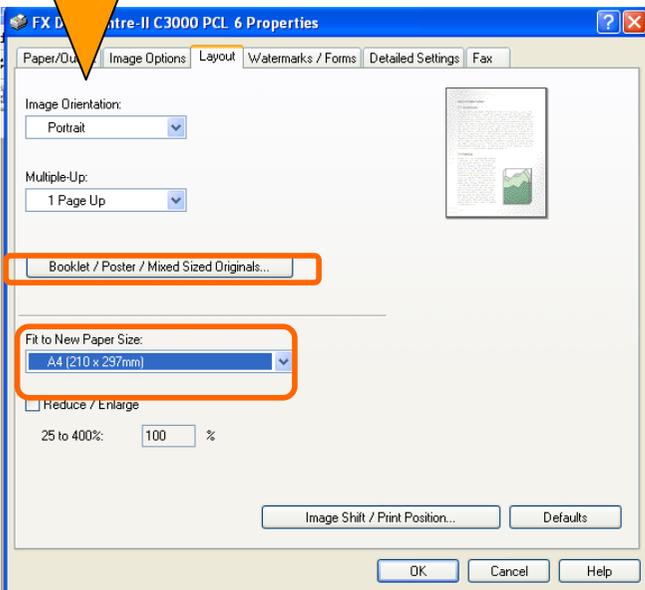
**5** Select [OK] on all open windows to print.

# Making a booklet print from computer

Booklet printing enables multi-page files printed 2-sided booklet format arranged in ascending order, and fold to form a booklet.

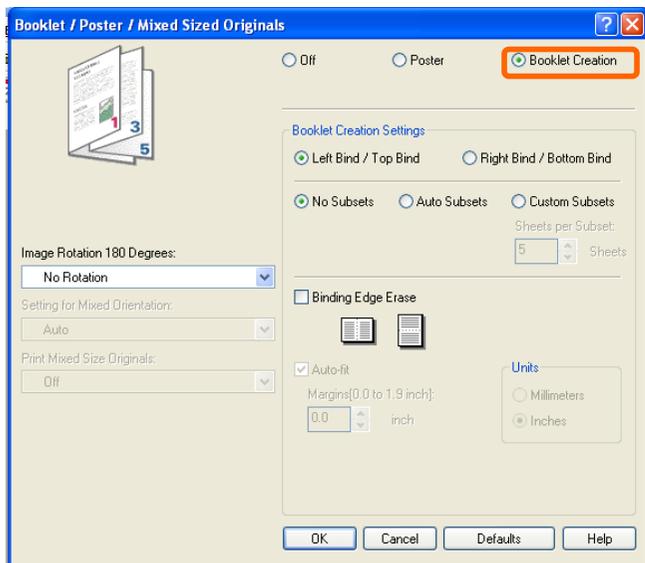


1 From application, Select Printer – [Properties]



2 On the [Layout] tab, select <Booklet/Poster> Select Booklet Creation Choose Binding [Left / Right] \* Optional: Fold & Staple Select [OK]

3 A popup window displays the changes. Select [OK]



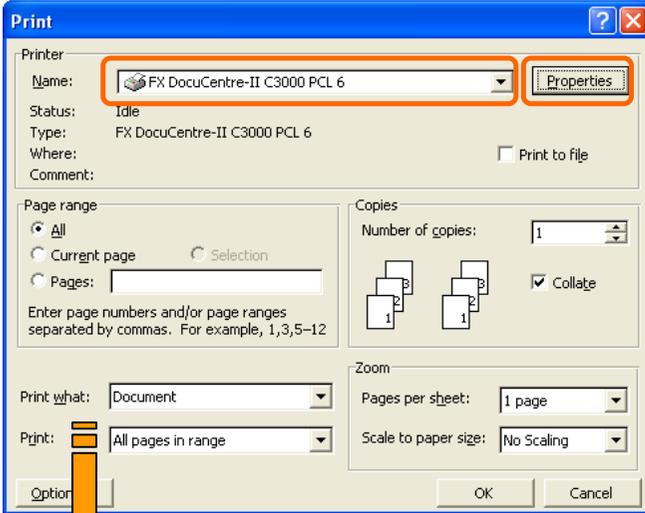
4 Select 'Fit to New Paper Size' – Set any preferred paper size or select A4 (210mm x 297mm)

