

User Guide

Guide d'utilisation

Guida dell'utente

Benutzerhandbuch

Guía del usuario

Guia do Usuário

Gebruikershandleiding

Användarhandbok

Betjeningsvejledning

Руководство пользователя

Εγχειρίδιο χρήστη

Przewodnik użytkownika

Felhasználói útmutató

Uživatelská příručka

Kullanım Kılavuzu

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User Safety

1

This chapter includes:

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- [Laser Safety](#) on page 1-4
- [Maintenance Safety](#) on page 1-5
- [Operational Safety](#) on page 1-6
- [Symbols Marked on Product](#) on page 1-9

Your printer and the recommended supplies have been designed and tested to meet strict safety requirements. Attention to the information in this chapter will ensure the continued safe operation of your printer.

Electrical Safety

- Use the power cord supplied with your printer.
- Plug the power cord directly into a properly grounded electrical outlet. If you do not know if an outlet is grounded, ask an electrician to check the outlet.
- Do not use a ground adapter plug to connect the printer to an electrical outlet that does not have a ground connection terminal.
- Do not use an extension cord or power strip.

Warning: Avoid the potential of electrical shock by ensuring that the printer is properly grounded. Electrical products may be hazardous if misused.

- Do not place the printer in an area where people might step on the power cord.
- Do not place objects on the power cord.
- Do not block the ventilation openings. These openings are provided to prevent overheating of the printer.
- Do not drop paper clips or staples into the printer.

Warning: Do not push objects into slots or openings on the printer. Making contact with a voltage point or shorting out a part could result in fire or electrical shock.

If you notice unusual noises or odors:

1. Turn off the printer immediately.
2. Disconnect the power cord from the electrical outlet.
3. Call an authorized service representative to correct the problem.

The power cord is attached to the printer as a plug-in device at the back of the printer. If it is necessary to disconnect all electrical power from the printer, disconnect the power cord from the electrical outlet.

Warning: Do not remove the covers or guards that are fastened with screws unless you are installing optional equipment and are specifically instructed to do so. Power should be OFF when performing these installations. Except for user-installable options, there are no parts that you can maintain or service behind these covers.

Note: Leave the printer on for optimum performance; it does not pose a safety hazard.

The following are hazards to your safety:

- The power cord is damaged or frayed.
- Liquid is spilled into the printer.
- The printer is exposed to water.

If any of these conditions occur:

1. Turn off the printer immediately.
2. Disconnect the power cord from the electrical outlet.
3. Call an authorized service representative.

Laser Safety

With specific regard to lasers, this printer complies with laser product performance standards set by governmental, national, and international agencies and is certified as a Class 1 Laser Product. The printer does not emit hazardous light because the beam is totally enclosed during all modes of customer operation and maintenance.

Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your printer.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance and could create a hazardous condition.
- Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to www.xerox.com/gwa.

Operational Safety

Your printer and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Your attention to the following safety guidelines helps to ensure the continued, safe operation of your printer.

Printer Location

Place the printer in a dust-free area within a temperature range of 41° F to 90° F (5° C to 32° C) and a relative humidity range of 15 percent to 85 percent.

Printer Clearance

Place the printer in an area where there is adequate space for ventilation, operation, and servicing. The recommended minimal spacing is:

Overhead Clearance

- 30 cm (12 in.) above the printer without the finisher/stacker
- 47 cm (18.5 in.) above the printer with the finisher/stacker

Total Height Requirements

- Printer: 74 cm (29 in.)
- Add 29 cm (11.5 in.) for the 1000-sheet feeder

Other Clearances

- 20 cm (8 in.) behind the printer
- 46 cm (18 in.) in front of the printer
- 64 cm (25.2 in.) on the left side of the printer
- 64 cm (25.2 in.) on the left side of the printer with 2000-sheet feeder
- 20 cm (8 in.) on the right side of the printer
- 100 cm (39.4 in.) on the right side of the printer with the finisher/stacker

Operational Guidelines

- Do not block or cover the slots and openings on the printer. The printer may overheat without adequate ventilation.
- For optimum performance, use the printer at elevations below 3,000 m (11,480 ft.).
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight.
- Do not place the printer in line with the cold air flow from an air conditioning system.
- Place the printer on a level, solid non-vibrating surface with adequate strength for the weight of the printer. It should be within 2° of horizontal with all four feet in solid contact with the surface. The base printer weight without any packaging materials is approximately 41 kg (90 lb.).

Printing Safety Guidelines

- Wait 10 to 15 seconds between turning the printer off and on.
- Keep hands, hair, neckties, etc. away from the exit and feed rollers.
- Do not remove the paper source tray that you selected in either the printer driver or control panel.
- Do not open the doors.
- Do not move the printer.

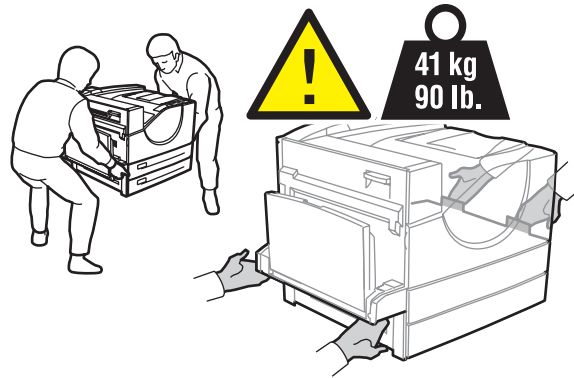
Warning: Avoid touching areas inside the printer that are labeled with a warning symbol. These areas may be very hot and can cause personal injury.

Printer Supplies

- Use the supplies specifically designed for your printer. The use of unsuitable materials may cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the printer, options and supplies.

Moving the Printer

- Always use two people to lift the printer.



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- Always turn off the printer using the power switch and unplug all cables and cords.
- Always lift the printer from the designated lift points.
- Do not place any food or liquids on the printer.
- Failure to repackage the printer properly for shipment can result in damage to the printer not covered by the warranty, service agreement, or Total Satisfaction Guarantee.
- Damage to the printer caused by improper moving is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee.

Note: The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Symbols Marked on Product



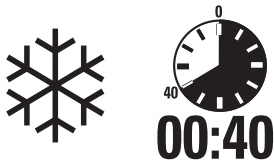
Use caution (or draws attention to a particular component). See the manual(s) for information.



Hot surface on or in the printer. Use caution to avoid personal injury.



Do not burn.



It may take 40 minutes or more for the fuser to cool down depending on your printer model.

Printer Features

2

This chapter includes:

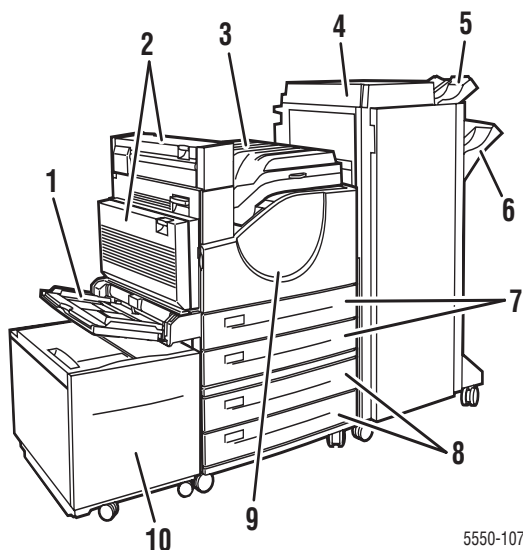
- [Parts of the Printer](#) on page 2-2
- [Printer Configurations](#) on page 2-4
- [Control Panel](#) on page 2-7
- [Fonts](#) on page 2-10
- [More Information](#) on page 2-12

Parts of the Printer

This section includes:

- [Front View](#) on page 2-2
- [Rear View](#) on page 2-2
- [Internal Components](#) on page 2-3

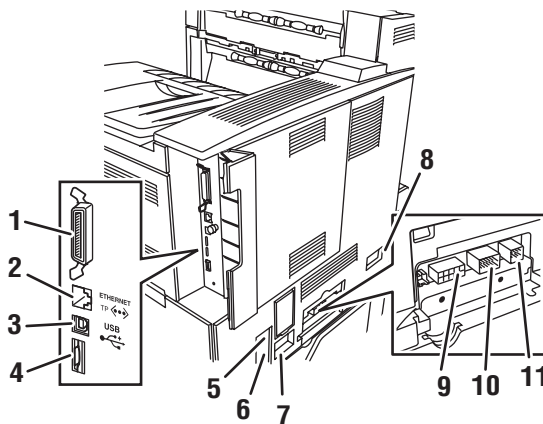
Front View



1. Tray 1 (MPT)
2. Optional Duplex Unit
3. Standard Output Tray
4. Optional 3500-Sheet Finisher or Stacker
5. Optional Stacker Upper Tray (500 Sheets)
6. Optional Stacker Lower Tray (3000 Sheets)
7. Two 500-Sheet Feeders (Trays 2 and 3)
8. Optional 1000-Sheet Feeder (Trays 4 and 5)
9. Front Door
10. Optional 2000-Sheet Feeder (Tray 6)

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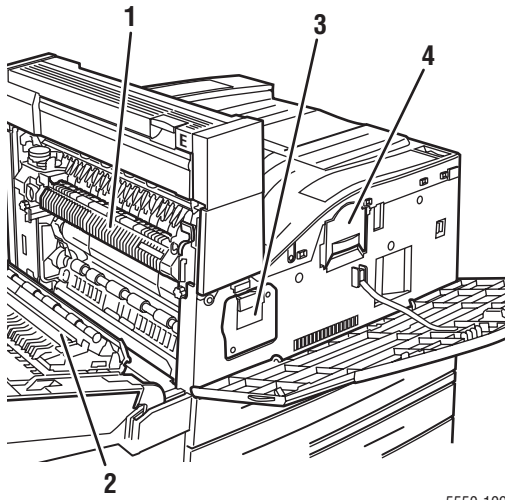
Rear View



1. Parallel connection
2. Ethernet 10/100/1000 Base-T connection
3. USB connection
4. Configuration card
5. Ground Fault Interrupt (GFI) reset
6. Power cord connection
7. Finisher or Stacker power cord connection
8. 2000-Sheet Feeder (Tray 6) connection
9. Finisher or Stacker connection
10. 1000-Sheet Feeder (Trays 4 and 5) connection
11. Duplex Unit connection

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Internal Components



1. Fuser
2. Transfer Roller
3. Drum Cartridge
4. Toner Cartridge

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Printer Configurations

This section includes:

- [Standard Features](#) on page 2-4
- [Available Configurations](#) on page 2-5
- [Options and Upgrades](#) on page 2-6
- [Control Panel Features](#) on page 2-7

Standard Features

The Phaser 5550 printer embodies many features to meet your print needs:

Great performance and superior print quality

- True 1200 x 1200 dpi and 600 x 600 dpi at 50 pages per minute (ppm) (Letter and A4)
- 256 MB of RAM standard, expandable to 1 GB

Flexible paper handling

- Standard multi-purpose tray (holds 100 sheets)
- Two standard 500-Sheet Feeders
- Optional 1000-Sheet Feeder
- Optional 2000-Sheet Feeder
- Optional Envelope Tray
- Optional 3500-Sheet Stacker
- Optional 3500-Sheet Finisher (with stapler and hole puncher)
- Input paper capacity up to 4,100 sheets
- Optional automatic two-sided printing (included with Phaser 5550DN and 5550DT configurations)
- Accommodates a wide variety of media types and custom size paper

Available Configurations

The Phaser 5550 printer is available in four configurations.

Features	Printer Configuration			
	5550B	5550N	5550DN	5550DT
PostScript and PCL Fonts	Standard	Standard	Standard	Standard
1000-Sheet Feeder	Optional	Optional	Optional	Standard
2000-Sheet Feeder	Optional*	Optional*	Optional*	Optional*
3500-Sheet Stacker	Optional#	Optional#	Optional#	Optional#
3500-Sheet Finisher	Optional#	Optional#	Optional#	Optional#
Automatic 2-Sided Printing (Duplex)	Optional	Optional	Standard	Standard
Maximum Resolutions (dpi)	True 1200 x 1200	True 1200 x 1200	True 1200 x 1200	True 1200 x 1200
Secure, Proof, Personal, Personal Saved, Saved Print Jobs, and Print With Jobs	Optional†	Optional†	Optional†	Optional†
Hard Drive	Optional	Optional	Optional	Optional
Parallel Connection	Standard	Standard	Standard	Standard
USB Connection	Standard	Standard	Standard	Standard
10/100/1000 Ethernet Connection	N/A‡	Standard	Standard	Standard

All configurations support two memory slots. The maximum memory is 1 GB.

* Requires the 1000-Sheet Feeder.

Requires the 1000-Sheet Feeder.

† Requires a hard drive.

‡ Requires a Phaser 5550B to 5550N upgrade kit.

Options and Upgrades

Printer options and an upgrade are available for the Phaser 5550 printer.

Options

- 256 MB and 512 MB memory cards for two RAM slots
- 1000-Sheet Feeder
- 2000-Sheet Feeder
- 3500-Sheet Stacker
- 3500-Sheet Finisher (with stapler and hole puncher)
- Hard Drive
- 32 MB Flash Memory
- Duplex Unit
- Envelope Tray

Upgrades

- Phaser 5550B to Phaser 5550N upgrade kit

For more information on printer options and upgrades, go to www.xerox.com/office/5550supplies.

Control Panel

This section includes:

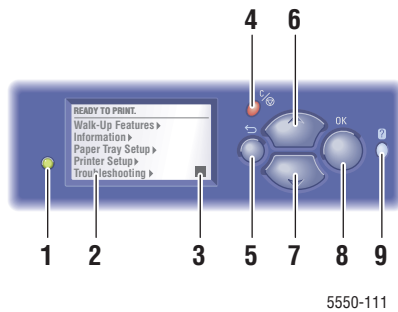
- [Control Panel Features](#) on page 2-7
- [Control Panel Layout](#) on page 2-8
- [Print Icon](#) on page 2-8
- [Menu Map](#) on page 2-9
- [Information Pages](#) on page 2-9
- [Sample Pages](#) on page 2-9

Control Panel Features

The control panel:

- Displays the printer's operating status (for example, **Printing**, **Ready to Print**, printer errors and warnings).
- Prompts you to load paper (if enabled; Tray 1 MPT enabled by default), replace supplies, and clear jams.
- Enables you to access tools and information pages to help resolve problems.
- Enables you to change printer and network settings.

Control Panel Layout



- 1. Status Indicator LED:**
Green = Printer is ready to print.
Yellow = Warning condition, printer continues to print.
Red = Startup sequence or error condition exists.
Blinking = Printer is busy or warming up.
- 2. Graphic display shows status messages and menus.**
- 3. Toner Gas Gauge indicator**
- 4. Cancel button**
Cancels the current print job.
- 5. Back button**
Returns to the previous menu item.
- 6. Up Arrow button**
Scrolls upward through the menus.
- 7. Down Arrow button**
Scrolls downward through the menus.
- 8. OK button**
Accepts the setting selected.
- 9. Help (?) button**
Displays a help message with information about the printer such as printer status, error messages, and maintenance information.

Print Icon



There are a number of information pages accessible through the control panel. When the print icon appears before a title on the control panel display, press the **OK** button to print that page.

Menu Map

The Menu Map is a visual representation of the control panel settings and information pages. To print the Menu Map:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Menu Map**, and then press the **OK** button to print.

Note: Print the Menu Map to see other information pages available for printing.

Information Pages

Your printer comes with a set of information pages that helps you solve printing problems and obtain the best results from your printer. Access these pages from the printer's control panel.

To print information pages:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select the appropriate information page, and then press the **OK** button to print.

Print the Menu Map to see other information pages available for printing.

Note: You can also print information pages from CentreWare Internet Services (IS) and from the printer driver.

Sample Pages

Your printer comes with a set of sample pages that demonstrate different printer functions.

To print the sample pages:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Sample Pages**, and then press the **OK** button.
3. Select the desired sample page, and then press the **OK** button to print.

Fonts

This topic includes:

- [Types of Fonts](#) on page 2-10
- [Downloading Fonts](#) on page 2-10
- [Printing Font Samples](#) on page 2-11

Types of Fonts

Your printer uses the following types of fonts:

- Resident fonts
- Fonts downloaded into printer RAM, hard drive, or flash memory
- Fonts downloaded with your print job from the application

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

If you do not have ATM on your computer:

1. Install it from the *Software and Documentation CD-ROM*.
2. Install the printer's screen fonts for your computer from the ATM folder.

Downloading Fonts

To supplement the resident fonts (which are always available for printing), you can download fonts from your computer to the printer's memory or to the printer's hard drive or flash memory. Downloading fonts to a printer can improve printing performance and reduce network traffic.

You can list, print, and download PostScript, PCL, and TrueType fonts to your printer using the CentreWare Font Management Utility. This utility helps you manage fonts, macros, and forms on a printer's hard drive.

To download and install the Font Management Utility on Windows operating systems:

1. Go to www.xerox.com/office/5550drivers.
2. Select your operating system.
3. Locate the CentreWare **Font Management Utility** option, and do one of the following:
 - Windows: Save the **.exe** file to your computer.
 - Macintosh: Select **Start** to download the **.hqx** file.
4. Install the font manager.

Note: If you turn off the printer, the fonts you download to memory are deleted. You must download them again when you turn on the printer. Fonts downloaded to the hard drive are not deleted when you turn off the printer.

Printing Font Samples

This section includes:

- [Using the Control Panel](#) on page 2-11
- [Using CentreWare IS](#) on page 2-11

Use one of the following options to print a list of available PostScript or PCL fonts:

- The printer's control panel
- CentreWare IS

Using the Control Panel

To print either a PostScript or PCL font list on the control panel:

1. Select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select either **PCL Font List** or **PostScript Font List**, and then press the **OK** button to print.

Using CentreWare IS

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

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Emulations** folder on the left navigation panel.
5. Select **Font Files**.
6. Select either **PostScript** or **PCL**.
7. Print the list of fonts from your browser.

More Information

This section includes:

- [Resources](#) on page 2-12
- [Xerox Support Centre](#) on page 2-13

Obtain information regarding your printer and its capabilities from the following sources.

Resources

Information	Source
Installation Guide*	Packaged with printer
Quick Use Guide*	Packaged with printer
User Guide (PDF)*	Packaged with printer (<i>Software and Documentation CD-ROM</i>)
Quick Start Tutorials	www.xerox.com/office/5550support
Video Tutorials	www.xerox.com/office/5550support
Printer Management Tools	www.xerox.com/office/5550drivers
Online Support Assistant	www.xerox.com/office/5550support
PhaserSMART	www.phaserSMART.com
Technical Support	www.xerox.com/office/5550support
Information about menu selection or error messages on control panel	Control panel Help (?) button
Information pages	Control panel menu

* Also available on the Support website.

Xerox Support Centre

The **Xerox Support Centre** is a utility that is installed during printer driver installation. It is available for printers with Windows 2000 and later or Mac OS X, version 10.3 and higher.

The **Xerox Support Centre** appears on the desktop for Windows printers or is placed in the Mac OS X dock. It provides a central location for accessing the following information:

- User manuals and video tutorials
- Solutions to troubleshooting problems
- Printer and supplies status
- Supplies ordering and recycling
- Answers to frequently asked questions
- Default printer driver settings (Windows only)

To start the Xerox Support Centre utility:

1. Select one of the following options:
 - **Windows:** Double-click the **Xerox Support Centre** icon on your desktop.
 - **Macintosh:** Click the **Xerox Support Centre** icon in the dock.
2. Select your printer from the **Select Printer** drop-down list.



Xerox Support Centre

See also:

Using the *Xerox Support Centre* tutorial at www.xerox.com/office/5550support

Note: If you have a USB or parallel connection, some of the status information is not available. You must have an Internet connection to view manuals and videos on the website.

Network Basics

3

This chapter includes:

- [Overview of Network Setup and Configuration](#) on page 3-2
- [Choosing a Connection Method](#) on page 3-3
- [Configuring the Network Address](#) on page 3-5
- [Printer Management Software](#) on page 3-10
- [Available Printer Drivers](#) on page 3-12
- [Windows 2000 or Later](#) on page 3-13
- [Macintosh OS X, Version 10.3 and Higher](#) on page 3-20
- [UNIX \(Linux\)](#) on page 3-24
- [IPv6](#) on page 3-26

This chapter provides basic information about setting up and connecting to your printer.

Note: For information about setting up and connecting to your printer on an IPv6 network, see [IPv6](#) on page 3-26.

Overview of Network Setup and Configuration

To set up and configure the network:

1. Connect the printer to the network using the recommended hardware and cables.
2. Turn on the printer and the computer.
3. Print the Configuration page and keep it for referencing network settings.
4. Install the driver software on the computer from the *Software and Documentation CD-ROM*. For information on driver installation, see the section in this chapter for the specific operating system you are using.
5. Configure the printer's TCP/IP address, which is required to identify the printer on the network.
 - Windows operating systems: Run the Installer on the *Software and Documentation CD-ROM* to automatically set the printer's IP address if the printer is connected to an established TCP/IP network. You can also manually set the printer's IP address on the control panel.
 - Macintosh systems: Manually set the printer's TCP/IP address on the control panel.
6. Print a Configuration page to verify the new settings.

Note: If the *Software and Documentation CD-ROM* is not available, you can download the latest driver from www.xerox.com/office/5550drivers.