5 Select [OK] on all open windows to print.



# 31 Prints multi pages in single sheet of paper

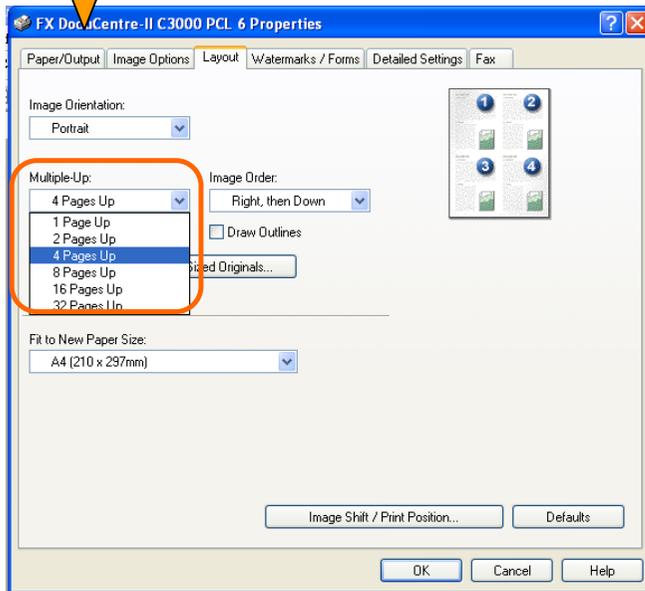
You can print a multi-page files into a single print using Multiple-Up (from 2 Up to 32 Ups)



**1** From application, Select Printer – [Properties]

**2** On the [Layout] tab, select <Multiple-Up>

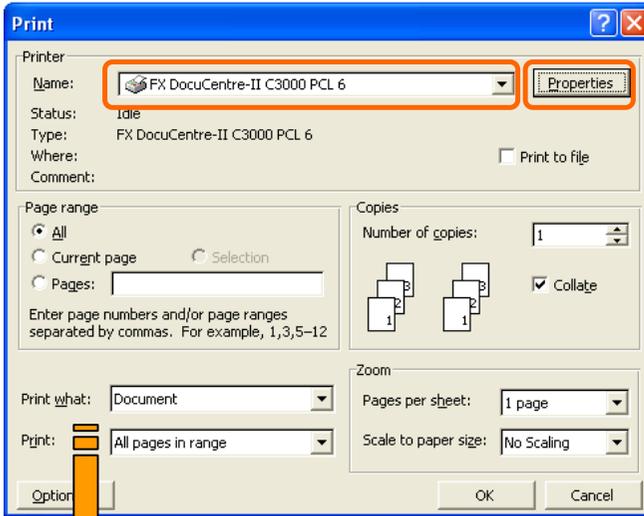
Choose from 1 Page Up to 32 Pages Up.  
Select 'Image Order' if required  
Select 'Draw Outlines' to insert borders after each page.



**3** Select 'Fit to New Paper Size' - Set any preferred paper size or select A4 (210mm x 297mm)

**4** Select [OK] on all open windows to print.

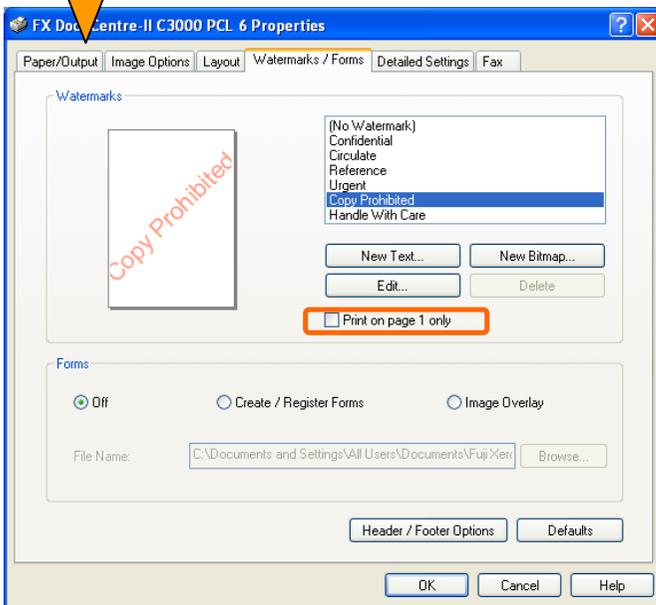
From your application, you can insert watermark.



1 From application, Select Printer – [Properties]

2 Select <Output Color> as **COLOR** or **BLACK**

3 On the [Watermarks] tab, select watermark (e.g. Confidential, Urgent, etc.) or Select [New Text] to create Select [Edit Watermark] to edit any watermark.