Choosing a Connection Method

Connect the printer via Ethernet, USB, or parallel. A USB or a parallel connection is a direct connection and is not used for networking. An Ethernet connection is used for networking. Hardware and cabling requirements vary for the different connection methods. Cabling and hardware are generally not included with your printer and must be purchased separately. This section includes:

- [Connecting via Ethernet \(Recommended\)](#) on page 3-3
- [Connecting via USB](#) on page 3-4
- [Connecting via Parallel](#) on page 3-4

Connecting via Ethernet (Recommended)

Ethernet can be used for one or more computers. It supports many printers and systems on an Ethernet network. An Ethernet connection is recommended because it is faster than a USB connection. It also allows you direct access to CentreWare Internet Services (IS). The CentreWare IS web interface enables you to manage, configure, and monitor networked printers from your desktop.

Network Connection

Depending on your particular setup, the following hardware and cabling is required for Ethernet.

- If you are connecting to one computer, an Ethernet RJ-45 crossover cable is required.
- If you are connecting to one or more computers with an Ethernet hub, or cable or DSL router, two or more twisted-pair (category 5/RJ-45) cables are required. (One cable for each device.)

If you are connecting to one or more computers with a hub, connect the computer to the hub with one cable, and then connect the printer to the hub with the second cable. Connect to any port on the hub except the uplink port.

See also:

- [Configuring the Network Address](#) on page 3-5
- [Available Printer Drivers](#) on page 3-12

Connecting via USB

If you are connecting to one computer, a USB connection offers fast data speeds. However, a USB connection is not as fast as an Ethernet connection. To use USB, PC users must have Windows 2000/XP/Server 2003 or newer. Macintosh users must use Mac OS X, version 10.3 and higher.

USB Connection

A USB connection requires a standard A/B USB cable. This cable is not included with your printer and must be purchased separately. Verify that you are using the correct USB (1.x or 2.0) cable for your connection.

1. Connect one end of the USB cable to the printer and turn it on.
2. Connect the other end of the USB cable to the computer.

See also:

[Available Printer Drivers](#) on page 3-12

Connecting via Parallel

A Parallel cable connection can also be used for connecting to one computer. This type of connection provides the slowest data speeds. Parallel connection requires a standard-to-high density Parallel printer cable, (36-pin high-density 1284-C [male] to 36-pin low density 1284-B [male] cable), with a maximum length of three meters (10 feet). Connect the Parallel cable to the printer and the computer while they are both **Off**, and then turn them **On**. Install the printer driver from the *Software and Documentation CD-ROM*, and select the appropriate LPT Parallel port.

See also:

[Available Printer Drivers](#) on page 3-12

Configuring the Network Address

This section includes:

- [TCP/IP and IP Addresses](#) on page 3-5
- [Automatically Setting the Printer's IP Address](#) on page 3-5
- [Dynamic Methods of Setting the Printer's IP Address](#) on page 3-6
- [Manually Setting the Printer's IP Address](#) on page 3-8

TCP/IP and IP Addresses

If your computer is on a large network, contact your network administrator for the appropriate TCP/IP addresses and additional configuration information.

If you are creating your own small Local Area Network or connecting the printer directly to your computer using Ethernet, follow the procedure for automatically setting the printer's Internet Protocol (IP) address.

PCs and printers primarily use TCP/IP protocols to communicate over an Ethernet network. With TCP/IP protocols, each printer and computer must have a unique IP address. It is important that the addresses are similar, but not the same; only the last digit needs to be different. For example, your printer can have the address 192.168.1.2 while your computer has the address 192.168.1.3. Another device can have the address 192.168.1.4.

Generally, Macintosh computers use either TCP/IP or the EtherTalk protocol to talk to a networked printer. For Mac OS X systems, TCP/IP is preferred. Unlike TCP/IP, however, EtherTalk does not require printers or computers to have IP addresses.

Many networks have a Dynamic Host Configuration Protocol (DHCP) server. A DHCP server automatically programs an IP address into every PC and printer on the network that is configured to use DHCP. A DHCP server is built into most cable and DSL routers. If you use a cable or DSL router, see your router's documentation for information on IP addressing.

See also:

Online Support Assistant at www.xerox.com/office/5550support
[IPv6](#) on page 3-26

Automatically Setting the Printer's IP Address

If the printer is connected to a small established TCP/IP network without a DHCP server, use the installer on the *Software and Documentation CD-ROM* to detect or assign an IP address to your printer. For further instructions, insert the *Software and Documentation CD-ROM* into your computer's CD-ROM drive. After the Xerox Installer launches, follow the prompts for installation.

Note: For the automatic installer to function, the printer must be connected to an established TCP/IP network.

Dynamic Methods of Setting the Printer's IP Address

There are two protocols available for dynamically setting the printer's IP address:

- DHCP (enabled by default on all Phaser printers)
- AutoIP

You can turn on/off both protocols using the control panel, or use CentreWare IS to turn on/off DHCP.

Note: You can view the printer's IP address at any time. On the control panel, select **Information**, press the **OK** button, select **Printer Identification**, and then press the **OK** button.

Using the Control Panel

To turn on/off either the DHCP or AutoIP protocol:

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IPv4 Setup**, and then press the **OK** button.
5. Select **DHCP/BOOTP** or **AutoIP**.
6. Press the **OK** button to turn the selection **On** or **Off**.

Using CentreWare IS

To turn on/off the DHCP protocol:

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field.
3. Select **Properties**.
4. Select the **Protocols** folder on the left navigation panel.
5. Select **TCP/IP**.
6. Click the **TCP/IP (v4)** button.
7. In the BOOTP/DHCP Settings section, set the **BOOTP/DHCP** option to **On** or **Off**.
8. In the TCP/IP Settings section, enter the static IP address which may be different than the DHCP or auto IP address listed. Check that the Network Mask and Router/Gateway address are correct for your network.
9. Click the **Save Changes** button.

Using Host Names with the Domain Name Service (DNS)

The printer supports DNS through an embedded DNS resolver. The DNS resolver protocol communicates with one or more DNS servers to resolve the IP address for a given host name or the host name for a given IP address.

To use an IP host name for the printer, the system administrator must configure one or more DNS servers and a local DNS domain name space database. To set up the printer for DNS, supply a maximum of two DNS name server IP addresses.

Dynamic Domain Name Service (DDNS)

The printer supports Dynamic DNS through DHCP. You must have DHCP enabled on the printer for DDNS to function. Your network's DHCP server must also support Dynamic DNS updates through option 12 or option 81 support. See your network administrator for details.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field.
3. Select **Properties**.
4. Select the **Protocols** folder on the left navigation panel.
5. Select **TCP/IP**, and then click the **TCP/IP (v4)** button.
6. In the BOOTP/DHCP Settings section, set the **BOOTP/DHCP** option to **ON**.
7. Click the **DNS/WINS** button.
8. To enable DDNS, set the following:
 - **Dynamic DNS Registration** - Set to **Enabled**.
 - **Hostname** - Use the default name provided by Xerox or enter another name.
 - **Primary WINS Server** (optional)
 - **Secondary WINS Server** (optional)

Click **Save Changes** when you are finished entering the settings.

Manually Setting the Printer's IP Address

Note: Verify that your computer has a properly configured IP address for your network. Contact your network administrator for more information.

If you are on a network without a DHCP server, or in an environment where the network administrator assigns printer IP addresses, you can use this method to manually set the IP address. Manually setting the IP address overrides DHCP and AutoIP. Alternatively, if you are in a small office with a single PC and use a dialup modem connection, you can manually set the IP address.

Information Required for Manual IP Addressing

Information	Comments
Internet Protocol (IP) address of the printer	Format is xxx.xxx.xxx.xxx, where xxx represents a decimal number from 0–255.
Network Mask	If you are unsure, leave this blank; the printer chooses an appropriate mask.
Default Router/Gateway address	Router address is required to communicate with the host device from anywhere other than the local network segment.

Using the Control Panel

To manually set the IP address:

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IPv4 Setup**, and then press the **OK** button.
5. Select **DHCP/BOOTP**, and then press the **OK** button to select **Off**.
6. Select **IPv4 Address**, and then press the **OK** button.
7. Enter the printer's IP address, and then press the **OK** button.

Changing or Modifying the IP Address Using CentreWare IS

CentreWare IS provides a simple interface that enables you to manage, configure, and monitor networked printers from your desktop using an embedded web server. For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

After setting the printer's IP address, you can modify TCP/IP settings using CentreWare IS.

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Protocols** folder on the left navigation panel.
5. Select **TCP/IP**.
6. Enter or modify the settings, and then click **Save Changes** at the bottom of the page.

See also:

System Administrator Guide at www.xerox.com/office/5550support

Printer Management Software

This section includes:

- [CentreWare Internet Services \(IS\)](#) on page 3-10
- [CentreWare Web](#) on page 3-11

CentreWare Internet Services (IS)

CentreWare IS provides a simple interface to the embedded web server in any networked Xerox printer that enables you to manage, configure, and monitor networked printers from your desktop. CentreWare IS gives administrators easy access to printer status, configuration, and diagnostic functions. It also provides users with access to printer status and special printing functions such as printing saved jobs. With CentreWare IS software, you can access and manage your printers over a TCP/IP network using a web browser.

CentreWare IS enables you to:

- Check supplies status from your desktop, saving a trip to the printer. Access job accounting records to allocate printing costs and plan supplies purchases.
- Define a network printer search and view a list of printers using Printer Neighborhood. The list provides current status information and allows you to manage printers independent of network servers and operating systems.
- Configure printers from your desktop. CentreWare IS makes it easy to copy settings from one printer to another.
- Set up and use a simple web-browser-based printing system. Marketing collateral, sales materials, business forms, or other standardized, frequently used documents can be saved as a group with their original driver settings then reprinted on demand at high speed from any user's browser. A printer with a hard drive is required to support these functions. In some printer models, a DX configuration is required to support these functions.
- Troubleshoot print-quality problems using built-in diagnostics.
- Define a link to your local web server's support page.
- Access online manuals and technical support information located on the Xerox website.

Note: CentreWare IS requires a web browser and a TCP/IP connection between the printer and the network (in Windows, Macintosh, or UNIX environments). TCP/IP and HTTP must be enabled in the printer. JavaScript is required to access the pages in Printer Neighborhood. If JavaScript is disabled, a warning message appears and the pages do not function properly.

For complete information about CentreWare IS, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

See also:

Using *CentreWare Internet Services* tutorial at www.xerox.com/office/5550support

CentreWare Web

CentreWare Web is a multi-vendor printer management, installation, and troubleshooting application. Use CentreWare Web to remotely manage, install, and troubleshoot printers on your network using a web browser. Printers are found through network or print server discovery and managed over TCP/IP networks using RFC-1759 SNMP (Simple Network Management Protocol).

With CentreWare Web you can:

- Remotely add ports, queues, and drivers to Windows 2000, Windows XP, and Windows Server 2003.
- Install, troubleshoot, upgrade, and clone wizards to aid all users in performing administrative tasks.
- Install CentreWare Web on a server for availability to all clients on the network with Internet access.
- Support multiple users and provide different levels of user access privileges for administrators or guests.
- Discover printers on local and remote subnets.
- Automatically discover printers as scheduled.
- Generate reports.
- Connect to printer web servers for additional printer-specific features, including help.

For more information, go to www.xerox.com/office/5550drivers.

Available Printer Drivers

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

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

Printer Driver	Source*	Description
Windows PostScript Driver	CD-ROM and Web	The PostScript driver is recommended to take full advantage of your system's custom features and genuine Adobe® PostScript®. (Default printer driver)
PCL6	CD-ROM and Web	The Printer Command Language driver can be used for applications requiring PCL. Note: For Windows 2000/XP only.
PCL5e	CD-ROM and Web	The Printer Command Language driver can be used for applications requiring PCL. Note: Supported in all operating systems.
Xerox Walk-Up Printing Driver (Windows and Macintosh)	Web only	This driver enables printing from a PC to any Xerox PostScript-enabled printer. This is especially helpful for mobile professionals who travel to multiple locations and need to print to different printers.
Mac OS X (version 10.3 and higher) Driver	CD-ROM and Web	This driver enables printing from a Mac OS X (version 10.3 and higher) operating system.
UNIX Driver	Web only	This driver enables printing from a UNIX operating system.

* Go to www.xerox.com/office/5550drivers for the latest printer drivers.

Windows 2000 or Later

This section includes:

- [Preliminary Steps](#) on page 3-13
- [Quick CD-ROM Install Steps](#) on page 3-13
- [Other Methods of Installation](#) on page 3-13
- [Windows 64-Bit Server to 32-Bit Client Installation](#) on page 3-17
- [Windows 2000 or Later Troubleshooting](#) on page 3-18

Preliminary Steps

These preliminary steps must be performed for all printers:

1. Verify that the printer is plugged in, turned **On**, and connected to an active network.
2. Verify that the printer is receiving network information by monitoring the LEDs on the back of the printer or on the CentreDirect External Print Server. When the printer is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.

Quick CD-ROM Install Steps

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the computer's CD-ROM drive. If the installer does not launch, do the following:
 - a. Click **Start**, and then click **Run**.
 - b. In the **Run** window, type: **<CD drive>:\INSTALL.EXE**.
2. Select your desired language from the list.
3. Select **Install Printer Driver**.
4. Select the installation method you want to use, and then follow the onscreen instructions.

See also:

Online Support Assistant at www.xerox.com/office/5550support

Other Methods of Installation

Your printer can also be installed on a network using one of these methods:

- Microsoft TCP/IP Protocol
- Microsoft IPP Port

You can monitor or configure your printer with CentreWare IS and a web browser if your printer is connected to a network with the TCP/IP protocol enabled.

Note: The CentreWare methods are not discussed in this section. See [Available Printer Drivers](#) on page 3-12 (CentreWare IS).

Microsoft TCP/IP Protocol

Note: For Windows XP, select **Classic Look** or the Windows XP procedures will not match the steps below. To select Classic Look, click **Start**, click **Control Panel**, and then click **Taskbar and Start Menu**. Select the **Start Menu** tab, and then select the **Classic Start menu**. Click **OK**.

To verify that TCP/IP is installed:

1. Right-click the **My Network Places** icon on the desktop, and then click **Properties**.
2. Right-click **Local Area Connection**, and then click **Properties**.
3. Click the **General** tab to verify that **Internet Protocol (TCP/IP)** is installed.
 - If the Internet Protocol (TCP/IP) box is checked, the software is installed.
 - If the Internet Protocol (TCP/IP) box is not checked, the software is not installed. Install TCP/IP software using the documentation provided by Microsoft, and then return to this document.

Adding the Printer

To add the printer:

1. On the desktop click **Start**, and then click **Settings**.
2. Select one of these options:
 - **Windows 2000:** Click **Printers**, double-click **Add Printer** to launch the Add Printer Wizard, and then click **Next**.
 - **Windows XP or Windows Server 2003:** Click **Printers and Faxes**. Double-click **Add Printer** to launch the Add Printer Wizard, and then click **Next**.
3. Click the **Local Printer** button, and then click **Next**.
4. Click the **Create a New Port** button.
5. Select **Standard TCP/IP Port** from the New Port Type drop-down menu, and then click **Next**.
6. Click **Next**.
7. Enter the IP Address of the printer you want to use in the **Printer Name or IP Address** edit box. Click **Next**.
8. Select one of these options:
 - Click **Finish** in the **Confirmation** window if the data is correct.
 - Click the **Back** button to correct the data if it is incorrect, and then click **Finish** in the **Confirmation** window.

Configuring the Printer

To configure the printer:

1. Insert the *Software and Documentation CD-ROM* into the computer's CD-ROM drive and click **Have Disk**.
2. Click the **Browse** button, and then select the directory which contains the Windows 2000 or Windows XP drivers.
3. Select the ***.INF** file, and then click **Open**.
4. Verify that the path and filename are correct, and then click **OK**.
5. Enter a name for the printer and select whether you want that printer to be the default. Click **Next**.
6. Select one of these options:
 - If the printer is not shared, click **Next**.
 - If the printer is shared, enter a **Share Name**, check the **Share** box, and then click **Next**.

Printing a Test Page

You are prompted to print a test page.

1. Select one of these options:
 - Click **Yes** to print a test page, and then click **Next**.
 - Click **No** if you do not want to print a test page, and then click **Next**.
2. Select one of these options in the **Completing the Add Printer Wizard** screen:
 - Click the **Finish** button if the data presented is correct. Proceed to Step 3.
 - Click the **Back** button to correct the data if incorrect, and then click **Finish** in the Add Printer Wizard when the data is correct. Proceed to Step 3.
3. If you printed a test page, you are prompted to confirm that the test page printed:
 - Click **Yes** if the test page printed successfully.
 - Click **No** if the test page did not print or printed incorrectly.

See also:

[Windows 2000 or Later Troubleshooting](#) on page 3-18

Microsoft IPP Port

Follow these steps to obtain the printer's URL and create an Internet Printing Protocol (IPP) printer.

Obtaining the Printer's URL (Network Path)

To obtain the printer's URL:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Select **Properties**.
4. Select the **Protocols** folder on the left navigation panel.
5. Select **IPP**. The Network Path field on the IPP Settings page displays the printer's URL.

Creating an IPP Printer

To create an IPP printer:

1. On the desktop, click **Start**, click **Settings**, and then click **Printers**.
2. Double-click **Add Printer** to launch the Microsoft Add Printer Wizard.
3. Select **Network Printer**, and then click **Next**.
4. When prompted for **URL** (Windows 2000, Windows XP), enter the printer's URL in the following format:

http://printer-ip-address/ipp

Note: Substitute your printer's IP address or DNS name for printer-ip-address.

5. Click **Next**.

Configuring the Printer

To configure the printer:

1. Insert the *Software and Documentation CD-ROM* into the computer's CD-ROM drive and click **Have Disk**.
2. Click the **Browse** button, and then select the directory which contains the Windows 2000 or Windows XP drivers.
3. Select the ***.INF** file, and then click **Open**.
4. Verify that the path and filename are correct, and then click **OK**.
5. Enter a name for the printer and select whether you want that printer to be the default. Click **Next**.
6. Select one of these options:
 - If the printer is not shared, click **Next**.
 - If the printer is shared, enter a **Share Name**, check the **Share** box, and then click **Next**.
7. Click **Next**.

Windows 64-Bit Server to 32-Bit Client Installation

To install from a 64-Bit Server in Windows XP and Windows Server 2003:

1. Locate and install the 64-bit Windows driver from the *Software and Documentation CD-ROM*.
2. Right-click on **My Computer**, and then select **Manage**.
3. Expand **Local Users and Groups**, and then double-click the **Groups** folder.
4. Double-click on **Administrators**, and then click the **Add** button.
5. Type the 32-bit client's login name, and then click **OK**.

To install from a 32-Bit Client:

1. Insert the *Software and Documentation CD-ROM* and close the installer window.
2. Open **My Network Places**, and then browse to the 64-bit system.
3. Double-click on **Printers and Faxes**.
4. Select **File**, and then select **Server Properties** from the drop-down list.
5. On the **Drivers** tab, click the **Add** button.
6. Click **Next**, select **Have Disk**, and then click **OK**.
7. Browse to the 32-bit driver on the *Software and Documentation CD-ROM*, and open the **Windows** folder.
8. Open the appropriate language folder, select the **.inf** file, and then click **OK**.
9. Choose your **Printer**, and then click **Next**.
10. Select **Intel Box for Windows XP**, and then click **Next**.
11. Click **Finish**.
12. In the **My Network Places** dialog box, double-click the 64-bit system, and then select **Yes**.

Windows 2000 or Later Troubleshooting

Note: For Windows XP, select Classic Look or the Windows XP procedures will not match the steps below. To select Classic Look, click **Start**, click **Control Panel**, and then **Taskbar and Start Menu**. Select the **Start Menu** tab, and then select **Classic Start menu**. Click **OK**.

This Troubleshooting section assumes you have completed the following tasks:

- Loaded a Phaser printer PCL or PostScript printer driver.
- Printed and kept a current copy of the Configuration page.

Verifying Settings

To verify settings:

1. Verify the settings on the Configuration page.
 - **IP Address Source** is set to: **DHCP**, **Control Panel**, **BOOTP**, or **Auto IP** (depending on your network configuration).
 - **Current IP Address** is set correctly. (Note this address if it is assigned by Auto IP, DHCP, or BOOTP.)
 - **Subnet Mask** is set correctly (if used).
 - **Default Gateway** is set correctly (if used).
 - **LPR** is enabled. Verify that the LPR and AppSocket settings are set as desired.
 - **Interpreters: Auto, PCL, or PostScript** (depending on your driver).
2. Verify that the client is logged into the network and printing to the correct print queue. The user should also have access to the Phaser printer queue.

Verifying Driver Installation

To verify driver installation:

1. Right-click **My Network Places** on the desktop, and then click **Properties**.
2. Right-click **Local Area Connection**, and then click **Properties**.
3. Select the **General** tab. View the list of installed network protocols to verify that TCP/IP is installed. (For more information, contact your network administrator.)
4. Click **Install** to install any components not listed, and then restart your computer.
5. Click **Start**, click **Settings**, and then click **Printers**.
6. Right-click the printer icon, and then click **Properties**.
7. Select the **Advanced** tab. Verify that the correct printer driver is installed.
8. Select the **Ports** tab. Verify that the IP Address in the **Print to the Following Ports** list is identical to the one on the Configuration page. You may need to click the **Configure Port** button to see the IP address. If necessary, re-select the TCP/IP number used for the printer.

Printing a Test Page

To print a test page:

1. Select the **General** tab.
2. Click **Print Test Page**. If the printer does not print, select **PhaserSMART Technical Support** on the **Troubleshooting** tab of your Windows printer driver to access PhaserSMART Technical Support.