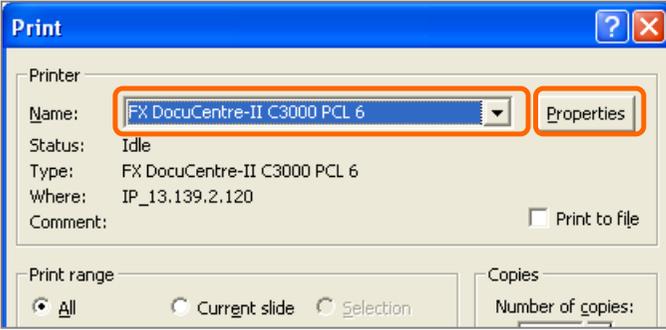
4 Select [Print on Page 1 Only] to print watermark on first page, **if necessary**.

5 Select [OK] on all open windows to print.

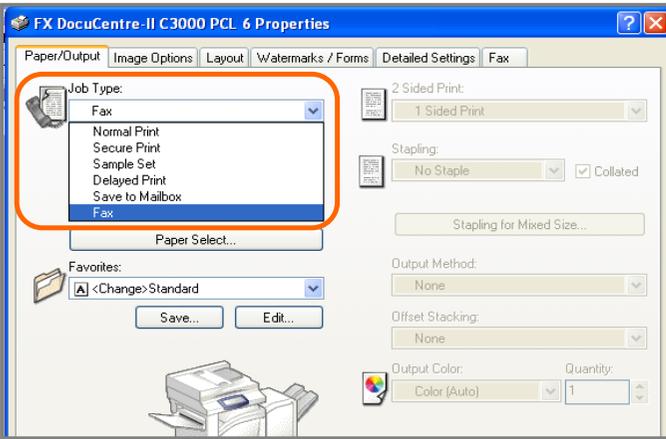


# 33 Making direct fax from computer

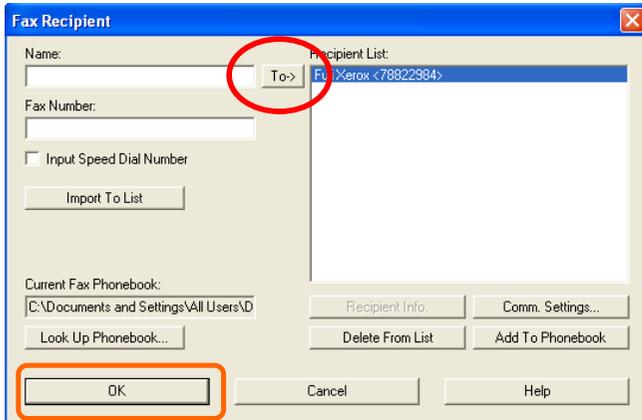
You can perform PC Fxing from your application.



**1** From application, Select Printer – [Properties]

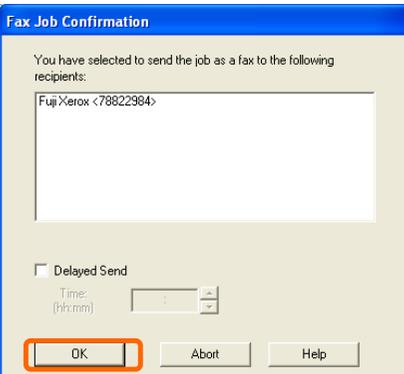


**2** On the [Paper/Output] tab, select [Job Type List] – Select 'FAX' and Click 'OK' on all open windows.



**3** The 'Fax Recipient' window displayed. Enter recipient name and fax number on the text box and click [To>>] button. (Repeat step to add more than one recipient)

**4** Select [OK] on all open windows to proceed.



### Note

To cancel Fax, go to [Job Status] on the machine panel, select the fax job – Press [Cancel]

## Clearing Paper Jams

### Paper Jams in the Document Feeder

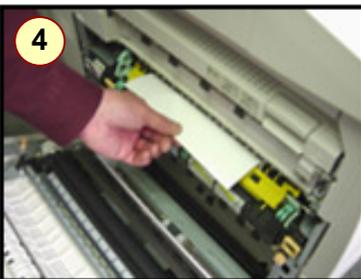


1. Open the DADF Cover.
2. Remove the jammed paper. If necessary, turn the **green wheel** to feed the jammed paper out of the DADF.
3. If a document is jammed underneath the inner cover, open the cover and turn the **green wheel** to remove the jammed paper. Close the inner cover, and then close the DADF Cover.

### Paper Jam Behind Cover A



- 1-2. Open Paper Tray 5 (Bypass Tray), which is located on the left side of the machine. Lift up on the Cover A, release lever to open the cover.
3. If the jammed paper protrudes from behind the Fuser Unit, rotate the lever on the right side in the direction of the arrow to feed the paper.
4. Pull out the paper from the machine in the direction of the arrow.



- 4-5. If the jammed paper is inside the Fuser Unit, lift the lever on the left side to open the Fuser Unit Cover.
6. Hold the lever, carefully remove the paper from the machine, and then lower the lever. Close Cover A.

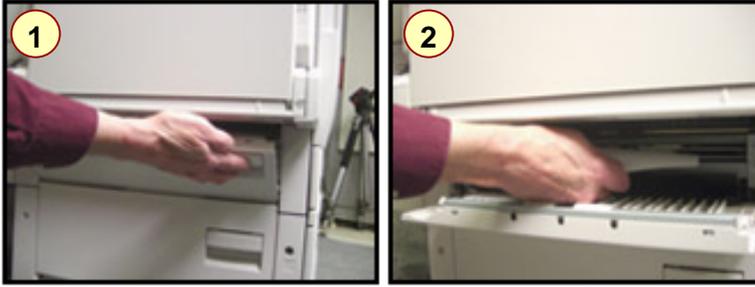
**WARNING: The Fuser Unit may be hot!  
Be careful not to touch the unit.**

#### Note

If paper is torn, make sure to remove any torn pieces of paper inside the machine.

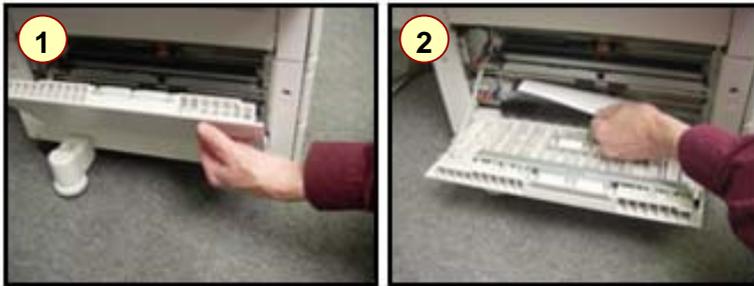
# 35 Clearing Paper Jams

## Paper Jams Behind Cover B



1. Lift up on the Cover B release lever to open the cover. The cover is located on the lower, left side of the machine.
2. Remove the jammed paper. Close the cover and make sure it latches into place

## Paper Jams Behind Cover C



1. Lift up on the Cover C release lever to open the cover. The cover is located on the lower, left side of the machine.
2. Remove the jammed paper. Close the cover and make sure it latches into place.

## Paper Jams Behind Cover D

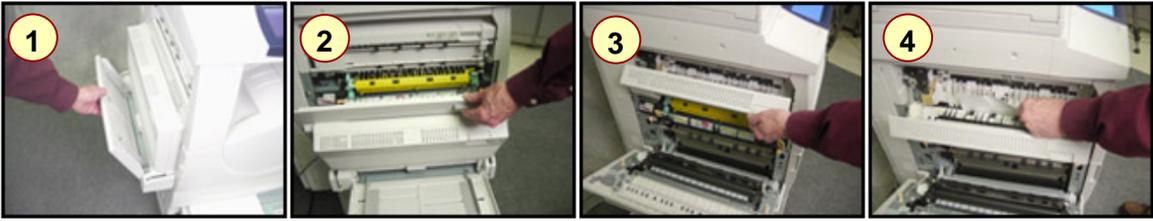


1. Open Paper Tray 5 (Bypass Tray), which is located on the left side of the machine.
2. Lift up on the Duplex Module Cover D release lever to open the cover.
3. Remove the jammed paper inside the Duplex Module. Close the cover and make sure it latches into place. Close Paper Tray 5 (Bypass Tray).

### Note

If paper is torn, make sure to remove any torn pieces of paper inside the machine.

## Paper Jam Behind Cover E



1. Open Paper Tray 5 (Bypass Tray), which is located on the left side of the machine.
2. Lift up on the Cover A release lever to open the cover.
3. Lift up on the Cover E release lever to open the cover.
4. Remove the jammed paper. Close Cover E and A. Make sure the covers latch into place. Close Paper Tray 5 (Bypass Tray).