See also:

Online Support Assistant at www.xerox.com/office/5550support

Macintosh OS X, Version 10.3 and Higher

This section includes:

- Macintosh OS X, Version 10.3 on page 3-20
- Macintosh OS X, Version 10.4 on page 3-21
- Macintosh Troubleshooting (Mac OS X, Version 10.3 and Higher) on page 3-23

Macintosh OS X, Version 10.3

Set up your printer using Bonjour (Rendezvous), create a desktop USB connection, or use an LPD/LPR connection for Macintosh OS X, version 10.3 and higher.

Bonjour (Rendezvous) Connection

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive and select the VISE installer to install the printer software.
2. When installation is complete, open the **Printer Setup Utility** for Mac OS X, version 10.3.x.

Note: To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Confirm that the first drop-down menu is set to **Bonjour (Rendezvous)**.
4. Select the printer in the window.
5. Select **Xerox** from the list of manufacturers in the lower drop-down menu.
6. Select the appropriate printer model from the list of available devices.
7. Click the **Add** button.

See also:

Online Support Assistant at www.xerox.com/office/5550support

USB Connection

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive.
 - Open the **Printer Setup Utility** for Mac OS X, version 10.3.x.

Note: To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

2. Click the **Add** button.
3. Select **USB** from the drop-down menu.

4. Select the printer in the window.
5. Select **Xerox** from the manufacturers in the drop-down menu.
6. Select the appropriate printer configuration from the list of available printers.
7. Click the **Add** button.

LPD/LPR Connection

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive and select the VISE installer to install the printer software.
2. Once installation is complete, open the **Printer Setup Utility** for Mac OS X, version 10.3.x.

Note: To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** button.
4. Select **IP Printing** from the first pull-down menu. Select **LPD/LPR** from the second pull-down menu. Enter the printer's IP address in the **Printer Address** field. Verify that the **Queue Name** field is blank. Select **Xerox** from the **Printer Model** pull-down menu, and then select the corresponding PPD file. Click the **Add** button. The printer is added to the list.

Macintosh OS X, Version 10.4

Bonjour Connection

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive.
2. Open the **Printer Setup Utility**.

Note: To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** button.
4. Select the **Default Browser** in the **Printer Browser**.
5. Select the **Bonjour** printer in the list of available printers. If the **Printer Browser**:
 - Selects the appropriate printer from the **Print Using** drop-down list, go to Step 8.
 - Does not select the appropriate printer from the **Print Using** drop-down list, go to Step 6.

6. Select **Xerox** from the list of manufacturers in the lower drop-down menu.
7. Select the appropriate printer from the list of available printers.
8. Click the **Add** button.

USB Connection

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive.
2. Open the **Printer Setup Utility**.

Note: To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** button.
4. Select the **Default Browser** in the upper left corner of the **Printer Browser**.
5. Select the USB-connected printer in the printers window. The Printer Browser selects the appropriate printer configuration in the **Print Using** drop-down list.
 - If the appropriate printer configuration is selected, proceed to Step 8.
 - If the appropriate printer configuration is not selected, proceed to Step 6.
6. Select **Xerox** from the manufacturers in the drop-down menu.
7. Select the appropriate printer configuration from the list of available printers.
8. Click the **Add** button. The printer is displayed as an available printer in the Printer Setup Utility.

LPD Connection

To install the printer driver from the *Software and Documentation CD-ROM*:

1. Insert the CD-ROM into the CD-ROM drive and select the VISE installer to install the printer software.
2. Once installation is complete, open the **Printer Setup Utility**.

Note: To locate utilities on the Macintosh hard drive, open the **Applications** folder, and then open the **Utilities** folder.

3. Click the **Add** button.
4. Select **IP Printer** from the upper left corner of the **Printer Browser**.
5. Select **LPD** from the pull-down menu.
6. Enter the printer's IP address in the **Address** field.
7. Click the **Add** button. The printer is added to the list.

Macintosh Troubleshooting (Mac OS X, Version 10.3 and Higher)

The following procedure eliminates cabling, communication, and connection problems. Once you complete these steps, print a test page from your software application.

Mac OS X, Version 10.3 and Higher Troubleshooting

Perform these steps *only* for Mac OS X, versions 10.3 and higher:

1. Open the **Network Utility**, and then click the **Ping** tab.
2. Enter the printer's IP address.
3. Click **Ping**. If you do *not* get a response, confirm that your TCP/IP settings are correct for your printer and computer.
4. For **AppleTalk**, follow the steps below. For **TCP/IP** proceed to Step 5.
 - a. From the printer's control panel, verify that **EtherTalk** is enabled. If it is not, enable it in the control panel, and then reset the printer.
 - b. Print the Configuration page and verify that **EtherTalk** is enabled.
 - c. From the Configuration page, verify the **Zone**. If you have multiple zones on your network, verify that your printer appears in the desired zone.
5. If you are still unable to print, access PhaserSMART Technical Support through CentreWare IS:
 - a. Launch your web browser.
 - b. Enter the printer's IP address in the browser's **Address** field.
 - c. Select **Support**.
 - d. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART.

See also:

Online Support Assistant at www.xerox.com/office/5550support

UNIX (Linux)

Your printer supports connection to a variety of UNIX platforms through the parallel and network interface. The workstations currently supported by CentreWare for UNIX/Linux to a network-connected printer are:

- Sun Solaris
- IBM AIX
- Hewlett-Packard HP-UX
- Linux (i386)
- Linux (PPC)

The following procedures enable you to connect your printer using any of the supported versions of UNIX or Linux listed above.

Quick Install Steps

Perform the following procedures to set up the printer and install the appropriate drivers.

From the Printer

To set up the printer:

1. Verify that both TCP/IP protocol and the proper connector are enabled.
2. On the control panel, select one of these IP address options:
 - Allow the printer to set up a DHCP address.
 - Enter the IP address manually.
3. Print the Configuration page and keep it for reference.

From Your Computer

To install the printer:

1. Go to www.xerox.com/office/5550drivers.
2. Select **Unix** from the **Operating System** drop-down menu, and then click **Go**.
3. Click the CentreWare for Unix package for the operating system this will be installed in. This is the core package and must be installed first before the printer package.
4. Click the **Start** button to begin downloading.
5. Repeat steps 1 and 2, and then click the **Printer Package for use with CentreWare for Unix** link.
6. Click the **Start** button to begin downloading.
7. In your browser, click the **Installation Guide** link, and then follow the installation instructions.

Note: If print-quality problems exist, or your job did not print, access PhaserSMART Technical Support through CentreWare IS.

To access PhaserSMART Technical Support:

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field.
3. Select **Support**.
4. Click the **PhaserSMART Diagnostic Tool** link to access PhaserSMART.

Installing the Printer When Using CUPS as the Print Spooler

When using CUPS as the print spooler, you need to add the printer's .ppd file to the /usr/share/cups/model/Xerox directory.

To install the .ppd file:

1. Go to www.xerox.com/office/5550drivers.
2. Select **Unix** from the **Operating System** drop-down menu, and then click **Go**.
3. Click the **PPD Files using CUPS Printing Services** link.
4. Click the **Start** button to begin downloading.
5. In your browser, click the **README** link, and then follow the installation instructions.

IPv6

This section includes:

- [Enabling IPv6](#) on page 3-26
- [Setting the Interface ID](#) on page 3-27
- [Automatic Address Assignment](#) on page 3-28
- [DHCPv6](#) on page 3-29
- [Manual Address Assignment](#) on page 3-30
- [Address Precedence](#) on page 3-31

Enabling IPv6

IPv6 can be enabled or disabled independently of IPv4.

Note: If you disable both IPv4 and IPv6, you will lose your connection to the printer. For information on restoring the default TCP/IP settings, see [Resetting the TCP/IP Configuration](#) on page 3-27.

To enable/disable IPv6, use one of the following options:

- The printer's control panel
- CentreWare IS

Using the Control Panel

To enable/disable IPv6 on the control panel:

1. Select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IPv6 Setup**, and then press the **OK** button.
5. Select **IPv6**, and then press the **OK** button to switch between **On** and **Off**.

Using CentreWare IS

To enable/disable IPv6 using CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Protocols** folder on the left navigation panel, and then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. Select the **TCP/IP v6 Enabled** check box to enable TCP/IP v6.
7. Click the **Save Changes** button at the bottom of the page.

Resetting the TCP/IP Configuration

Use the following procedure at the control panel to reset the TCP/IP configuration to the default settings:

1. Select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Reset Connection Setup**, and then press the **OK** button.

Setting the Interface ID

Your IPv6-enabled printer has one interface with multiple addresses. The Interface ID is the part of the address after the prefix. The printer uses the Interface ID when assigning both the Link-Local address and automatic addresses that use router supplied prefix(es). It is not used in addresses supplied by DHCPv6. Link-Local addresses are used by nodes to communicate with other nodes on the same local network. There are two options to set the Interface ID:

- The default is to have the Interface ID automatically computed from the MAC address associated with the interface. The ID is different for each device. This is the recommended method for setting the Interface ID.
- The other option is to manually set the interface ID. The Interface ID must be 64 bits (8 bytes) in length, and must not contain special characters other than colons or valid hexadecimal digits (0 through 9, a through f, or A through F).

Note: If you change the Interface ID, you will be prompted to reset the printer before the changes take effect.

The Interface ID can only be set in CentreWare IS.

Using CentreWare IS

To set the Interface ID using CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Protocols** folder on the left navigation panel, and then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. Do one of the following:
 - Select **User Interface ID from MAC address**.
 - Select **Use this Interface ID**.
7. Click the **Save Changes** button at the bottom of the page.

Automatic Address Assignment

Addresses can be assigned automatically when a router is found that offers one or more prefixes. Automatically assigned addresses are routeable. Each router-supplied prefix is combined with the Interface ID to create an address. The use of router-supplied prefixes is enabled by default.

To enable/disable automatic address assignment, use one of the following options:

- The printer's control panel
- CentreWare IS

Enabling/Disabling Automatic Address Assignment with the Control Panel

To set the Interface ID on the control panel:

1. Select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IPv6 Setup**, and then press the **OK** button.
5. Select **Auto Assign**, and then press the **OK** button to turn Auto Assign **On** or **Off**.

Enabling/Disabling Automatic Address Assignment with CentreWare IS

To set the Interface ID with CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Protocols** folder on the left navigation panel, and then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. Select/deselect **Use router supplied prefixes**.
7. Click the **Save Changes** button at the bottom of the page.

DHCPv6

DHCPv6 is used to acquire TCP/IP information.

The following DHCPv6 options are available in CentreWare IS:

- **As directed by the router** - DHCPv6 is performed according to values in a router advertisement. This is the default setting.
- **Always, for all configuration options (stateful)** - Stateful DHCPv6 is always attempted, and router flags related to how to perform DHCP are ignored. Configuration options and an IPv6 address will be accepted if DHCPv6 is successful.
- **Always, for all configuration options except address (stateless)** - Stateless DHCPv6 is always attempted, and router flags related to how to perform DHCP will be ignored. Configuration options will be accepted if DHCPv6 is successful, but no IPv6 address will be assigned.
- **Never** - DHCPv6 is not used even if directed to do so by a router.

To enable/disable automatic address assignment, use one of the following options:

- The printer's control panel
- CentreWare IS

Setting DHCPv6 Options with the Control Panel

To change DHCPv6 options using the control panel:

1. Select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IPv6 Setup**, and then press the **OK** button.
5. Select **DHCPv6 Mode**, and then press the **OK** button.
6. Select the DHCPv6 option, and then press the **OK** button.

Setting DHCPv6 Options Using CentreWare IS

To change DHCPv6 options using CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Protocols** folder on the left navigation panel, and then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. Select/deselect the DHCPv6 options.
7. Click the **Save Changes** button at the bottom of the page.

Manual Address Assignment

A manually entered IPv6 address is used in addition to any other IPv6 addresses. To create a manual address, enter the IPv6 address and prefix length in the fields provided in CentreWare IS. The default prefix length is 64.

To manually set the IPv6 address, use one of the following options:

- The printer's control panel
- CentreWare IS

Setting the IPv6 Address with the Control Panel

To set the IPv6 address on the control panel:

1. Select **Printer Setup**, and then press the **OK** button.
2. Select **Connection Setup**, and then press the **OK** button.
3. Select **Network Setup**, and then press the **OK** button.
4. Select **TCP/IPv6 Setup**, and then press the **OK** button.
5. Select **Manual Address**, and then press the **OK** button to turn manual addressing on.
6. Select **Manual Address**, and then press the **OK** button.
7. To set the address:
 - a. Use the **Up Arrow** and **Down Arrow** buttons to set the first number, and then press the **OK** button.
 - b. Continue setting individual numbers, pressing the **OK** button after setting each one. When you get to the end of the address, press the **OK** button to return to the menu.

Setting the IPv6 Address Using CentreWare IS

To manually set the IPv6 address using CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Protocols** folder on the left navigation panel, and then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. In the Manual Address Assignment field, select **Use this address**, and then type the address.
7. Click the **Save Changes** button at the bottom of the page.

Address Precedence

Address precedence can be set to prefer IPv6 or IPv4 addresses when both types are available. The default setting is to prefer IPv6 addresses. Address Precedence can only be set in CentreWare IS.

Using CentreWare IS

To set address precedence using CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Protocols** folder on the left navigation panel, and then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. In the **Address Precedence** field, select the desired option.
7. Click the **Save Changes** button at the bottom of the page.

Printing Basics

4

This chapter includes:

- [Supported Paper and Media](#) on page 4-2
- [Loading Paper](#) on page 4-9
- [Selecting Printing Options](#) on page 4-31
- [Printing on Both Sides of the Paper](#) on page 4-33
- [Printing on Specialty Media](#) on page 4-35
- [Printing on Custom Size Paper](#) on page 4-45
- [Creating Custom Paper Types](#) on page 4-49
- [Using the Stapler](#) on page 4-50
- [Using the Hole Puncher](#) on page 4-54
- [Advanced Options](#) on page 4-56

Supported Paper and Media

This topic includes:

- [Paper Usage Guidelines](#) on page 4-2
- [Paper that May Damage Your Printer](#) on page 4-3
- [Paper Storage Guidelines](#) on page 4-3
- [Supported Paper Sizes and Weights](#) on page 4-4
- [Tray Setup](#) on page 4-7

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

For best results, use Xerox printing media specified for your Phaser 5550 printer. They are guaranteed to produce excellent results with your printer.

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

To order paper, transparencies, or other specialty media, contact your local reseller or go to www.xerox.com/office/5550supplies.

Paper Usage Guidelines

Follow these guidelines to ensure the best print quality and avoid printer jams:

- Store paper on a flat surface, in a relatively low humidity environment.
- Do not unwrap paper until you are ready to use it, rewrap any paper that is not being used.
- Do not expose paper to direct sunlight or high humidity.
- If excessive jams occur, flip and fan the paper in the tray or install fresh paper from a newly opened ream.
- Fan transparencies and labels prior to loading them in the tray.
- Do not print on label stock once a label has been removed from the sheet.
- Use only paper envelopes. Do not use envelopes with windows or metal clasps. Other size envelopes may be printed as a custom size.

Paper that May Damage Your Printer

Your printer is designed to be used with a variety of paper types. Other media types can cause poor print quality, increased paper jams, or damage to your printer.

Note: If you use pre-printed material regularly, the feed rollers may require additional cleaning.

The following are examples of unacceptable paper:

- Rough or porous media
- Plastic media other than supported transparencies
- Paper that has been folded or wrinkled
- Padded envelopes
- Non-laser glossy or coated paper
- Paper that has been photocopied
- Paper with cutouts or perforations
- Paper with staples inserted
- Envelopes with windows, metal clasps, adhesives with release strips, or side seams

Caution: Use only Xerox transparency film. Other types of transparency film can melt and damage the printer.

Note: Using paper free of contaminants helps guarantee longer component life and better print quality. Paper with better cut quality also reduces paper jams and misfeeds.

Paper Storage Guidelines

Providing good storage conditions for your paper and other media contributes to optimum print quality.




- Store paper in dark, cool, relatively dry locations. Most paper items are susceptible to damage from ultraviolet (UV) and visible light. UV radiation, which is emitted by the sun and fluorescent bulbs, is particularly damaging to paper items. The intensity and length of exposure to visible light on paper items should be reduced as much as possible.
- Maintain constant temperatures and relative humidity.
- Avoid attics, kitchens, garages, and basements for storing paper. Inside walls are drier than outside walls where moisture can collect.
- Store paper flat. Paper should be stored on pallets, cartons, shelves, or in cabinets.
- Avoid having food or drinks in the area where paper is stored or handled.
- Do not open sealed packages of paper until you are ready to load them into the printer. Leave paper in the original packaging. For most commercial cut-size grades, the ream wrapper contains an inner lining that protects the paper from moisture loss or gain.
- Leave the media inside the bag until you are ready to use it; reinsert unused media in the bag and reseal it for protection. Some specialty media is packaged inside resealable plastic bags.

Supported Paper Sizes and Weights


The following sections provide information about paper sizes and weights that can be used in the printer trays. For more detailed information about paper and other media, print the Paper Tips page:

1. On the control panel, select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Paper Tips Page**, and then press the **OK** button to print.

Paper Sizes and Weights for Tray 1 (MPT)

Tray 1 (MPT)			
60 – 215 g/m ² (16 – 57 lb. Bond)			
	Statement	5.5 x 8.5 in.	Custom Sizes Short edge: 76 – 216 mm (3.0 – 8.5 in.) Long edge: 98 – 356 mm (3.87 – 14 in.)
	Executive	7.25 x 10.5 in.	
	Letter	8.5 x 11 in.	
	US Folio	8.5 x 13 in.	
	Legal	8.5 x 14.0 in.	
	Tabloid	11.0 x 17.0 in.	
	A6	105 x 148 mm	
	A5	148 x 210 mm	
	A4	210 x 297 mm	
	A3	297 x 420 mm	
	B6 JIS	128 x 182 mm	
	B5 JIS	182 x 257 mm	
	B4 JIS	257 x 364 mm	
	Small US Postcard	3.5 x 5.5 in.	
Large US Postcard	4.0 x 6.0 in.		
 	Monarch	3.87 x 7.5 in.	
	#10 Commercial	4.12 x 9.5 in.	
	B5	176 x 250 mm	
	C5	162 x 229 mm	
	C4	229 x 324 mm	
	DL	110 x 220 mm	

Paper Sizes and Weights for Trays 2-5


Trays 2-5			
60 – 215 g/m ² (16 – 57 lb. Bond)			
	Statement¹	5.5 x 8.5 in.	Custom Sizes Short edge: 140 – 297 mm (5.5 – 11.70 in.) Long edge: 182 – 432 mm (7.16 – 17.0 in.)
	Executive¹	7.25 x 10.5 in.	
	Letter²	8.5 x 11 in.	
	US Folio²	8.5 x 13 in.	
	Legal²	8.5 x 14.0 in.	
	Tabloid²	11.0 x 17.0 in.	
	A5³	148 x 210 mm	
	A4²	210 x 297 mm	
	A3²	297 x 420 mm	
	B5 JIS³	182 x 257 mm	
B4 JIS¹	257 x 364 mm		
C4	229 x 324 mm		

¹ Auto-sensed when Metric Defaults is set to Off

² Auto-sensed

³ Auto-sensed when Metric Defaults is set to On

Paper Sizes and Weights for Tray 6



Trays 6		
60 – 215 g/m ² (16 – 57 lb. Bond)		
	Executive¹	7.25 x 10.5 in.
	Letter²	8.5 x 11 in.
	A4²	210 x 297 mm
	B5 JIS³	182 x 257 mm

¹ Auto-sensed when Metric Defaults is set to Off

² Auto-sensed

³ Auto-sensed when Metric Defaults is set to On

Paper Sizes and Weights for Envelope Tray

Envelope Tray		
60 – 90 g/m ² (16 – 24 lb. Bond)		
	Large US Postcard¹	4.0 x 6.0 in.
	A6¹	105 x 148 mm
	#10 Commercial	4.12 x 9.5 in.
	Monarch	3.87 x 7.5 in.
	DL	110 x 220 mm
	C5	162 x 229 mm

Custom Sizes

Short edge: 98 – 162 mm (3.87 – 6.38 in.)

Long edge: 148 – 241 mm (5.82 – 9.50 in.)

¹ Non-standard envelope size

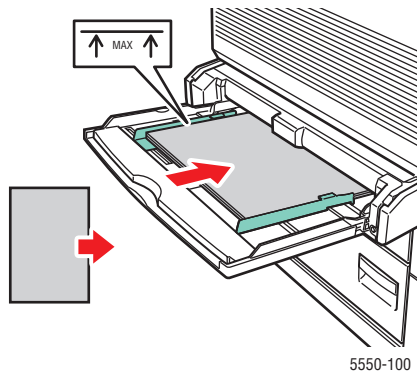
Tray Setup

When loading paper, transparencies, or other specialty media in a tray:

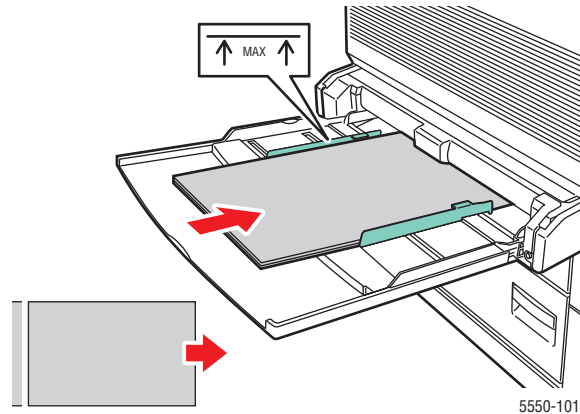
- Adjust the width and length guides, if loading paper with a different width or length.
- Fan the paper, transparencies, or other specialty media before loading in the paper tray.
- Do not overload the paper tray. Do not load paper or transparencies above the fill lines inside the tray.
- Slide the length and side guides firmly against the paper or other specialty media.
- Push the tray completely to the back of printer.
- Set the paper size and type if prompted by the control panel.

For the Online Support Assistant, go to www.xerox.com/office/5550support.

Tray 1 (MPT)

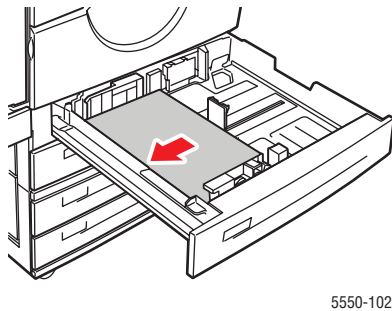


**Tray 1 (MPT) Long-Edge Feed
(Recommended)**

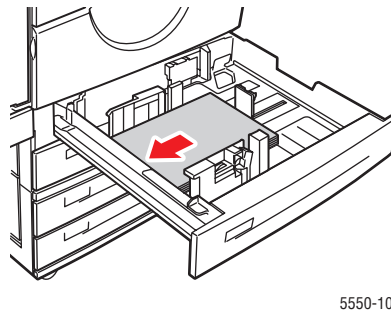


Tray 1 (MPT) Short-Edge Feed

Trays 2-5

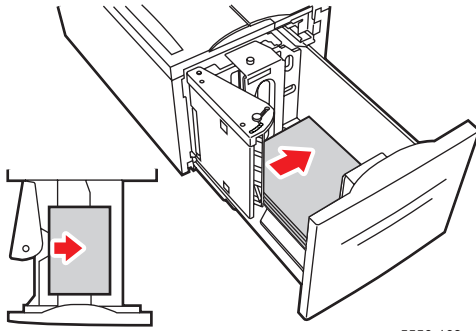


**Trays 2-5 Long-Edge Feed
(Recommended)**



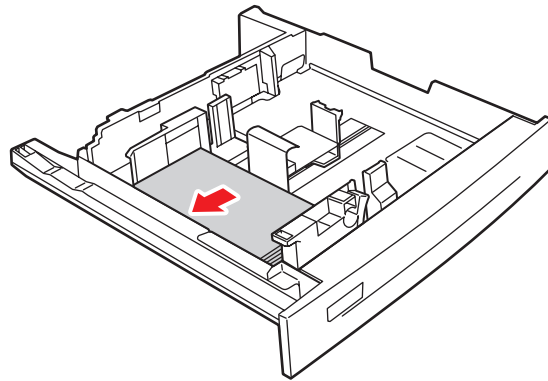
Trays 2-5 Short-Edge Feed

Tray 6 and Envelope Tray



5550-103

Tray 6 Long-Edge Feed



5550-204

Envelope Tray

Loading Paper

This topic includes:

- [Loading Paper in Tray 1 \(MPT\) for Single-Sided Printing](#) on page 4-9
- [Loading Paper in Trays 2-5 for Single-Sided Printing](#) on page 4-13
- [Loading Paper in Tray 6 for Single-Sided Printing](#) on page 4-17
- [Loading Paper in Tray 1 \(MPT\) for 2-Sided Printing](#) on page 4-20
- [Loading Paper in Trays 2-5 for 2-Sided Printing](#) on page 4-24
- [Loading Paper in Tray 6 for 2-Sided Printing](#) on page 4-27

Follow these general steps to print:

1. Load paper in the tray.
2. Adjust the tray guides.
3. If prompted by the control panel, confirm the paper type and size and change it as required.
4. Send the job to the printer from the application's **Print** dialog box.

Loading Paper in Tray 1 (MPT) for Single-Sided Printing

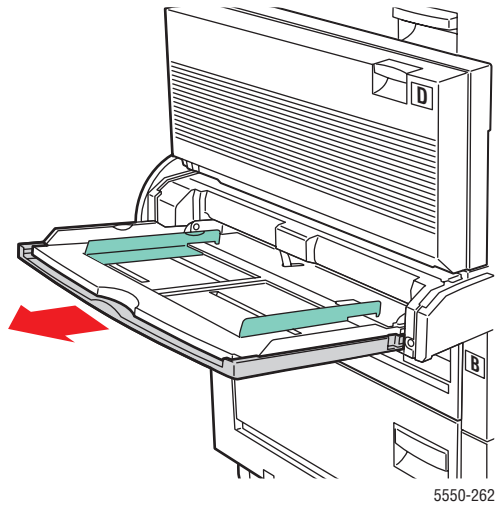
All paper sizes and types can be used in Tray 1 (MPT).

Caution: If you change the type or size of paper in a tray, you **must** change the paper type and size on the control panel to match the paper that you loaded. **If you fail to do this, print-quality problems or jams can occur, and the fuser can be damaged.**

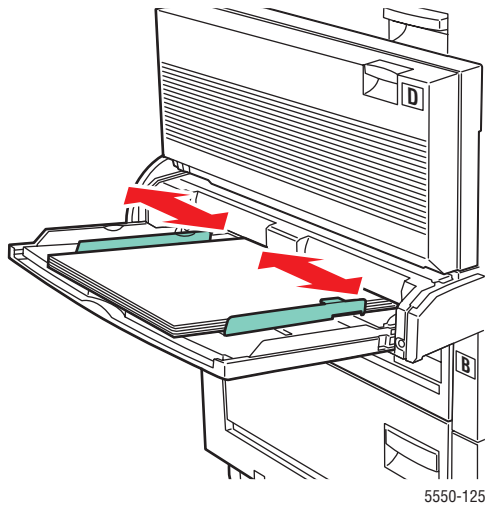


5550-123

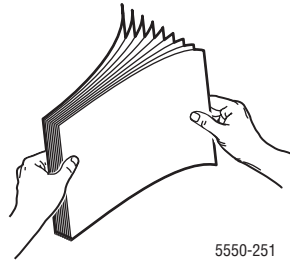
1. Lower Tray 1 (MPT).



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



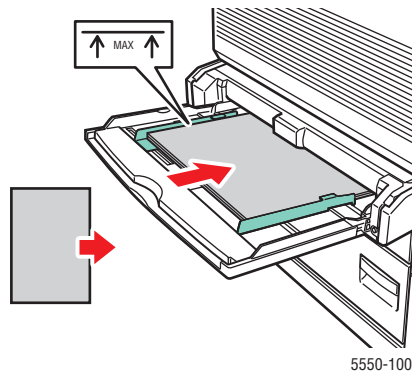
3. Fan the paper to release sheets that may stick together.



4. Insert the paper into the tray either **long-edge feed** or **short-edge feed**. If necessary, adjust the paper guides to the size of the paper.

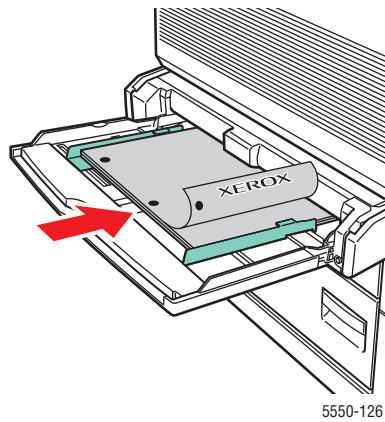
Long-Edge Feed

- Recommended for Letter, A4, B5 JIS, large US Postcard, envelopes, and many custom sizes of paper.
- Do not load paper above the fill line.



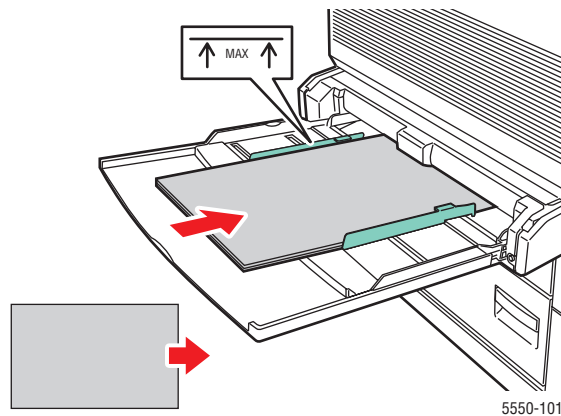
- Place the side to be printed **facedown**.

- Place pre-punched paper with the holes entering the printer **last**.
- Place the letterhead (or **top** of the page) toward the **front** of the printer.



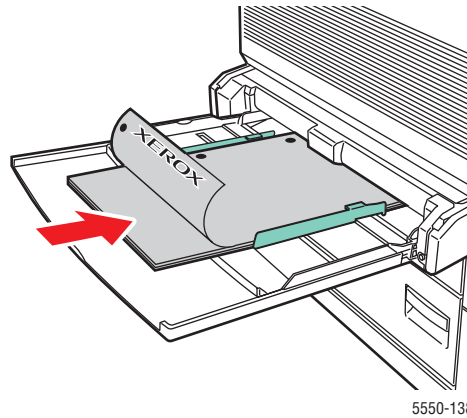
Short-Edge Feed

- Place Letter, Legal, Statement, Tabloid, A3, A4, A5, US Folio, B4 JIS, B5 JIS, B6 JIS, and small US Postcard paper **short-edge feed** in Tray 1 (MPT).



- Place the side to be printed **facedown**.

- Place pre-punched paper with the holes toward the **back** of the printer.
- Place letterhead (or the top of the page) to enter the printer last.



5. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup**, and then press the **OK** button.
 - b. Select the paper type, and then press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection.
6. In the printer driver, select either the paper type or **Tray 1 (MPT)** as the paper source.

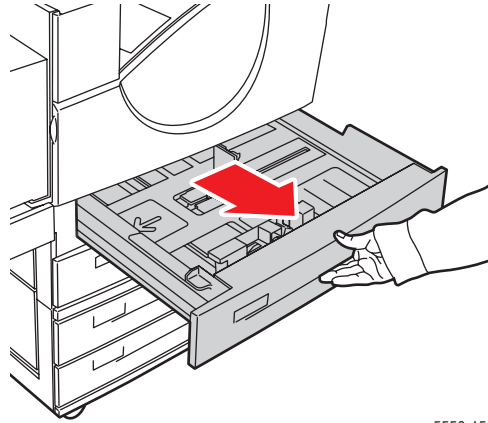
Loading Paper in Trays 2-5 for Single-Sided Printing

Trays 2-5 can be used for all paper, transparencies, specialty media, and many sizes.

Caution: If you change the type of paper in a tray, you **must** change the paper type on the control panel to match the paper that you loaded. **If you fail to do this, print-quality problems can occur and the fuser can be damaged.**

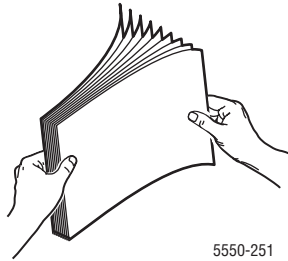


1. Pull out the tray.



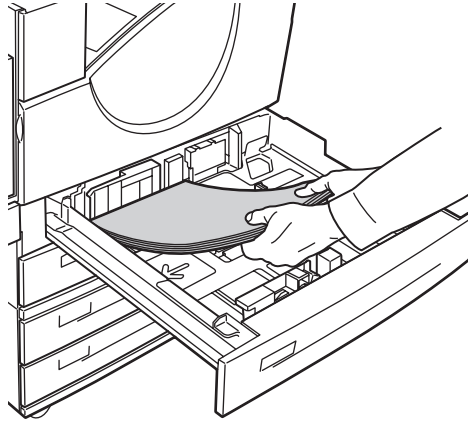
5550-156

2. Fan the paper to release sheets that may stick together.



5550-251

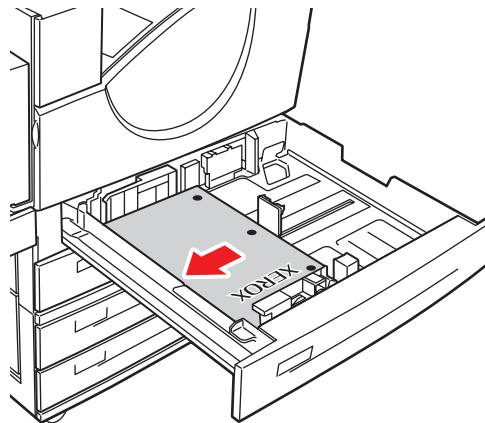
3. Insert paper into the tray either **long-edge feed** or **short-edge feed**.



5550-129

Long-Edge Feed

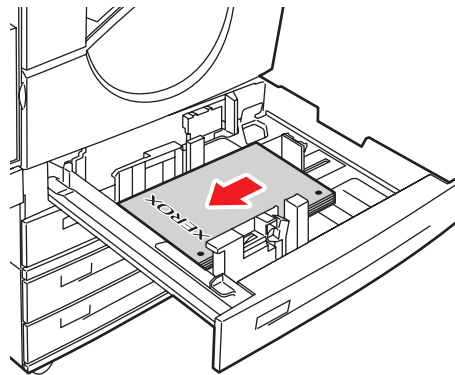
- Place Letter, Executive, A4, B5 JIS, and custom sizes of paper **long-edge feed** into the tray.
- Place the side to be printed **faceup**.
- Place pre-punched paper with the holes toward the **right** side of the tray.
- Place letterhead (or the **top** of the page) toward the **front** of the tray.



5550-130

Short-Edge Feed

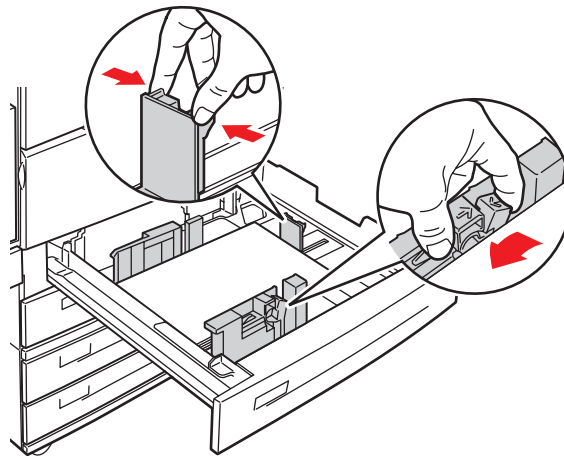
- Place Letter, Legal, Tabloid, A3, A5, A4, B4 JIS, B5 JIS, US Folio, Statement, and custom sizes of paper **short-edge feed** into the tray.
- Place the side to be printed **faceup**.
- Place pre-punched paper with the holes toward the **front** of the tray.
- Place letterhead (or **top** of the page) toward the **left** side of the tray.



5550-254

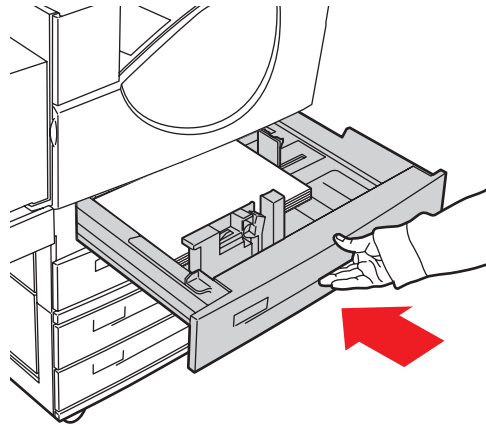
4. If necessary, adjust the paper guides to the size of the paper.

Adjust the paper guides according to the paper size and feed direction (long-edge feed or short-edge feed). Labels inside the paper tray provide additional information for loading paper according to size and feed direction.



5550-132

5. Push the tray completely into the printer.



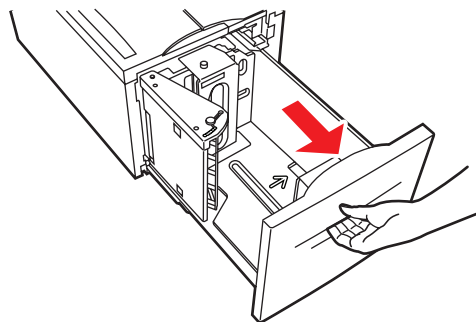
5550-032

6. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup**, and then press the **OK** button.
 - b. Select the paper type, and then press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection.
7. In the printer driver, select either the paper type or the tray you loaded as the paper source.

Loading Paper in Tray 6 for Single-Sided Printing

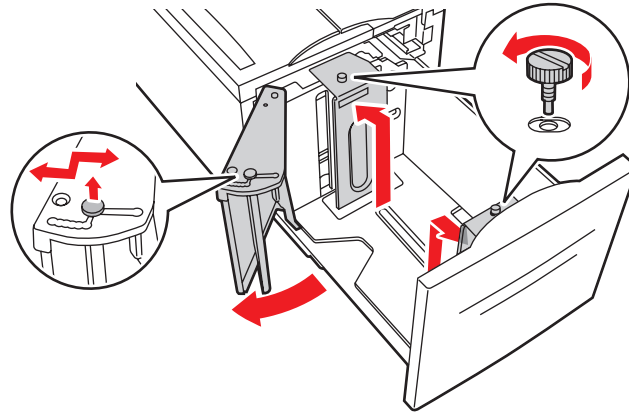
Use Tray 6 as a high capacity feeder for Letter, A4, Executive, and B5 JIS paper. Paper can only be loaded long-edge feed in Tray 6.

1. Pull out the tray.

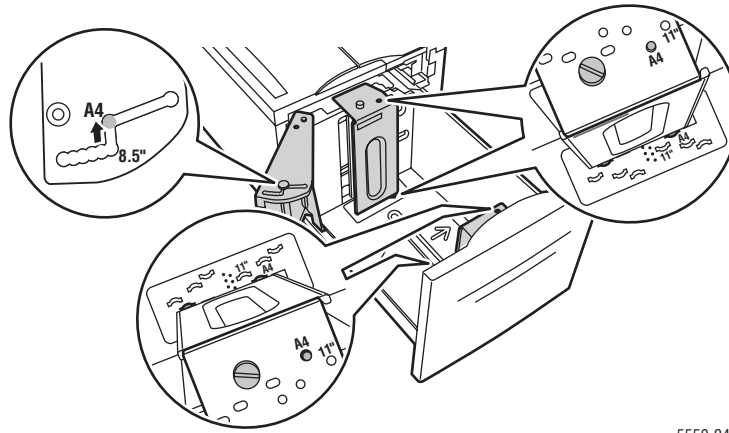


5550-112

2. If loading paper with a different width or length, adjust the width and length guides.

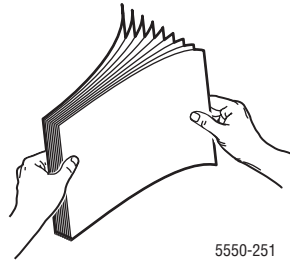


5550-241



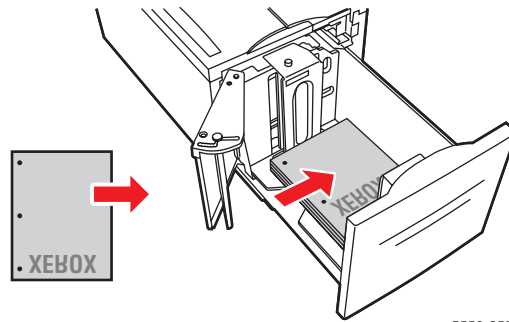
5550-240

3. Fan the paper to release sheets that may stick together.



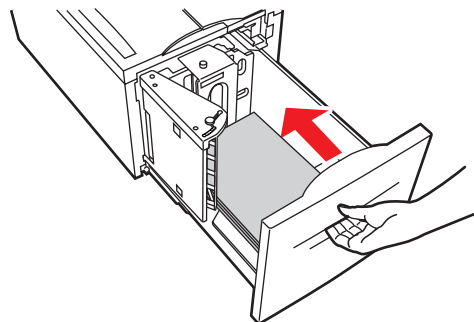
5550-251

- Place Letter, A4, Executive, and B5 JIS paper **long-edge feed** into the tray.
- Place the side to be printed **facedown**.
- Place pre-punched paper with the holes toward the **left** side of the tray.
- Place letterhead (or the **top** of the page) toward the **front** of the tray.



5550-255

4. Push the tray completely into the printer.



5550-115

5. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup** and then press the **OK** button.
 - b. Select the paper type, and then press the **OK** button to save your selection.
6. In the printer driver, select either the paper type or **Tray 6** as the paper source.

Loading Paper in Tray 1 (MPT) for 2-Sided Printing

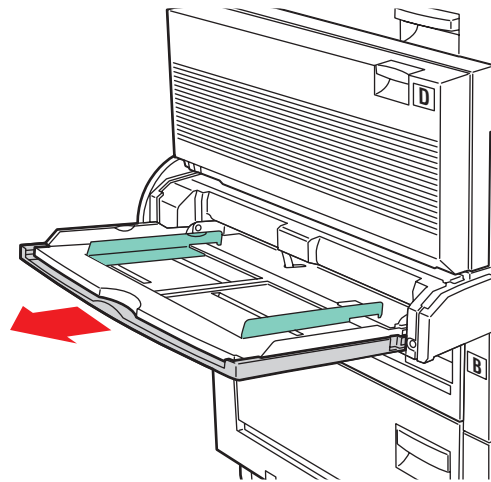
All standard paper sizes, except postcard, B6 JIS, and envelopes, and most custom paper sizes can be used in Tray 1 (MPT) for 2-sided printing.