## Paper Jam in Paper Tray 1, 2, 3, or 4



1. Gently pull out paper tray and remove any jammed paper.
2. If paper torn, try to remove any torn pieces inside the machine. Gently push in the tray.

## Paper Jam in B Finisher Unit

**\* Optional Feature**



Press the button on the top cover of the finisher.

The top cover opens.

Remove the jammed paper.

Close the top cover.

## 37 Replacing Consumables



### Replacing Toner Cartridge

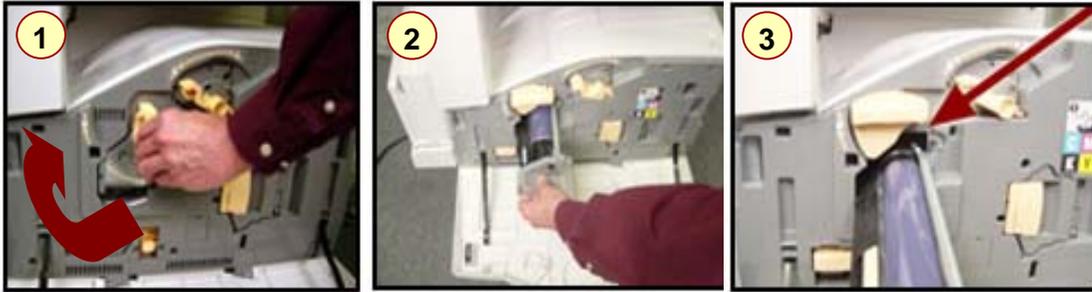


#### Important - before replacing new toner cartridge:

- i) Press **[Machine Status]** button on the Control Panel.
- ii) Select **[Supplies]** tab. Select the **Toner Cartridge** to be replaced
- iii) Select **[Replace Cartridge]** button.
- iv) The Toner Cartridge rotor will automatically rotate toner into the position required.
- v) The 'Replace Cartridge' screen will be displayed.

1. Ensure machine is idle before opening Front Cover. Open the Toner Cartridge Door
2. Gently remove the used toner cartridge. Remove new toner cartridge from its box and gently shake cartridge 3 - 4 times from side to side.
3. Align the arrow on the cartridge with the arrow on the machine, and gently push the cartridge all the way into the machine until it locks into position. Close the Toner Cartridge Door. Close the Front Cover

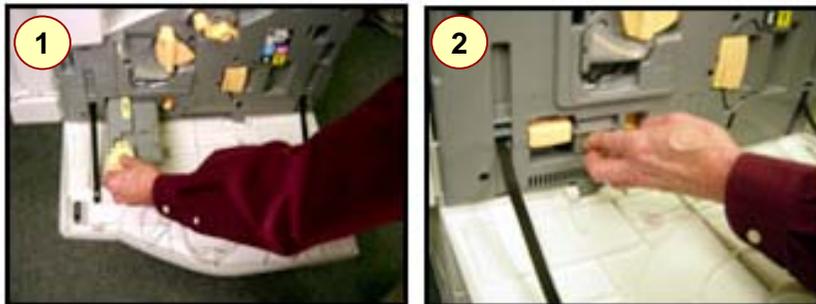
## Replacing Drum Cartridge



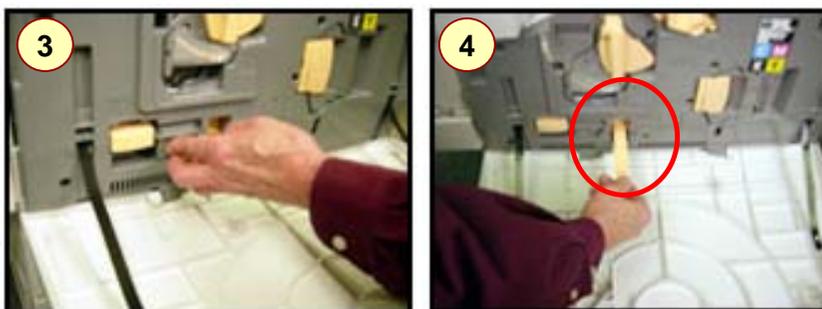
- 1-2. Gently pull out the used drum cartridge from the machine and place it on a few sheets of paper on a flat surface. Remove the new cartridge from its packaging.
3. Carefully pull on the protective sheet to remove the sheet from the cartridge. Align the guides on the cartridge with the machine, and then push the slider on the top edge all the way to the end marker to insert the cartridge into the machine. Rotate the Drum Cartridge R1 release lever to the left to lock the cartridge.