Caution: If you change the type or size of paper in a tray, you **must** change the paper type and size on the control panel to match the paper that you loaded. **If you fail to do this, print-quality problems or jams can occur, and the fuser can be damaged.**



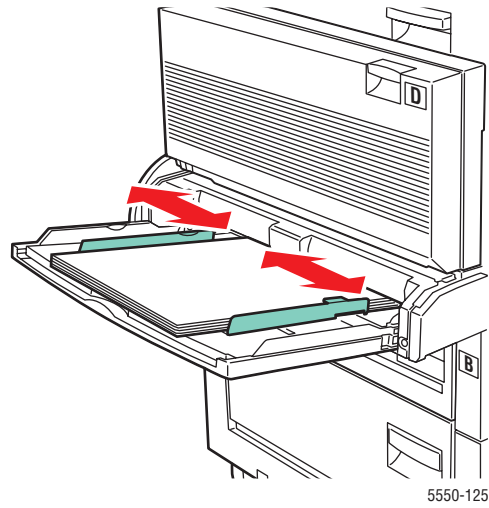
5550-123

1. Lower Tray 1 (MPT).

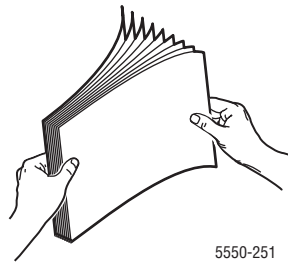


5550-262

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



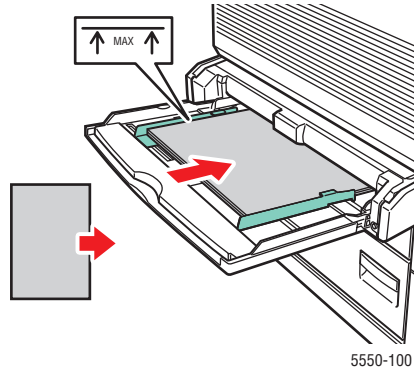
3. Fan the paper to release sheets that may stick together.



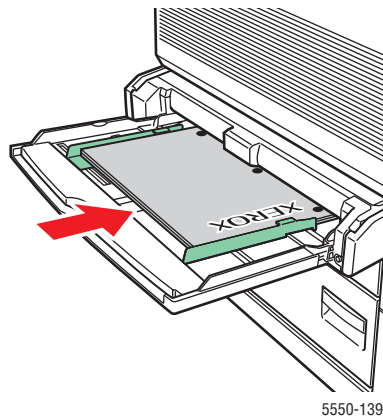
4. Insert the paper into the tray either **long-edge feed** or **short-edge feed**. If necessary, adjust the paper guides to the size of the paper.

Long-Edge Feed

- Recommended for Letter, A4, and B5 JIS sizes of paper.
- Do not load paper above the fill line.

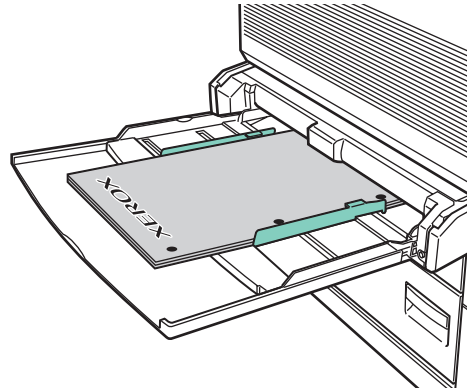


- Place the side to be printed first (page 1) **faceup**.
- Place pre-punched paper with the holes entering the printer **first**.
- Place the letterhead (or **top** of the page) toward the **front** of the printer.



Short-Edge Feed

- Place Letter, Legal, Statement, Tabloid, A3, A4, A5, US Folio, B4 JIS, and B5 JIS sizes of paper **short-edge feed** in Tray 1 (MPT).
- Place the side to be printed first (page 1) **faceup**.
- Place pre-punched paper with the holes toward the **front** of the printer.
- Place letterhead (or the top of the page) to enter the printer last.



5550-140

5. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup** and then press the **OK** button.
 - b. Select the paper type, and then press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection.
6. In the printer driver, select either the paper type or **Tray 1 (MPT)** as the paper source.

Loading Paper in Trays 2-5 for 2-Sided Printing

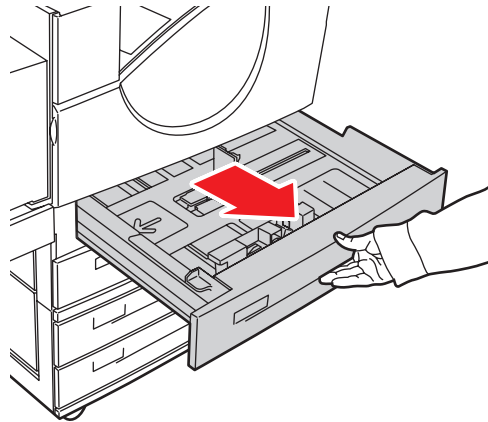
Use Trays 2-5 for 2-sided printing of all standard paper sizes except postcards, B6 JIS, and envelopes, and custom paper smaller than 140 mm (5.5 in.) in width or 182 mm (7.16 in.) in height.

Caution: If you change the type of paper in a tray, you **must** change the paper type on the control panel to match the paper that you loaded. **If you fail to do this, print-quality problems can occur and the fuser can be damaged.**



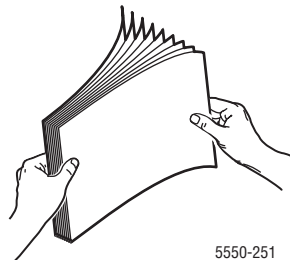
5550-123

1. Pull out the tray.



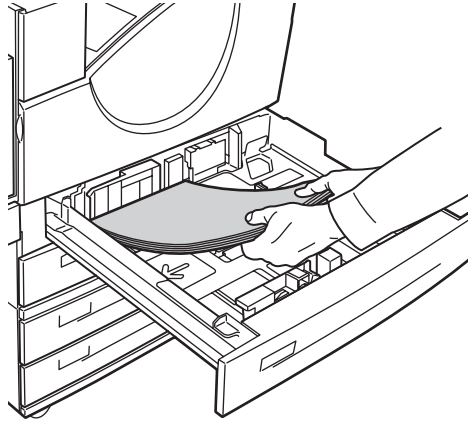
5550-156

2. Fan the paper to release sheets that may stick together.



5550-251

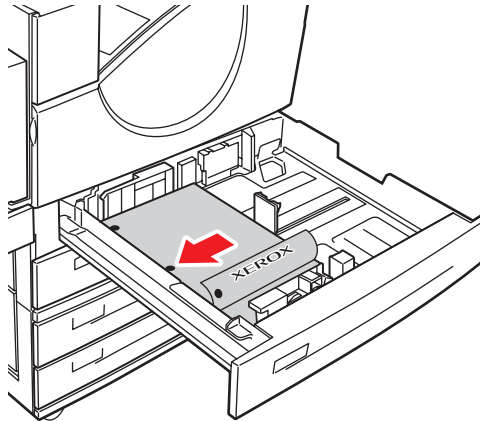
3. Insert paper into the tray either **long-edge feed** or **short-edge feed**.



5550-129

Long-Edge Feed

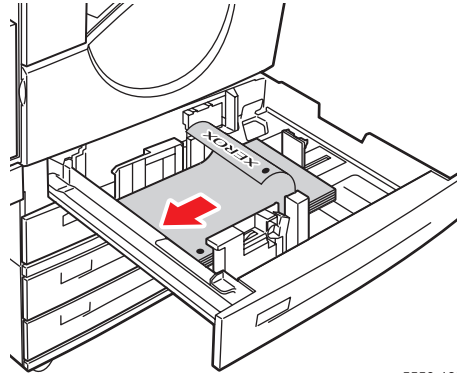
- Recommended for Letter, Executive, A4, B5 JIS, and many custom sizes of paper.
- Place the side to be printed first (page 1) **facedown**.
- Place pre-punched paper with the holes toward the **left** side of the tray.
- Place letterhead (or the **top** of the page) toward the **front** of the tray.



5550-134

Short-Edge Feed

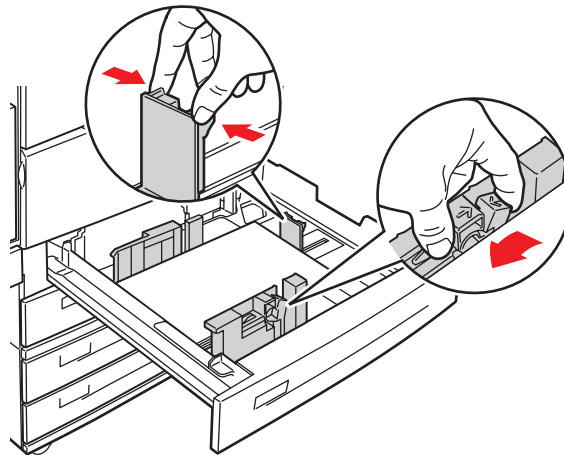
- Place Letter, Legal, Tabloid, A3, A5, A4, B4 JIS, B5 JIS, US Folio, Statement and some custom sizes of paper, **short-edge feed** into the tray.
- Place the side to be printed first (page 1) **facedown**.
- Place pre-punched paper with the holes toward the **front** of the tray.
- Place letterhead (or **top** of the page) toward the **right** side of the tray.



5550-135

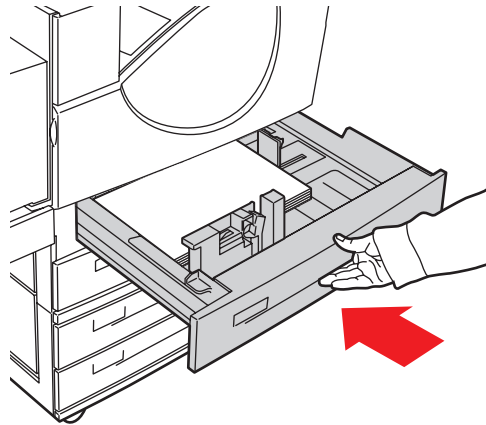
4. If necessary, adjust the paper guides to the size of the paper.

Adjust the paper guides according to the paper size and feed direction (long-edge feed or short-edge feed). Labels inside the paper tray provide additional information for loading paper according to size and feed direction.



5550-132

5. Push the tray completely into the printer.

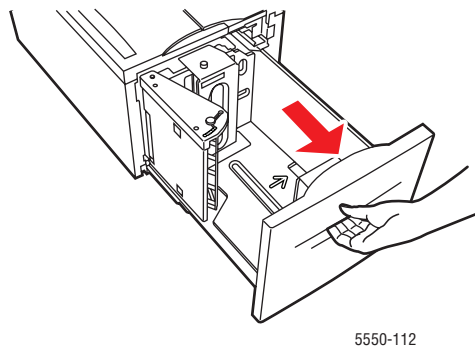


6. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup** and then press the **OK** button.
 - b. Select the paper type, and then press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection.
7. In the printer driver, select either the paper type or the tray you loaded as the paper source.

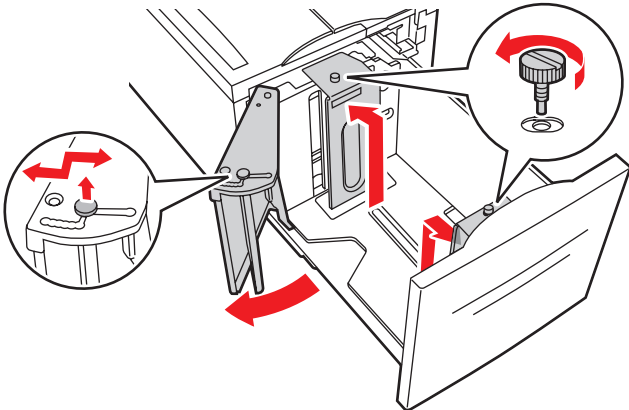
Loading Paper in Tray 6 for 2-Sided Printing

Use Tray 6 as a high capacity feeder for 2-sided printing of Letter, A4, Executive, and B5 JIS paper. Paper can only be loaded long-edge feed in Tray 6.

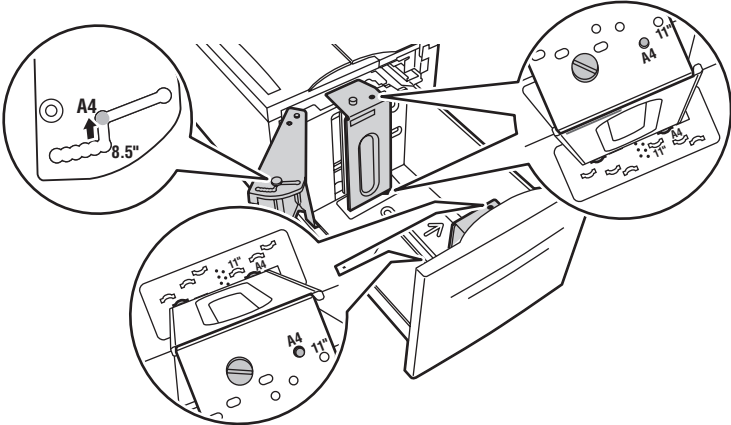
1. Pull out the tray.



2. If loading paper with a different width or length, adjust the width and length guides.

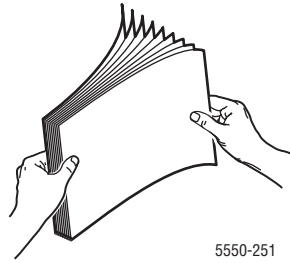


5550-241



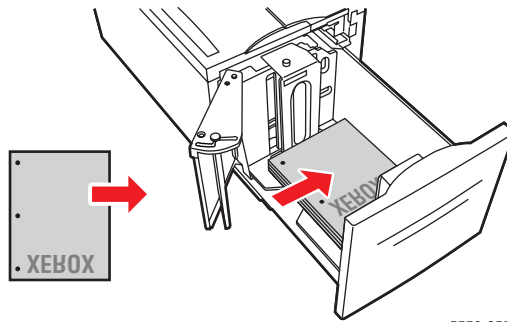
5550-240

3. Fan the paper to release sheets that may stick together.



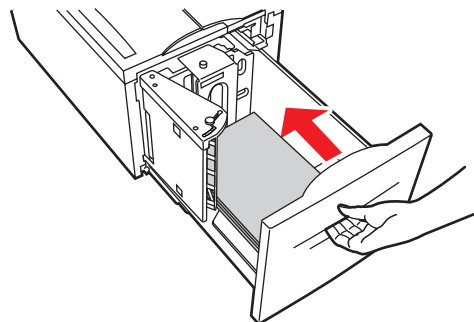
5550-251

- Place Letter, A4, Executive, and B5 JIS paper **long-edge feed** into the tray.
- Place the side to be printed first (page 1) **faceup**.
- Place pre-punched paper with the holes toward the **right** side of the tray.
- Place letterhead (or the **top** of the page) toward the **front** of the tray.



5550-255

4. Push the tray completely into the printer.



5550-115

5. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup** and then press the **OK** button.
 - b. Select the paper type, and then press the **OK** button to save your selection.
6. In the printer driver, select either the paper type or **Tray 6** as the paper source.

Selecting Printing Options

This topic includes:

- [Factors Affecting Print Performance](#) on page 4-31
- [Selecting Printing Preferences \(Windows\)](#) on page 4-31
- [Selecting Options for an Individual Job \(Windows\)](#) on page 4-32
- [Selecting Options for an Individual Job \(Macintosh\)](#) on page 4-32

See also:

[Printer Settings](#) on page 5-2

Factors Affecting Print Performance

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

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

- Printer memory
- Connection type (network, parallel or USB)
- Network operating system
- Printer configuration
- File size and type of graphics
- Computer speed

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

See also:

[Print-Quality Problems](#) on page 6-58

Selecting Printing Preferences (Windows)

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

To select printer preferences:

1. Select one of the following options:
 - **Windows 2000, Windows Server 2003, and Windows Vista:** Click **Start**, select **Settings**, and then click **Printers**.
 - **Windows XP:** Click **Start**, and then select **Printers and Faxes**.
2. In the **Printers** folder, right-click the icon for your printer.

3. From the pop-up menu, select **Printing Preferences** or **Properties**.
4. Make selections on the driver tabs, and then click the **OK** button to save your selections.

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

Selecting Options for an Individual Job (Windows)

If you want to use special printing options for a particular job, change the driver settings before sending the job to the printer. For example, if you want to use **True 1200 x 1200 dpi** print-quality mode for a particular graphic, select this setting in the driver before printing that job.

1. With the desired document or graphic open in your application, access the **Print** dialog box.
2. Select the **Phaser 5550** printer and click its **Properties** button to open the printer driver.
3. Make selections from the driver tabs.

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

4. Click the **OK** button to save your selections.
5. Print the job.

Selecting Options for an Individual Job (Macintosh)

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

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

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

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

Printing on Both Sides of the Paper

This topic includes:

- [Automatic 2-Sided Printing](#) on page 4-33
- [Binding Preferences](#) on page 4-33
- [Selecting 2-Sided Printing](#) on page 4-34

Automatic 2-Sided Printing

Guidelines

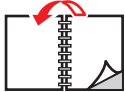

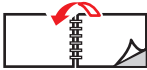

- A duplex unit must be installed on your printer to perform automatic 2-sided printing. The Phaser 5550B and 5550N configurations may be upgraded to include this feature.
- The paper size must be at least 89 x 127 mm (3.5 x 5 in.) when printing from Tray 1. All sizes that fit Trays 2-6 may be printed 2-sided.
- The paper must have a weight of 60–163 g/m² (16–43 lb. Bond).
- Manual 2-sided printing is supported.

See also:

Online Support Assistant at www.xerox.com/office/5550support

Binding Preferences

Use the printer driver to select **Portrait** or **Landscape** orientation for the images on the page. When you print 2-sided jobs, select the binding preference which determines how the pages turn.

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

Selecting 2-Sided Printing

To select automatic 2-sided printing:

1. Insert paper into the tray.
2. In the printer driver, select 2-sided printing as shown in the following table, and then press the **OK** button.

To select automatic 2-sided printing:

Operating System	Steps
Windows Vista, Windows 2000, Windows XP, or Windows Server 2003	<ol style="list-style-type: none">1. Select the Paper/Output tab.2. Select 2-Sided Print under 2-Sided Printing.
Mac OS X, version 10.3 and higher	<ol style="list-style-type: none">1. In the Print dialog box, select Duplex.2. Select Print on Both Sides.3. Click the Binding icon that matches the edge to bind.

See also:

[Loading Paper in Tray 1 \(MPT\) for 2-Sided Printing](#) on page 4-20

[Loading Paper in Trays 2-5 for 2-Sided Printing](#) on page 4-24

[Loading Paper in Tray 6 for 2-Sided Printing](#) on page 4-27

Printing on Specialty Media

This section includes:

- [Printing Transparencies](#) on page 4-35
- [Printing Envelopes](#) on page 4-38
- [Printing Postcards](#) on page 4-41
- [Printing Labels](#) on page 4-43

Printing Transparencies

This topic includes:

- [Guidelines for Transparencies](#) on page 4-35
- [Printing Transparencies from Tray 1 \(MPT\) or Tray 6](#) on page 4-35
- [Printing Transparencies from Trays 2-5](#) on page 4-36

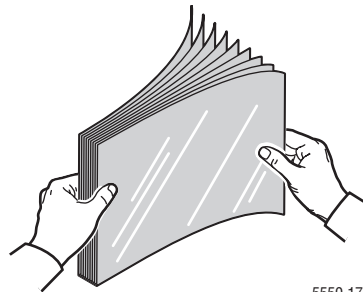
Transparencies can be printed from any tray. They should be printed on one side only. To order Xerox supplies, contact your local reseller or go to www.xerox.com/office/5550supplies.

Guidelines for Transparencies

- Remove all paper before loading transparencies in the tray.
- Do not load transparencies above the fill line; it may cause the printer to jam.
- Handle transparencies by the edges using both hands to avoid fingerprints and creases which can cause poor print quality.
- Do not use transparencies with stripes on the side.
- Change the paper type at the control panel for all trays.
- Use Xerox Transparencies; print quality may vary with other transparencies.

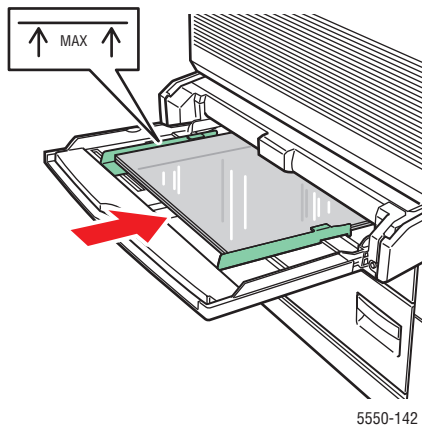
Printing Transparencies from Tray 1 (MPT) or Tray 6

1. Fan the transparencies to release sheets that may stick together.

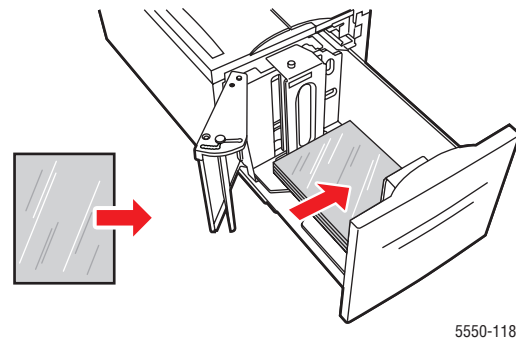


5550-170

2. Insert the transparencies long-edge feed into Tray 1 (MPT) or Tray 6.



Tray 1 (MPT) Long-Edge Feed



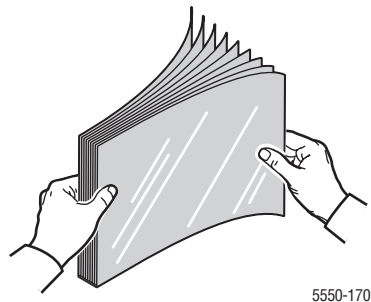
Tray 6 Long-Edge Feed

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

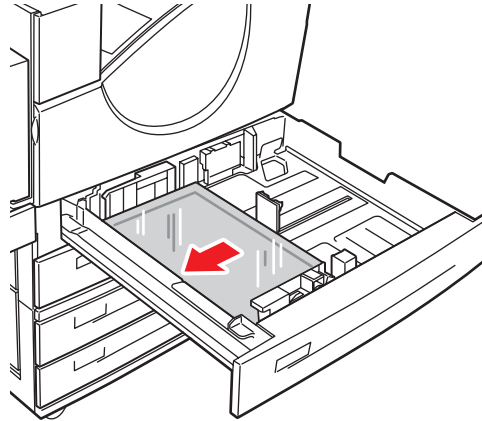
3. Adjust the paper guides to the size of the transparencies if necessary.
4. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup**, and then press the **OK** button.
 - b. Select **Transparency**, and then press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection.
5. In the printer driver, select either **Transparency** as the paper type or the tray you loaded as the paper source.