**WARNING!** Do not expose the Drum Cartridge to the direct sunlight or strong indoor fluorescent lighting. Do not touch or scratch the surface of the Drum.

## Replacing Waste Toner Bottle



1. Ensure machine is idle before opening the Front Cover. Open the Front Cover and remove the Waste Toner Container [R3] from the machine.
2. Remove the new Waste Toner Container from its box. Insert the new Waste Toner Container into the machine and push until it locks into position. Close the Front Cover.



3. Completely remove the old ROS cleaner, which is located below the Drum Cartridge and is labeled R4, from the machine.
4. Insert the new ROS cleaner into the machine. Close the Front Cover.

## 39 Replacing Consumables

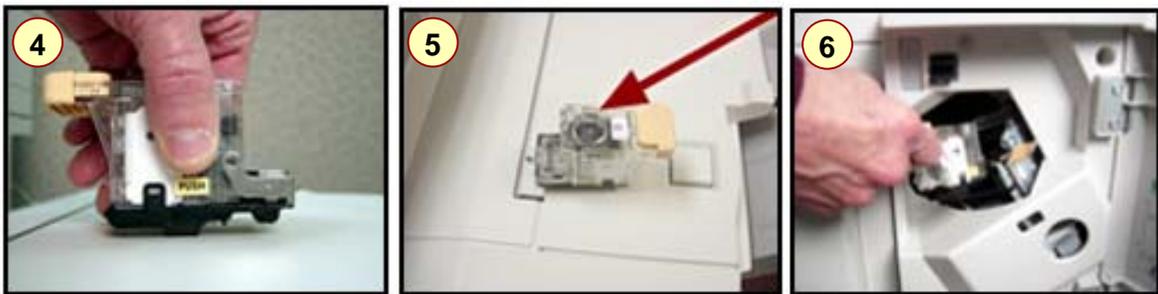
### Replacing Staple Cartridge (Finisher)



**NOTE:** The staple case contains approximately 5,000 staples. A message will be displayed on the Touch Screen when the machine runs out of staples. Make sure to have a replacement staple case available.

1. Open the Finisher Front Door.
2. Grasp the Staple Cartridge lever, move the cartridge to the right
3. Lift up to remove the cartridge from the machine.

**NOTE:** If there are staples inside the staple case, the cartridge case will not raise. All staples in the staple case must be used before the staple case can be replaced..



4. Press on both sides of the Staple Cartridge marked 'Push' so that the cartridge case will raise.
5. Insert your fingertip into the round section on the Staple Cartridge to remove the staple case and Push a new staple case into the Staple Cartridge. Push the top of the Staple Cartridge down. Remove the tab from the new staple case.
6. Place the Staple Cartridge into the machine, and then push the cartridge down until it locks into place. Close the Finisher Front Door.

## BILLING METER

On the Machine Panel, press <Machine Status> button.

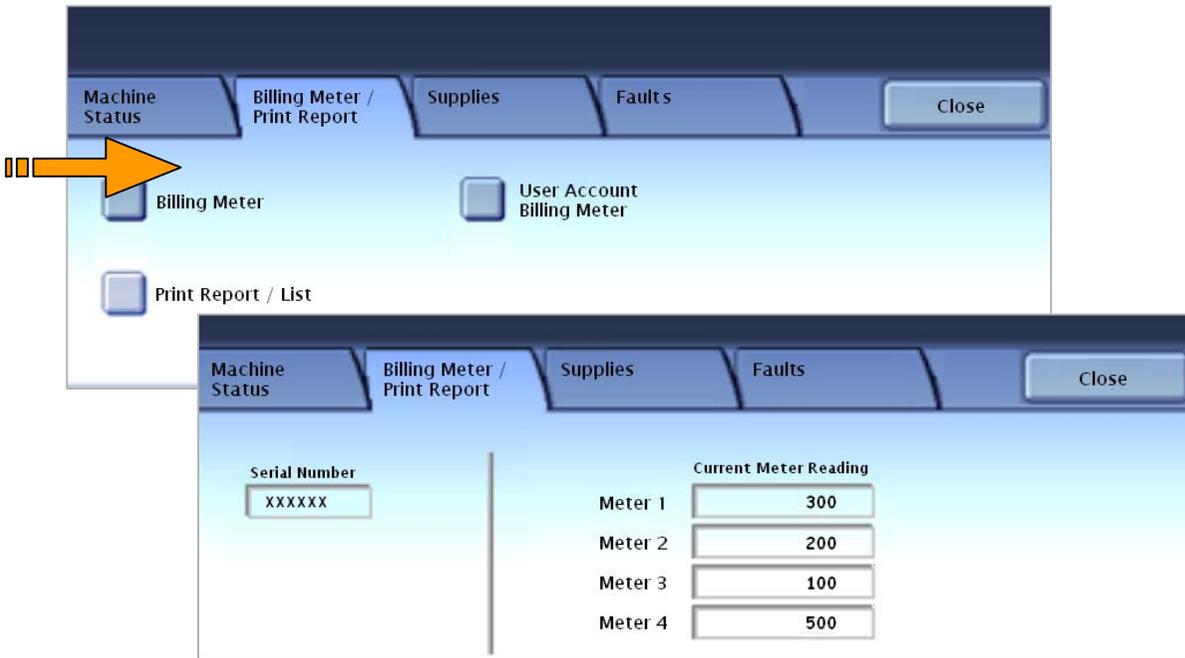
Select **[Billing Meter / Print Report]** tab - Select **Billing Meter**