Printing Transparencies from Trays 2-5

1. Fan the transparencies to release sheets that may stick together.



2. Insert the transparencies (long-edge feed preferred) into Tray 2, 3, 4, or 5.



5550-143

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

3. Adjust the paper guides to the size of the transparencies.
4. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup**, and then press the **OK** button.
 - b. Select **Transparency**, and then press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection.
5. In the printer driver, select either **Transparency** as the paper type or the tray you loaded as the paper source.

Printing Envelopes

This topic includes:

- [Guidelines for Envelopes](#) on page 4-38
- [Printing Envelopes from Tray 1 \(MPT\)](#) on page 4-39
- [Printing Envelopes from the Optional Envelope Tray](#) on page 4-40

Guidelines for Envelopes

Buying and Storing Envelopes

- Use only paper envelopes specified in the Supported Papers table. Successful envelope printing is highly dependent on the quality and construction of the envelopes. Use envelopes made specifically for laser printers.
- It is recommended that you maintain constant temperatures and relative humidity.
- Store unused envelopes in their packaging to avoid the effects of moisture and dryness which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Avoid padded envelopes; purchase envelopes that lie flat on a surface.
- Remove air “bubbles” from the envelopes before loading by setting a heavy book on top of the envelopes.
- If wrinkling or embossing problems occur, use a different brand of envelopes made specifically for laser printers.
- For more information, go to [Supported Paper and Media](#) on page 4-2.

Preparing to Print

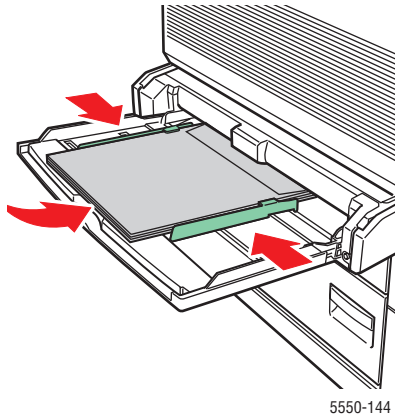
Follow these guidelines to prevent wrinkling problems:

- Print only on the front of the envelope.
- Perform these steps when using an application that includes a tool for creating an envelope document:
 - Select **facedown**.
 - Select the feed method with the image centered.
 - Clear Clockwise Rotation.
- Load a maximum stack height of 10 mm (.4 in.) for Tray 1 (MPT) and 43 mm (1.7 in.) for the optional Envelope Tray at a time.
- Avoid printing over the area where the envelope seams meet.
- When using commercial flap envelopes with side seams (vs. diagonal seams) verify that the side seams are cut all the way to the corner of the envelope.

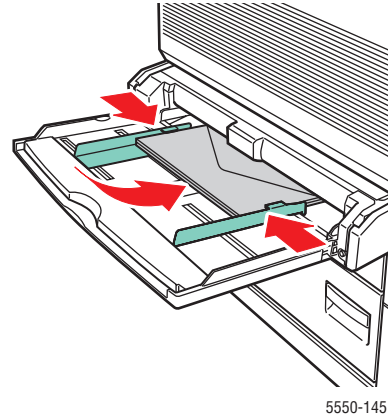
Caution: Never use envelopes with windows or metal clasps; they can damage the printer.

Printing Envelopes from Tray 1 (MPT)

1. Insert the envelopes in Tray 1 (MPT):
 - Place C4 envelopes **short-edge feed** in the tray.
 - Place Monarch, #10, C5, and DL envelopes **long-edge feed** in the tray.
 - Place the side to be printed **facedown**.
 - Place the envelope with the flap entering the printer **first**.



Short-Edge Feed – C4 and Some Custom Sizes



Long-Edge Feed – All Other Sizes

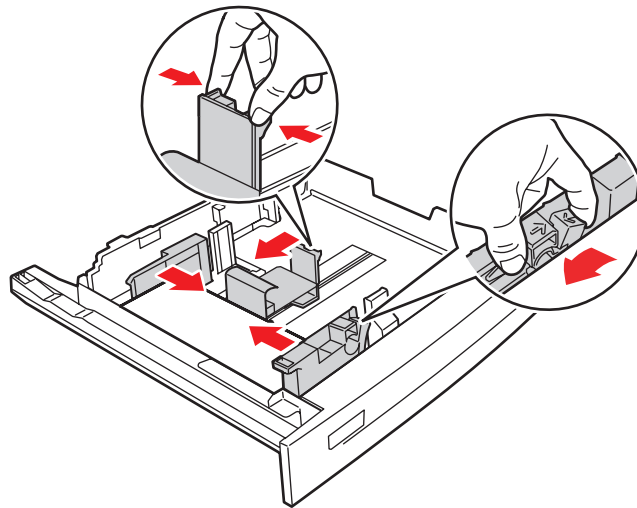
2. Adjust the paper guides to the size of the envelopes.
3. If prompted on the control panel, press the **OK** button to accept the envelope size that is highlighted. If you have changed the paper size or type, do the following:
 - a. Select **Change setup**, and then press the **OK** button.
 - b. Select **Envelope**, and then press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection.
4. In the printer driver, select **Envelope** as the paper type or **Tray 1 (MPT)** as the paper source.

Printing Envelopes from the Optional Envelope Tray

Caution: Insert the Envelope Tray in the slot for Tray 2 only. Inserting the Envelope Tray in any other tray slot will damage it.

Auto Sense should never be selected in the Tray 2 size menu when the Envelope Tray is in the printer because it does not auto-sense any size.

1. Insert the envelopes in the Envelope Tray:
 - Place Monarch, #10, A6, C5, DL, Large US Postcard, and custom-sized envelopes **long-edge feed** in the tray.
 - Place the side to be printed **faceup**.
 - Place the envelope with the flap entering the printer **first (left side of tray)**.



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2. Adjust the paper guides to the size of the envelopes.
3. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup**, and then press the **OK** button.
 - b. For Monarch, #10, C5, and DL envelopes select **Envelope**, and for A6 and Large US Postcard paper select the appropriate paper type. Press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection. For information on printing envelopes in sizes not listed in the menu, see [Printing on Custom Size Paper](#) on page 4-45.
4. In the printer driver, select **Envelope** as the paper type or **Tray 2** as the paper source.

Printing Postcards

This topic includes:

- [Guidelines for Postcards](#) on page 4-41
- [Printing Postcards](#) on page 4-41

To order Xerox supplies, contact your local reseller or go to www.xerox.com/office/5550supplies.

Guidelines for Postcards

Postcards can be printed from Tray 1 (MPT) or the optional Envelope Tray.

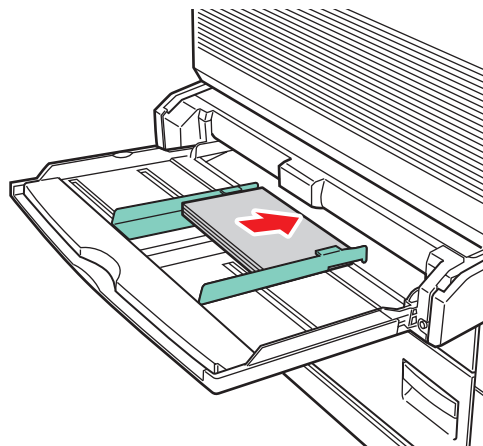
- Store unused postcards flat in their original packaging. Leave them inside the original packaging until ready to use. Return any unused postcards to the original packaging and reseal it.
- Do not store postcards in extremely dry or humid conditions or extremely hot or cold conditions. Storing them in extreme conditions may cause print quality problems or cause them to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause postcards to curl and jam the printer.
- Do not load postcards above the fill line; it may cause the printer to jam.

Printing Postcards

1. Insert postcards into a tray:

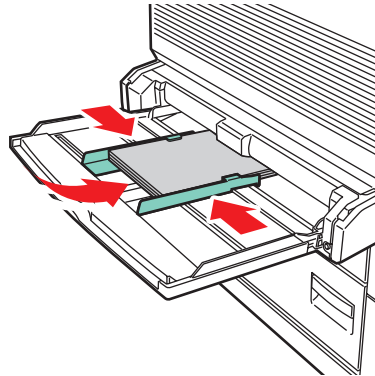
Tray 1 (MPT)

- Insert Large US postcards and A6 media **long-edge feed** and **facedown** into Tray 1 (MPT). Place the **top** of the media to enter the printer **first** (**left** side of printer).



5550-219

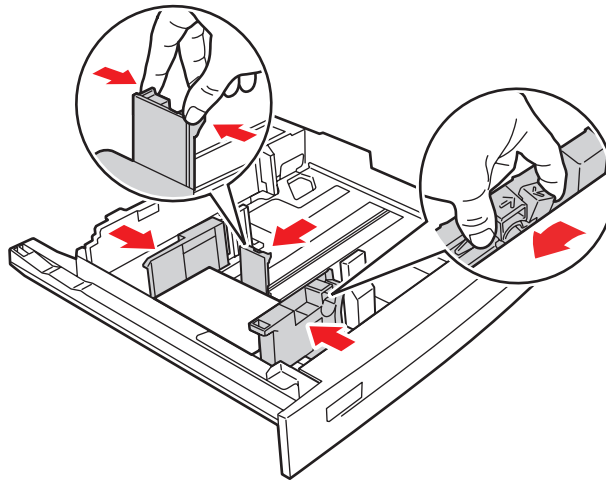
- Insert Small US postcards **short-edge feed** and **facedown** into Tray 1 (MPT) only. Place the **top** of the postcard toward the **rear** of the printer.



5550-257

Envelope Tray

- Insert Large US and A6 postcards **long-edge feed** and **faceup** into the optional Envelope Tray. Place the **top** of the postcard toward the **left** of the tray.



5550-278

2. Adjust the paper guides to the size of the postcards.
3. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup**, and then press the **OK** button.
 - b. Select **Card Stock**, and then press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection.
4. In the printer driver, select **Card Stock** as the paper type, or **Tray 1 (MPT)** or **Tray 2** as the paper source.

Printing Labels

This topic includes:

- [Guidelines for Labels](#) on page 4-43
- [Printing Labels](#) on page 4-43

To order Xerox supplies, contact your local reseller or go to www.xerox.com/office/5550supplies.

Guidelines for Labels

- Do not use vinyl labels.
- Do not use any labels on a sheet where items are missing; it may damage printer components.
- Store unused labels flat in their original packaging. Leave the product inside the original packaging until ready to use. Return any unused product to the original packaging and reseal it for protection.
- Do not store labels in extremely dry or humid conditions or extremely hot or cold conditions. Storing them in extreme conditions may cause print quality problems or cause them to jam in the printer.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause the labels to curl and jam the printer.
- Print only on one side of the sheet of labels.

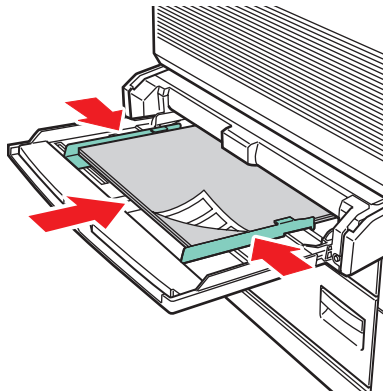
Printing Labels

If your application has a setting for labels, use it as a template. Labels can be printed from any tray.

1. Insert the labels into a tray:

Tray 1 (MPT)

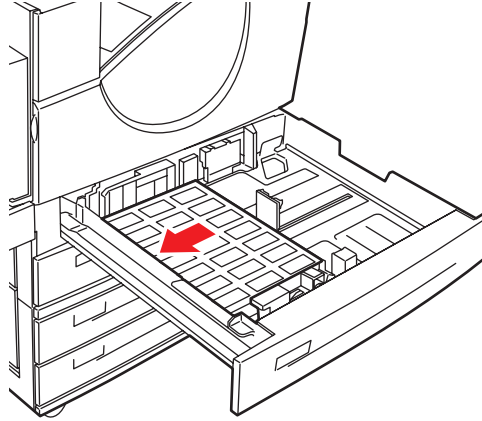
- Insert the label sheets **long-edge feed** (recommended) and **facedown** into Tray 1 (MPT). Place the **top** of the page toward the **front** of the printer.



5550-146

Trays 2-5

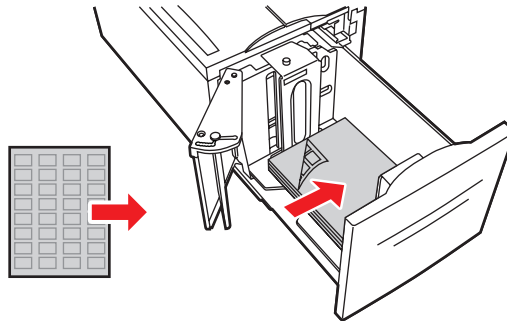
- Insert the label sheets **long-edge feed** (recommended) and **faceup** into Tray 2-5. Place the **top** of the page toward the **front** of the printer.



5550-260

Tray 6

- Insert the label sheets **long-edge feed** and **facedown** into Tray 6. Place the **top** of the page toward the **front** of the tray.



5550-259

2. Adjust the paper guides to the size of the label sheets.
3. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown. If you have changed the paper size or type, do the following:
 - a. Select **Change setup**, and then press the **OK** button.
 - b. Select **Labels**, and then press the **OK** button.
 - c. Select the paper size, and then press the **OK** button to save your selection.
4. In the printer driver, select either **Labels** or the tray you loaded as the paper source.

Printing on Custom Size Paper

This topic includes:

- [Guidelines](#) on page 4-45
- [Printing Custom Size Paper](#) on page 4-46

Guidelines

Print custom size paper, within the following ranges, from the trays listed.

Input Tray			
	Tray 1 (MPT)	Trays 2–5	Envelope Tray
Short Edge	89 – 297 mm (3.5 – 11.70 in.)	140 – 297 mm (5.50 – 11.70 in.)	98 – 162 mm (3.87 – 6.38 in.)
Long Edge	98 – 432 mm (3.87 – 17.0 in.)	182 – 432 mm (7.16 – 17.0 in.)	148 – 241 mm (5.82 – 9.50 in.)

Output Tray			
	Standard Output Tray	Stacker Upper Tray	Stacker Lower Tray
Short Edge	89 – 297 mm (3.5 – 11.70 in.)	182 – 297 mm (7.16 – 11.70 in.)	182 – 297 mm (7.16 – 11.70 in.)
Long Edge	98 – 432 mm (3.87 – 17.0 in.)	182 – 432 mm (7.16 – 17.0 in.)	210 – 432 mm (8.27 – 17.0 in.)

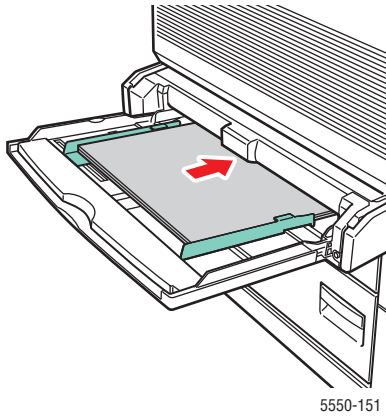
For more information on paper types, weights, and sizes, see [Supported Paper and Media](#) on page 4-2.

Printing Custom Size Paper

Loading the Paper Trays

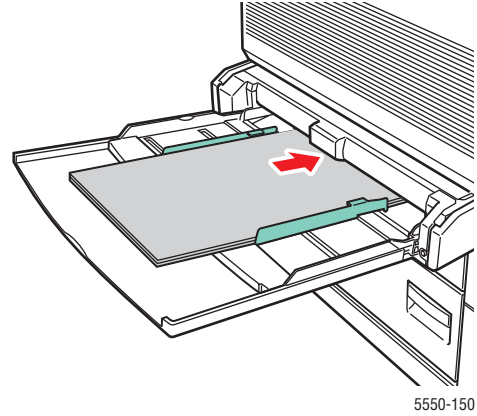
1. Insert custom size paper in Tray 1 (MPT) or Trays 2-5.

Tray 1 (MPT)



5550-151

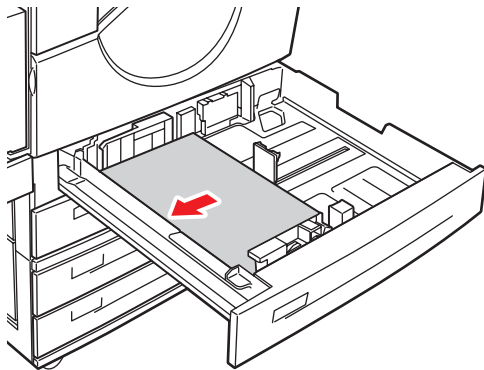
Long-Edge Feed



5550-150

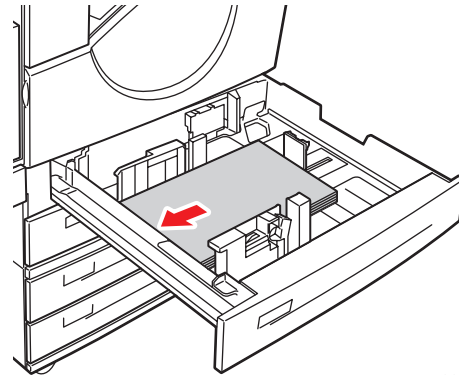
Short-Edge Feed

Trays 2-5



5550-149

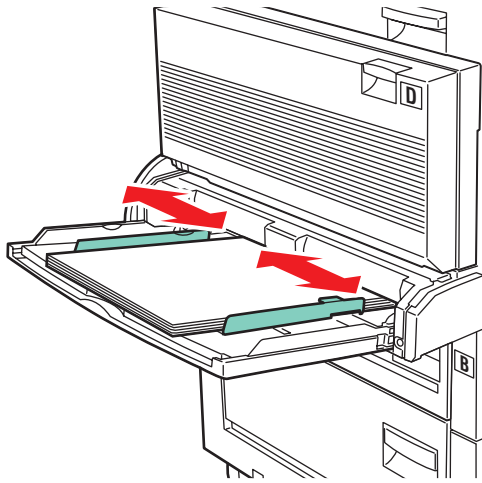
Long-Edge Feed



5550-148

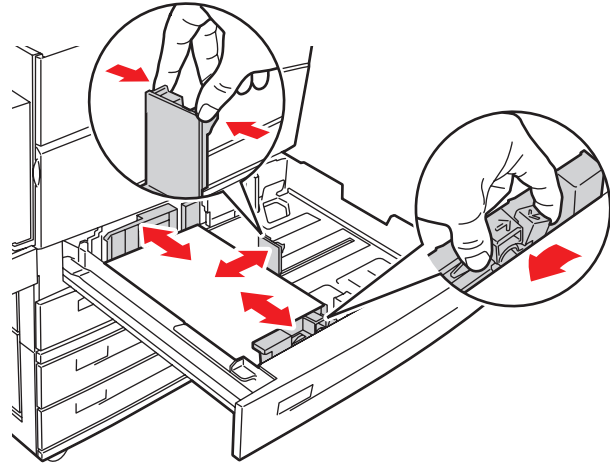
Short-Edge Feed

2. Adjust the paper guides to the size of the. Labels inside the paper tray provide additional information for loading paper according to size and orientation.



5550-125

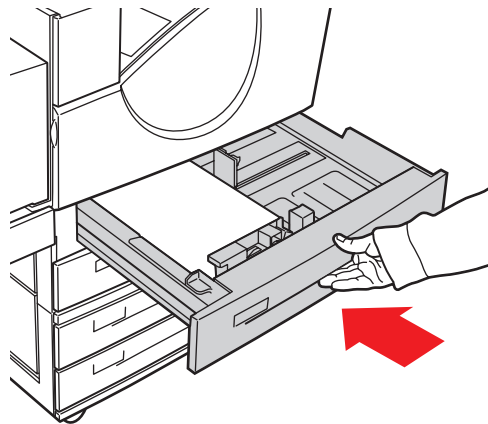
Tray 1 (MPT)



5550-136

Trays 2-5

3. Push the tray completely into the printer.



5550-065

4. If prompted on the control panel, press the **OK** button to accept the paper size and type that are shown, or proceed to step 7 to change them. If you are not prompted, proceed to the next step.
5. Select **Paper Tray Setup**, and then press the **OK** button.
6. Select the tray you are configuring, and then press the **OK** button.
7. Select **Change setup**, and then press the **OK** button.
8. Select the appropriate type, and then press the **OK** button.
9. Do one of the following:
 - If your custom paper size is listed in the menu, select it, and then press the **OK** button.
 - If your custom paper size is not listed in the menu, select **New Custom Size**, and then press the **OK** button.
10. If you selected **New Custom Size**, select the custom width and height:
 - a. For **Short Edge**, use the **Up Arrow** and **Down Arrow** buttons to specify the short edge, and then press the **OK** button.
 - b. For **Long Edge**, use the **Up Arrow** and **Down Arrow** buttons to specify the long edge, and then press the **OK** button.
 - c. If the control panel prompts you for the **Paper Orientation**, use the **Up Arrow** and **Down Arrow** buttons to select the direction you are feeding the paper into the tray, and then press the **OK** button.
11. Either use the custom size as the document size in the application or select the appropriate tray as the paper source.

Note: If you later replace the custom size in a tray with a standard size, be sure to set the new size in the control panel (or Auto Select for a size that is auto sensed).

Creating Custom Paper Types

Custom paper types are created in CentreWare IS and appear in the printer driver, control panel, and CentreWare IS. Use this feature to create your own custom paper type with specific settings that you can reuse for routine print jobs, for example, monthly reports.

To create custom paper types:

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **General** folder on the left navigation panel.
5. Select **Custom Paper Types**.
6. Enter or modify the settings, and then click **Save Changes** at the bottom of the page.

Note: For more information about creating custom paper types, click the **Help** button on the **Properties** tab to view the online help.

Using the Stapler

Stapling Options

Several stapling options are available in the Phaser 5550 printer driver:

- **No Stapling:** This is the default option. When selected, prints are not stapled.
- **1 Staple:** Inserts one staple in each set of copies.
- **2 Staples:** Inserts two staples in each set of copies.
- **Advanced Stapling:** Provides options for controlling staple placement.

To select a stapling option in a supported driver:

Operating System	Steps
Windows 2000 or later	On the Output Options tab, select an option from the Stapling drop-down list.
Mac OS X (version 10.3 and higher) driver	In the Print dialog box, select Finishing Options from the drop-down list, and then select the stapling option.

Note: You can use the control panel or CentreWare IS to set the default stapling option.

Low Staples Behavior

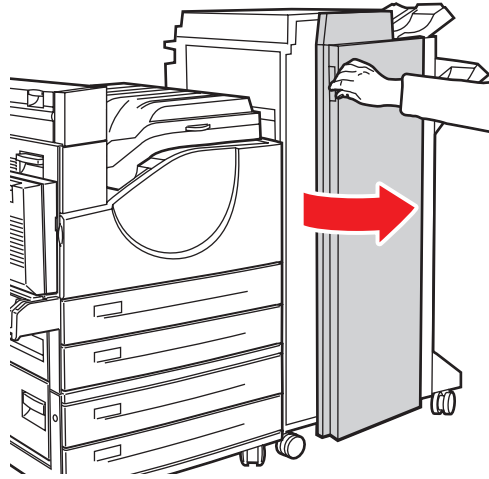
When the printer detects a low quantity of staples, a 15 minute delay is started during which three things can happen:

- The print job can be resumed without staples.
- The user can refill the staple cartridge, and then continue the print job.
- The print job can be cancelled.

If no action is taken by the end of the 15 minutes, the print job will resume, run the staples out, and continue to print without stapling.

Adding Staples

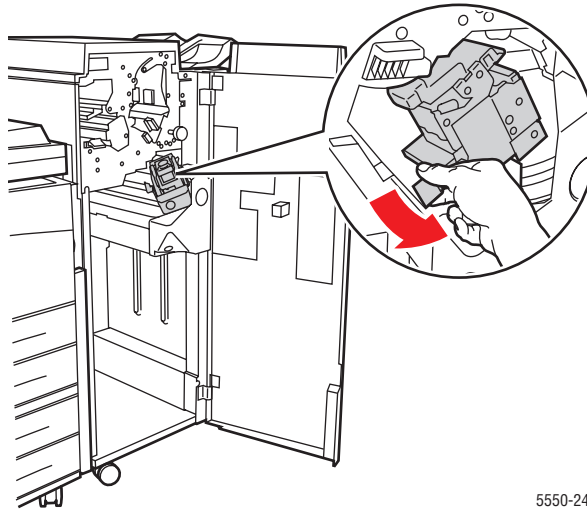
1. Open Door G.



5550-186

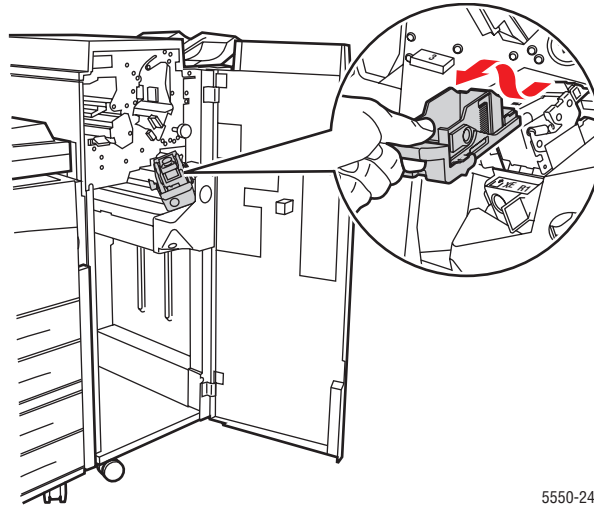
Note: See the instructions on the inside of Door G.

2. Slide the stapler toward you, and then to the right.

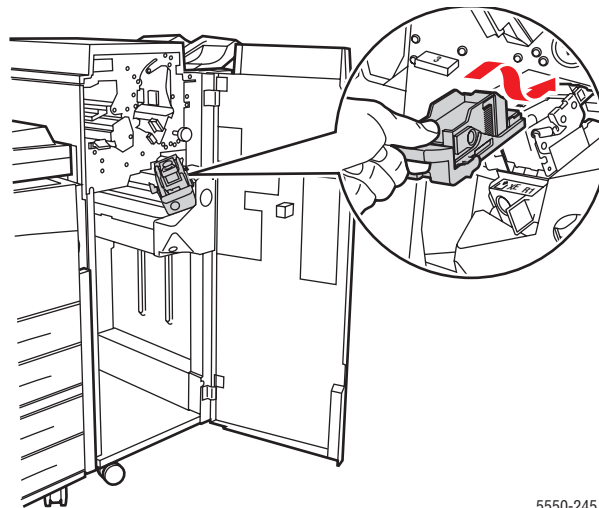


5550-243

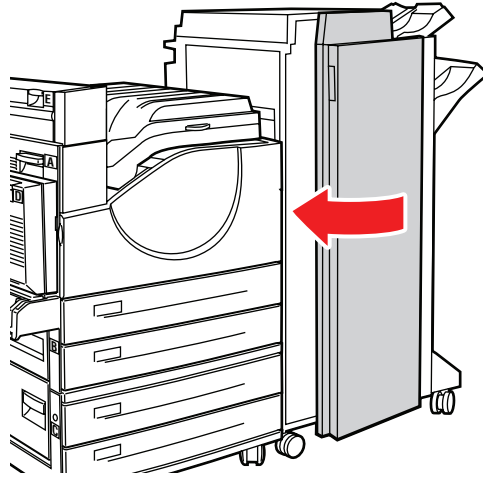
3. Remove the staple unit by lifting it up and out.



4. If present, remove the depleted staple cartridge.
5. Inset a new staple cartridge.
6. Insert the staple unit in the finisher.



7. Close Door G.



5550-018

Using the Hole Puncher

Depending on your region, the optional finisher is factory configured with either a 3-hole punch or a 2- / 4-hole punch unit. To determine which option is installed on your printer, print a Configuration Page from the control panel.

- When the hole punch option is turned on, sheets that are sent to the Stacker Upper Tray or the Stacker Lower Tray are punched.
- When the hole punch option is turned off, no paper is punched.
- When the printer detects that the punch waste box is full, a warning appears on the control panel, and printing continues without punching.

To select hole punching in a supported driver:

Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none"> 1. Select the Paper Output tab. 2. Select Hole Punch or the number of holes in the Hole Punch drop-down list.
Mac OS X (version 10.3 and higher) driver	<ol style="list-style-type: none"> 1. In the Print dialog box, select Finishing Options from the drop-down list. 2. Select the number of holes under Hole Punching.

Setting the Default Hole Punching Option

The default hole punching option is selected through the control panel or through CentreWare IS.

Control Panel

To set the default hole punching option on the control panel:

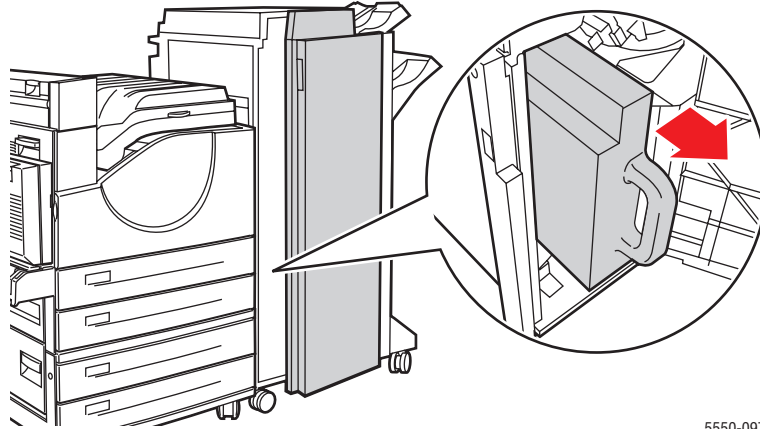
1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Paper Handling Setup**, and then press the **OK** button.
3. Select **Punch**, and then press the **OK** button to toggle it on or off.
4. If you have a 2-hole and 4-hole punch, then set **Punch Holes** to **2 Holes** or **4 Holes**.

CentreWare IS

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. In the left navigation tree, expand **General** and then click **Printer Defaults**.
5. Select **On** or **Off** in the **Punch** drop-down menu.
6. Select the desired number of holes in the **Punch Holes** drop-down menu.
7. Click the **Save Changes** button.

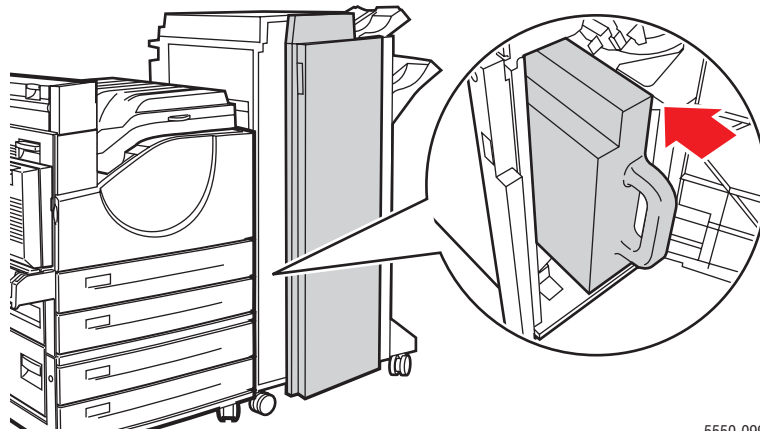
Emptying the Punch Waste Box

1. Open Door G.
2. Remove the Punch Waste Box and empty the contents.



5550-097

3. Place the Punch Waste Box back into the finisher.



5550-099

4. Close Door G.

Advanced Options

This topic includes:

- [Printing Separator Pages](#) on page 4-56
- [Printing Multiple Pages to a Single Sheet \(N-Up\)](#) on page 4-57
- [Printing Booklets](#) on page 4-58
- [Printing Negative and Mirror Images](#) on page 4-59
- [Scaling](#) on page 4-60
- [Printing Edge-To-Edge](#) on page 4-61
- [Printing Watermarks](#) on page 4-62
- [Printing Cover Pages](#) on page 4-63
- [Job Completion Notification](#) on page 4-64
- [Printing or Deleting Secure, Personal, Proof, and Saved Print Jobs](#) on page 4-65

Printing Separator Pages

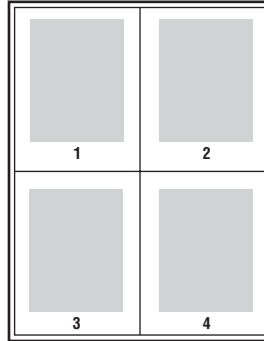
A *separator* (a divider page or slipsheet) can be inserted after a print job, between copies of a print job, or between individual pages of a print job. Specify the tray to use as the source for the separator pages.

To specify separators in a supported driver:

Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none"> 1. Select the Paper/Output tab. 2. Click the button to the right of the Paper summary and select Separators from the drop-down list. 3. Select the separator option and tray to use from the Separators dialog box.
Mac OS X (version 10.3 and higher)	<ol style="list-style-type: none"> 1. In the Print dialog box, select Printer Features from the drop-down list. 2. Under Paper Feed Options, select Last Page Paper Source drop-down list, and then select the tray to use for the separator.

Printing Multiple Pages to a Single Sheet (N-Up)

When printing a multiple-page document, you can print more than one page on a single sheet of paper. Print one, two, four, six, nine, or 16 pages per sheet.



To print multiple pages on a single sheet of paper in a supported driver:

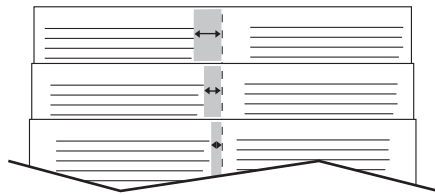
Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none">1. Select the Layout/Watermark tab.2. Select the Pages Per Sheet (N-Up) option.3. Click the button for the number of pages you want to appear on each side of the sheet.
Mac OS X (version 10.3 and higher)	<ol style="list-style-type: none">1. In the Print dialog box, select Layout.2. Select the number of Pages per Sheet and Layout Direction.

Printing Booklets

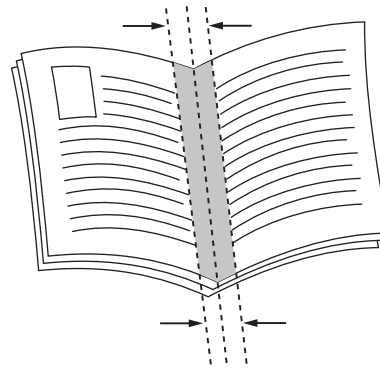
With 2-sided printing, you can print a document in the form of a small book. Create booklets for any paper size that is supported for 2-sided (duplex) printing. The driver automatically reduces each page image and prints four pages per sheet of paper (two on each side). The pages are printed in the correct order so that you can fold and staple the pages to create a booklet.

When you print booklets, you can also specify the *creep* and *gutter* in supported drivers.

- **Creep:** Specifies how much the page images are shifted outward (in 10ths of a point). This compensates for the thickness of the folded paper, which otherwise would cause the page images to shift slightly outward when folded. You can select a value from zero to 1.0 points.
- **Gutter:** Specifies the horizontal distance (in points) between the page images. A point is .35 mm (1/72 in.).



Creep



Gutter

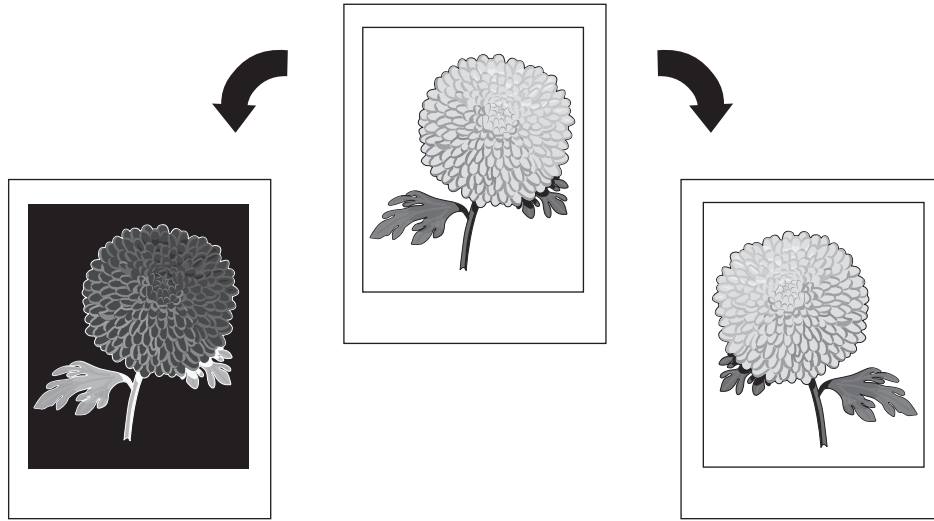
The following additional booklet printing options are available in some drivers:

- **Draw Page Borders:** Prints a border around each page.
- **Target Paper Size:** Specifies the size of the paper for the booklet.
- **Right to Left:** Reverses the order of the pages in the booklet.

Printing Negative and Mirror Images

You can print pages as a negative image (reverses the light and dark areas in your printed image) or mirror image (flips images horizontally on pages when printed).

Note: The **Negative Output** and **Mirrored Output** options are only available in the PostScript driver.

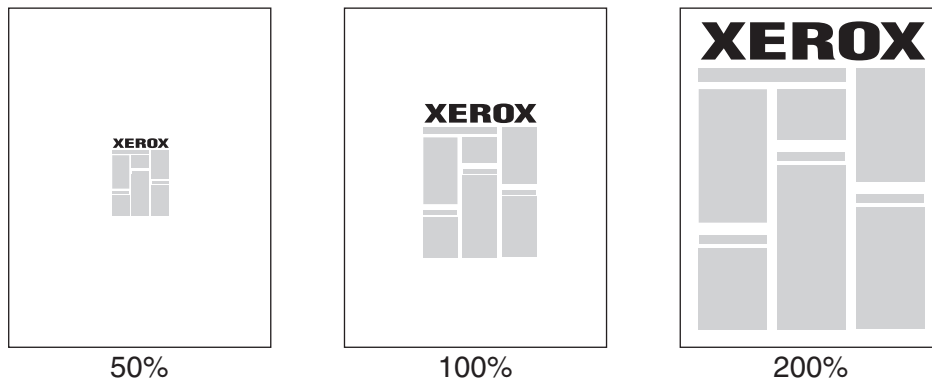


To select negative or mirror images in a supported driver:

Operating System	Steps
Windows 2000 or later PostScript Driver	<ol style="list-style-type: none">1. Select the Advanced tab.2. Select Yes for Mirrored Output or Negative Output.

Scaling

You can reduce or enlarge your page images when they are printed by selecting a scaling value. In some drivers, you can have the page images automatically scaled to fit the output paper size.



To select scaling in a supported driver:

Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none"> 1. Select the Paper/Output tab. 2. Click the button to the right of the Paper summary and select either Other Size or Advanced Paper Selection. 3. Select an option from the Scale Options drop-down list. 4. If you select Manually Scale, enter a percentage in the percentage box.
Mac OS X (version 10.3 and higher)	<ol style="list-style-type: none"> 1. Select File. 2. Select Page Setup. 3. Specify the percentage in the box for Scale.

Printing Edge-To-Edge

You can print documents to the edge of the page instead of having the standard margins.

To print documents to the edge of the page in a supported driver:

Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none">1. Select the Advanced tab.2. Set Edge-To-Edge Printing to On.
Mac OS X (version 10.3 and higher)	<ol style="list-style-type: none">1. Submit your print job from your application. On the Printer drop-down list, select the Phaser 5550 printer.2. On the pane selection drop-down list, select Paper Feed Options.3. Set Edge-To-Edge Printing to On.

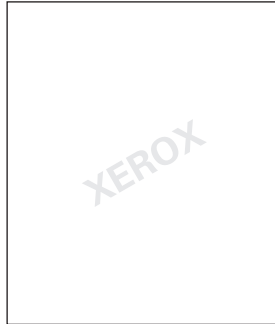
Note: When **Edge-To-Edge Printing** is set to **On**, documents print to the edge of the page. When set to **Off**, documents are printed with standard margins.

See also:

[Scaling](#) on page 4-60

Printing Watermarks

A watermark is additional text that can be printed across one or more pages. For example, terms like Draft, Confidential, Date, Version that you might stamp on a page before distribution, can be inserted with a watermark.



In some Windows drivers you can:

- Create a watermark
- Edit an existing watermark's text, color, location, and angle
- Place a watermark on either the first page or every page in a document
- Print the watermark in the background
- Print the text of the watermark as an outline (instead of filled text)

Note: Not all applications support watermark printing.

To select, create, and edit watermarks using a supported Windows driver:

Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none"> 1. Select the Layout/Watermark tab. <ul style="list-style-type: none"> ■ To use an existing watermark, select it from the Watermarks drop-down list. ■ To modify the watermark, click the Edit button to display the Watermark Editor dialog box. ■ To create a new watermark, select New, and then use the Watermark Editor dialog box. 2. In the Watermarks drop-down list for Options: <ul style="list-style-type: none"> ■ Select to print the watermark in the foreground or background or to blend it with the job. ■ Select to print the watermark on all pages or only on the first page.

Printing Cover Pages

A cover page is the first or last page of a document. The printer enables you to choose a different paper source for the cover page than for the body of a document. For instance, use your company letterhead for the first page of a document, or use card stock for the first and last pages of a report.

- Use any applicable paper tray as the source for printing cover pages.
- Verify that the cover page is the same size as the paper used for the rest of your document. If you specify a different size in the driver than the tray you select as a cover pages source, your cover(s) print on the same paper as the rest of your document.

You have several choices for cover pages:

- **None** - Prints the first and last pages of your document from the same tray as the rest of your document.
- **First** - Prints the first page on paper from the specified tray.
- **First and Last** - Prints the first and last pages on paper from the specified tray.