**METER 1** : Number of full color (Copies + Prints)

**METER 2** : Number of B/W (Copies + Prints + Faxes)

**METER 3** : Number of large-size full color (Copies + Prints)

**METER 4** : Total of Meter 1 + Meter 2



## SUPPLIES / CONSUMABLES

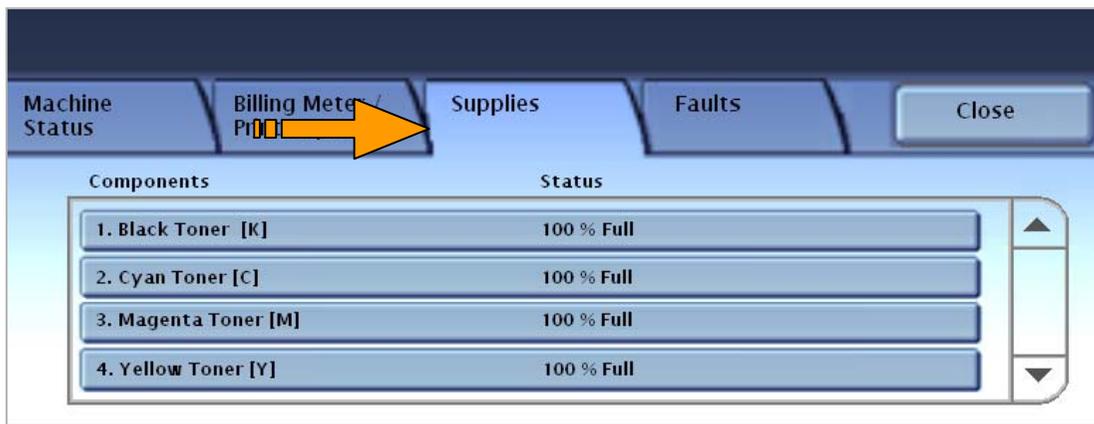
On the Machine Panel, press <Machine Status> button.

Select **[Supplies]** tab

The status of consumables is shown as:

**“OK”**, **“Replace Soon (Order Now)”**, or **“Replace Now”**

For toner, the amount is shown in percentage (0 to 100%).



**1 Click on [Online Support Assistant]**

The screenshot shows the Fujixerox website's support page. At the top, there is a navigation bar with links: Home, Products, Solutions & Services, Support, Download, Supplies, Business Partners, and About Us. Below this, a 'Support' section features a green banner with the text 'Support at the most convenient way.' and icons for 'On-Line Support Assistant', 'General Enquiries', 'Drivers Download', and 'FAQ'. An orange arrow points to the 'On-Line Support Assistant' icon. Below the banner, there is a 'Support' section with a brief description and several links: 'Service & Support Request', 'On-Line Support Assistant' (highlighted with an orange arrow), 'eCARE', and 'FAQ'.

**2 Select Product / Model**

The screenshot shows the 'Online Support' interface. At the top, there is a banner with a woman's face and the text 'Online Support'. Below this, the text 'Support | Online Support' is displayed. A paragraph explains that Fujixerox is committed to providing online support services. Below the text, there is a 'Country/Region selection:' section with a dropdown menu set to 'Malaysia'. Underneath, there are images of two different printer models. The 'ApeosPort' section has a dropdown menu set to 'ApeosPort II C3300', which is highlighted with an orange arrow. Below that, the 'Copy Centre' section has a 'Please select' dropdown menu.

**3 Select FAQ or enter keyword to Search**

The screenshot shows the 'ApeosPort-II C4300/C4300H Online Support' page. On the left, there is a 'How To' sidebar with various links like 'Copy or Print', 'E-mail, Fax, or Scan', etc. The main content area has a search bar with the text 'Replace Toner' and a 'search' button, highlighted with an orange arrow. Below the search bar, there is a 'Frequently Asked Questions:' section with a list of questions, including 'How To Download the Most Current Software (Firmware) Available'.

**4 You've got the Solution!**

The screenshot shows a solution article titled 'Solution: Try Installing Another Toner (Dry Ink) Cartridge'. It includes a 'CAUTION: Do not use warm water or cleaning solvents to remove Toner (D your skin or clothing. This will set the Toner and make it difficult to remove Toner gets on your skin or clothing, use a brush to remove the Toner, blow wash it off with cold water and mild soap.' Below the caution, there are two numbered steps: '1. Open the Front Door of the machine and locate the Toner Cartridges. From the cartridge colors are Black, Cyan, Magenta, and Yellow.' and '2. Rotate the cartridge to the left to the open padlock symbol position.' Each step is accompanied by a small image showing the process.

**5 Problem Solved? We need your Feedback!**

Click Yes > I Found My Answer

Or report your problem to us Online!

The screenshot shows a feedback form titled 'Have you found what you are looking for?'. There are three columns: 'Yes', 'Hot Yet', and 'Please Help'. The 'Yes' column is highlighted in green, and the 'I Found My Answer' option is highlighted with an orange arrow. The 'Hot Yet' column is highlighted in orange, and the 'Please Help' column is highlighted in red. There are also several green dots and a green arrow pointing to the right.

The screenshot shows a 'Feedback Form' section. It includes a 'Please let us know how we can help you:' section with a link to 'Online Support Assistant'. Below this, there is a form with the following fields: 'Category\*' (set to 'Technical Support & Consumables'), 'Machine Model/Serial No' (with 'Model' and 'Serial No' sub-fields), 'Title' (set to '[ Select one ]'), and 'First name\*' (with a yellow highlight).

## 1 Click on [Service & Support Request]

The screenshot shows the Fujixerox website's support page. At the top, there is a navigation menu with links for Home, Products, Solutions & Services, Support, Download, Supplies, Business Partners, and About Us. Below the menu, there is a green banner with the text 'Support at the most convenient way.' and five icons representing different support options: On-Line Support Assistant, General Enquiries, Drivers Download, and FAQ. Below the banner, there is a section titled 'Support' with a brief description and three main links: 'Service & Support Request' (highlighted with an orange arrow), 'On-Line Support Assistant', and 'eCARE'. There is also a link for 'FAQ'.

*Another service to bring us  
closer to you*

Upon receiving your request by  
FXM Call Center, the request  
will be logged into our system  
and you will be notified through  
e-mail with a report number.

## 2 Select [Technical Support & Consumables] Complete the form & Click on [Submit]

The screenshot shows a feedback form titled 'Feedback Form'. It starts with a message: 'Please let us know how we can help you: If you would like to troubleshoot the machine's problem, please visit our Online Support Assistant'. Below this, there is a section for 'Fields are mandatory'. The form includes the following fields: 'Category\*' (a dropdown menu with 'Technical Support & Consumables' selected, highlighted with an orange arrow), 'Machine Model/Serial No' (with separate input fields for Model and Serial No), 'Title' (a dropdown menu with '[ Select one ]'), 'First name\*', 'Last name', 'Company Name\*', 'Address' (with up/down arrows), 'Post Code', 'City', 'Country' (a dropdown menu with 'Malaysia' selected), 'Email address\*', 'Telephone No.\*', 'Fax No', and 'Inquiries\*' (a large text area with a green arrow pointing to it). At the bottom of the form, there are 'submit' and 'Reset' buttons.

### Benefits :

1. No phone call is require
2. No more waiting / holding on the phone line
3. Your call will be logged into our service system on time



**Fuji Xerox Asia Pacific Pte. Ltd.**

## 3 Request submitted!

Hi,  
**THANK YOU FOR YOUR INTEREST.**

Thank you for your enquiries, we will get back to you as soon as possible.

[Click here download the Internet Shortcut](#)



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