Cover Page	Print Option	Pages Printed on Cover
First	1-sided printing	Page 1
	2-sided printing	Pages 1 and 2
Last	1-sided printing	Last page
	2-sided printing (odd-numbered pages)	Last page
	2-sided printing (even-numbered pages)	Last two pages

For the back of your front cover to remain blank when 2-sided printing, page two of your document must be blank. For the back cover of your document to remain blank, see the following table for inserting blank pages.

Print Option	Last Page of Text	Blank Pages
1-sided printing		Add one blank page at the end of the document.
2-sided printing	Odd-numbered	Add two blank pages at the end of the document.
	Even-numbered	Add one blank page at the end of the document.

To select cover pages in a supported driver:

Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none"> 1. Select the Paper/Output tab. 2. Click the button to the right of the Paper summary and select Covers. 3. Select the cover option and tray to use from the Covers dialog box.
Mac OS X (version 10.3 and higher)	<ol style="list-style-type: none"> 1. In the Print dialog box, select Paper Feed. 2. Select First page from, and then select the tray to use for the covers. 3. Under Paper Feed Options, select the tray to use for the cover pages from the Last Page Paper Source drop-down list. <p>Note: For booklet printing, the cover page needs to be selected as the Last Page Paper Source.</p>

Job Completion Notification

You can select to be notified when your job is done printing. A message appears in the lower-right corner of your computer screen with the name of the job and the name of the printer where it was printed.

Note: This feature is only available when your printer is connected to your computer over a network.

To select job completion notification in a supported driver:

Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none"> 1. At the bottom of any tab, click the More Status button. 2. In the PrintingScout menu, select either Notify me when job has completed or failed or Notify me when job has completed.
Mac OS X (version 10.3 and higher) driver	<ol style="list-style-type: none"> 1. Select the Troubleshooting pane. 2. Check the Notify Me When My Job Completes box.

Printing or Deleting Secure, Personal, Proof, and Saved Print Jobs

This section includes:

- [Sending Personal, Personal Saved, Secure, Proof, or Saved Print Jobs](#) on page 4-66
- [Sending Print With Jobs](#) on page 4-67
- [Printing or Deleting Secure Print Jobs](#) on page 4-68
- [Printing or Deleting Personal Print Jobs](#) on page 4-68
- [Printing or Deleting Proof and Saved Print Jobs](#) on page 4-68
- [Printing or Deleting Personal Saved Jobs](#) on page 4-69

You can select one of the following special job types if your printer has a hard drive:

- **Personal Print:** Prints the job when you select your user name on the control panel or in CentreWare IS.
- **Secure Print:** Prints the job only after you enter the four-digit numeric password on the control panel.
- **Proof Print:** Prints only one copy of the job so that you can proof the copy. If you want to print additional copies, select the job name on the control panel.
- **Shared Saved Job:** Stores the job on the hard drive so you can print it on demand from the control panel. The job is not deleted after printing.
- **Personal Saved Job:** Stores the job on the hard drive, with your passcode so that only you can print it from the control panel in order to print it. The job is not deleted after printing.
- **Print With:** Prints existing stored personal and/or shared saved jobs along with the current job. The current job is deleted after printing.

Sending Personal, Personal Saved, Secure, Proof, or Saved Print Jobs

Use a supported driver to specify a job as a personal, personal saved, secure, proof, or saved print job.

Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none"> 1. Select the Paper/Output tab. 2. Select the job type under Job Type. 3. In the dialog box: <ul style="list-style-type: none"> ■ For a secure job, enter your four-digit passcode. ■ For a proof print or a shared saved print job, enter the name you want to give this job. ■ For a personal saved job, enter your four-digit passcode and enter the name you want to give this job. 4. Click the OK button.
Mac OS X (version 10.3 and higher)	<p>In the Print dialog box, select the job type from the Job Types drop-down list.</p> <ul style="list-style-type: none"> ■ For a secure print or personal saved job, enter a four digit number, ranging from 0000 through 9999, in the Numeric Password field. ■ For a proof print or saved print job, enter a document name (up to 20 alpha characters) in the Document Name field.

Sending Print With Jobs

To select jobs to send with your current job in a supported driver:

Operating System	Steps
Windows 2000 or later	<ol style="list-style-type: none"> 1. Select the Paper/Output tab. 2. Select Print With under Job Type. 3. In the Print With dialog box, select a personal saved or shared saved job from the list on the left to be printed with the current job, and then click the Add button to add it to the Final Job list on the right. 4. To change the order of the jobs to be printed, select a job to be moved in the list on the right, and then click the Move Up or Move Down button. 5. Click the OK button.
Mac OS X (version 10.3 and higher)	<ol style="list-style-type: none"> 1. In the Print dialog box, select Print With from the Job Types drop-down list. 2. Enter a four digit number, ranging from 0000 through 9999, in the Numeric Password field and click the Set button. 3. Select a personal saved or shared saved job from the list on the left to be printed with the current job, and then click the Move Right button. 4. To change the order of the jobs to be printed, select a job to be moved in the list on the right, and then click the Move Up or Move Down button.

Note: Print With jobs are not available for AppleTalk or USB connected printers.

Printing or Deleting Secure Print Jobs

To print or delete a secure print job, specify the four-digit password on the control panel:

1. Select **Walk-Up Features**, and then press the **OK** button.
2. Select **Secure Print Jobs**, and then press the **OK** button.
3. Scroll to your User Name, and then press the **OK** button.
4. Scroll to the correct number for the first digit of the numeric password, and then press the **OK** button to accept that digit.
5. Repeat Step 4 for the second, third, and fourth digits.

Note: If you enter less than four digits in the driver's **Password** field, enter zeros before your password so that there are four digits displayed on the control panel. For example, if you entered **222** in the driver, enter **0222** on the control panel. Use the **Back** button to return to a previous digit.

6. If you submitted more than one secure print job with that password, select the desired job or select **All of Them**, and then press the **OK** button.
7. Select **Print and Delete** or **Delete**, and then press the **OK** button to print or delete the job.

Printing or Deleting Personal Print Jobs

To print or delete a personal print job, select your user name on the control panel:

1. Select **Walk-Up Features**, and then press the **OK** button.
2. Select **Personal Print Jobs**, and then press the **OK** button.
3. Select your User Name, and then press the **OK** button.
4. Select **Print and Delete** or **Delete**, and then press the **OK** button to print or delete all of your personal print jobs.

Printing or Deleting Proof and Saved Print Jobs

To print a saved print job, print the remaining copies of a proof print job, or delete a saved or proof print job, select the job name on the control panel:

1. Select **Walk-Up Features**, and then press the **OK** button.
2. Select **Proof Print Jobs** or **Saved Print Jobs**, and then press the **OK** button.
3. Select your job name, and then press the **OK** button.
4. Select **Print and Delete** (for proof prints), **Print and Save** (for saved prints), or **Delete**, and then press the **OK** button.
5. If you are printing, scroll to the desired number of copies, and then press the **OK** button to print the job.

Printing or Deleting Personal Saved Jobs

To print or delete a personal saved print job, select the job name on the control panel:

1. Select **Walk-Up Features**, and then press the **OK** button.
2. Select **Personal Saved Jobs**, and then press the **OK** button.
3. Select your job name, and then press the **OK** button.
4. Scroll to the correct number for the first digit of the numeric password, and then press the **OK** button to accept that digit.
5. Repeat Step 4 for the second, third, and fourth digits.

Note: If you enter less than four digits in the driver's **Password** field, enter zeros before your password so that there are four digits displayed on the control panel. For example, if you entered **222** in the driver, enter **0222** on the control panel. Use the **Back** button to return to a previous digit.

6. Select the desired job, and then press the **OK** button.
7. Select **Print and Save** or **Delete**, and then press the **OK** button to print or delete the job.

Managing Your Printer

5

This chapter includes:

- [Printer Settings](#) on page 5-2
- [Printer Security](#) on page 5-9
- [Analyzing Printer Usage](#) on page 5-12

See also:

[Printer Management Software](#) on page 3-10

Printer Settings

This topic includes:

- [Accessing Power Saver](#) on page 5-2
- [Selecting Output Options](#) on page 5-3
- [Accessing the Startup Page](#) on page 5-4
- [Accessing Load Paper Timeout](#) on page 5-5
- [Selecting Tray Settings](#) on page 5-6
- [Changing Printer Language](#) on page 5-8

Accessing Power Saver

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

If you find that the printer is going into Power Saver mode too often and you do not want to wait while the printer warms up, increase the length of time before the printer goes into Power Saver mode. Change the timeout value as follows:

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Printer Controls**, and then press the **OK** button.
3. Select **Power Saver**, and then press the **OK** button.
4. Press the **Down Arrow** or **Up Arrow** button to scroll to a selected Power Saver timeout value. Select a larger value if you want to extend the length of time before the printer goes into Power Saver mode.
5. Press the **OK** button.

Selecting Output Options

The Phaser 5550 printer has one standard output tray and two optional ones:

- **Standard Output Tray:** Sends prints to the Standard Output Tray on top of the printer.
- **Stacker Upper Tray:** Sends prints to the Stacker Upper Tray on the right side of the printer. This tray is available with the optional finisher or stacker.
- **Stacker Lower Tray:** Sends prints to the Stacker Lower Tray on the right side of the printer. This tray is available with the optional finisher or stacker.

To select the output tray:

1. On the control panel, select **Printer Setup**, select **Paper Handling Setup**, and then select **Paper Destination**.
2. Select either **Standard Output Tray**, **Stacker Upper Tray**, or **Stacker Lower Tray**, and then press the **OK** button.

Note: The printer driver overrides the control panel settings for output tray selection.

Selecting Job Offset

The Stacker Lower Tray and Standard Output Tray can place sheets in alternate positions to separate one print job from another. This is called *job offsetting*. There are several job offsetting options from which to choose:

- **Off:** No job offsetting occurs and the output position is not changed for the output tray selected.
- **On:** The output position changes after the final sheet of the print job is printed. The next print job is then offset to keep it separate from the previous print job.

Note: When the stapling option is used for print jobs, job offsetting is activated.

To select the job offset option:

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Paper Handling Setup**, and then press the **OK** button.
3. Select **Job Offset**, and then press the **OK** button.
4. Press the **OK** button to switch between **On** and **Off**.

Accessing the Startup Page

The printer can produce a Startup Page each time the printer is turned on or reset. The factory default is Off. You can turn on automatic printing of the Startup Page or print it from the **Information Pages** menu.

To turn on/off the Startup Page use either:

- The printer's control panel
- CentreWare IS

Using the Control Panel

To turn on/off the Startup Page:

1. Select **Printer Setup**, and then press the **OK** button.
2. Select **Printer Controls**, and then press the **OK** button.
The **Startup Page** is highlighted. The end of the line displays the setting (**On** or **Off**).
3. Press the **OK** button to change the setting.

Using CentreWare IS

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

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Select **Properties**.
4. Select the **General** folder on the left navigation panel.
5. Select **Printer Defaults**.
6. Select **Off** or **On** from the **Printer Startup Page** drop-down list to change the setting.
7. Click **Save Changes** at the bottom of the page.

Printing the Startup Page Using the Control Panel

To print the Startup Page:

1. Select **Information**, and then press the **OK** button.
2. Select **Information Pages**, and then press the **OK** button.
3. Select **Startup Page**, and then press the **OK** button to print.

Accessing Load Paper Timeout

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

To change the load paper timeout, use either:

- The printer's control panel
- CentreWare IS

Using the Control Panel

To change the load paper timeout:

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

Using CentreWare IS

To change the load paper timeout:

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

Selecting Tray Settings

Tray Switching

When a tray runs out of paper, tray switching enables the printer to switch between trays when the trays contain the same paper type and size. Tray switching is controlled by the printer driver, control panel, or CentreWare IS.

If a specific tray is selected in the driver or application, tray switching is turned off. When you select the **Let printer select which tray to print from** option in the printer driver, the printer selects the tray and switches to another tray when one tray is empty.

Note: If you use the printer driver to specify a tray to use for your print job, tray switching is disabled for that job. If the tray becomes empty during printing, the control panel prompts you to load paper in that tray even if another tray contains the correct paper type and size for the job.

Tray 1 (MPT), Tray 2, and Tray 3 are standard features of the Phaser 5550 printer. Additional paper feeders can be purchased:

- 1000-Sheet Feeder (Trays 4 and 5)
- 2000-Sheet Feeder (Tray 6)

Tray Switching Settings

- If tray switching is *enabled*, and a tray runs out of paper while printing, then the printer selects another tray containing the same paper type, size, and feed direction to continue printing the job.
- If tray switching is *disabled*, and a tray runs out of paper while printing, then the control panel prompts you that the tray is empty and must be refilled.

Tray Sequence

You can specify the sequence the printer uses to select trays containing the correct paper type and size for a print job. When a tray runs out of the correct paper during printing, the printer selects the next tray in the sequence containing the correct paper type and size to continue printing the job.

For example, if the tray sequence is set to 6-2-4, the printer selects paper from Tray 6 to print a job. If Tray 6 does not contain the requested paper, or runs out of paper while printing, the printer selects Tray 2. If neither Tray 6 or Tray 2 contain the requested paper, or is out of paper, then Tray 4 is selected.

You can specify the tray sequence by two different methods:

- The printer's control panel
- CentreWare IS

Using the Control Panel

To specify the tray sequence:

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Paper Handling Setup**, and then press the **OK** button.
3. Select **Tray Sequence**, and then press the **OK** button.
4. Scroll to the desired tray sequence. (If you want to turn off tray switching, select **Off**.)
5. Press the **OK** button to save the changes.

Using CentreWare IS

To specify the tray sequence:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Select **Properties**.
4. Select the **General** folder on the left navigation panel.
5. Select **Printer Defaults**.
6. Select the desired tray sequence from the **Tray Sequence** drop-down list. (If you want to turn off tray switching, select **Off**.)
7. Click the **Save Changes** button at the bottom of the screen.

Selecting the Default Tray

If you do not want to use tray switching, you can accept the default order of tray selection. The default tray contains the paper type and size used for printing jobs unless overwritten by a driver selection. When the default tray is empty, or contains a different paper type, you are prompted to load the correct paper type in the tray even if another tray contains the correct paper type and size for the job.

You can select the default tray by two different methods:

- The printer's control panel
- CentreWare IS

Using the Control Panel

To select a default tray:

1. Select **Printer Setup**, and then press the **OK** button.
2. Select **Paper Handling Setup**, and then press the **OK** button.
3. Select **Paper Source**, and then press the **OK** button.
4. Scroll to the desired tray to use as the default tray. (If you want tray switching enabled, select **Auto Select**.)
5. Press the **OK** button to save the change.

Note: The driver overrides the control panel settings and CentreWare IS for tray selection.

Using CentreWare IS

To select a default tray:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Select **Properties**.
4. Select the **General** folder on the left navigation panel.
5. Select **Printer Defaults**.
6. Scroll to **Print Mode Settings**, and then select the tray from the **Paper Source** drop-down list.
7. Click **Save Changes** at the bottom of the screen.

Changing Printer Language

To change the language used for the text on the control panel:

1. On the control panel, select **Printer Setup**, and then press the **OK** button.
2. Select **Control Panel Setup**, and then press the **OK** button.
3. Select **Language**, and then press the **OK** button.
4. Select the desired language, and then press the **OK** button.

Printer Security

This section includes:

- [Selecting Administrative Settings](#) on page 5-9
- [Selecting Printing Security Settings](#) on page 5-10
- [Configuring HTTPS](#) on page 5-10
- [Managing Certificates](#) on page 5-10
- [Configuring 802.1X](#) on page 5-11
- [Locking the Control Panel Menus](#) on page 5-11

CentreWare IS enables you to configure varying levels of user access, printer feature authorization, and control panel selections in the following settings:

- Administrative Security Settings
- Printing Security Settings
- Configure HTTPS
- Manage Certificates
- Configure 802.1X
- Control Panel Lockout Setting

For more information about these settings, click the **Help (?)** button in CentreWare IS.

Selecting Administrative Settings

Administrative settings in CentreWare IS enable you to select settings based on three levels of user security:

- **Any user:** Includes the majority of people who will be sending print jobs to the printer.
- **Key user:** A person who has some administrative responsibilities and who manages some or all of the printer functions.
- **Administrator:** The person with the ultimate management responsibility and authority for controlling all functions of the printer.

To prevent unauthorized changes to printer settings, select appropriate user rights in CentreWare IS:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Security** folder on the left navigation panel, and then select **Administrative Security Settings**.
5. Enter the appropriate **Administrator** and **Key User** information.
6. Select the appropriate feature authorization settings for each user category in the **Feature Authorization** table.
7. Click the **Save Changes** button at the bottom of the screen.

Selecting Printing Security Settings

Security settings for printing enable you to:

- Remove unprinted secure, personal, and proof jobs.
- Overwrite hard drive security options.
- Select jam recovery options.

To set printing security settings:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Security** folder on the left navigation panel, and then select **Printing Security Settings**.
5. Select the appropriate options.
6. Click the **Save Changes** button at the bottom of the screen.

Configuring HTTPS

To select when to use HTTPS (SSL):

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Security** folder on the left navigation panel, and then select **HTTPS**.
5. Select the appropriate options.
6. Click the **Save Changes** button at the bottom of the screen.

For more information, click the **Help** button in CentreWare IS to go to the CentreWare IS Online Help.

Managing Certificates

To manage certificates:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Security** folder on the left navigation panel, and then select **Certificates**.
5. Use the Manage Certificates page to:
 - View or save existing certificates
 - Install certificates
 - Create certificates or certificate signing requests (CSR)
 - Delete certificates

For more information, click the **Help** button in CentreWare IS to go to the CentreWare IS Online Help.

Configuring 802.1X

To configure 802.1X authentication settings on the printer web server:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. Select the **Security** folder on the left navigation panel, and then select **802.1X**.
5. Either click the **Advanced** button to display the 802.1X Advanced Configuration page, or click the **Configuration Wizard** button to display a series of pages that guide you through 802.1X configuration.

For more information, click the **Help** button in CentreWare IS to go to the CentreWare IS Online Help.

Locking the Control Panel Menus

Lock the control panel menus to prevent others from changing settings in the printer setup menus. To lock or unlock the printer's control panel menus:

1. Launch your web browser.
2. Enter your printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. On the left navigation panel select the **Security** folder, and then select **Control Panel Lockout**.
5. Click the check box for each control panel menu item you want to lock.
6. Click the **Save Changes** button at the bottom of the page.

Analyzing Printer Usage

This section includes:

- [Job Accounting](#) on page 5-12
- [Usage Profile Reports](#) on page 5-13
- [MaiLinX Alerts](#) on page 5-14
- [Xerox Usage Analysis Tool](#) on page 5-14

Job Accounting

Job accounting is available through CentreWare IS and CentreWare Web.

The printer stores information about print jobs in a log file. The log file is stored either in the printer's RAM memory or on the hard drive if one is installed in the printer.

The log file lists job records. Each record contains fields such as user name, job name, pages printed, job times, and toner or ink used. Not all fields are supported by all printers. For more information, go to the *CentreWare IS Online Help* or *CentreWare Web Online Help*.

The job accounting values reported vary depending on the protocol and print command used when each job was printed. For example, using NPRINT over NetWare provides the printer with the most information about the job being printed. When using Windows and NetWare, the job name is often LST: or LST:BANNER. Other jobs from other ports may provide less information about the job.

Using CentreWare IS

To access job accounting information using CentreWare IS:

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field.
3. On the right side of the main CentreWare IS page, click **Jobs**.

The Job Accounting Links page provides links that enable you to browse, download, and clear job accounting records.

For complete information on CentreWare IS job accounting, including clearing job information, downloading job information to a file, and job accounting file formats, click the **Help** button in CentreWare IS to go to the *CentreWare IS Online Help*.

Usage Profile Reports

The printer generates reports accessible through CentreWare IS that detail device usage. Usage profile reports track multiple items, including:

- Printer information, such as printer name, date installed, total pages printed, options installed, and network ID.
- Supplies usage data, such as toner or ink. By tracking supplies usage, you can order supplies before they reach their end of life.
- Media and tray information, such as how often prints are made on paper compared to transparencies, and how often each tray is used.
- Job characteristics, such as size and timing of jobs.

To set up usage profile reporting:

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field.
3. Select **Jobs**.
4. On the left navigation panel, select **Usage Profile Reports**.
5. Click the **Usage Profile Properties** link. Follow the instructions on the page to set up reports.
6. Click the **Save Changes** button at the bottom of the screen.

For complete information about usage profile reporting, including descriptions of each field in the report, click the **Help** button in CentreWare IS to go to *CentreWare IS Online Help*.

Using CentreWare IS

To send a usage profile report using CentreWare IS:

1. Enter the printer's IP address in your browser's **Address** field.
2. Click **Jobs**.
3. On the left navigation panel, select **Usage Profile Reports**.
4. Enter the desired email address in the **Send to Specific Address** field.
5. Click the **Send Usage Profile Report** button.

Note: To send usage profile reports using email, MaiLinX must be properly set up. See [Printer Security](#) on page 5-9.

MaiLinX Alerts

MaiLinX alerts enable the printer to automatically send email to the system administrator and others under the following conditions:

- When printer errors, warnings, and alerts occur.
- When the printer requires attention (for example, when service is required or supplies need to be replenished).
- When a reply to a CentreWare IS Remote Internet Printing message is desired. For more information about CentreWare IS Remote Internet printing, click the **Help** button in CentreWare IS to go to *CentreWare IS Online Help*.

Three designated users can receive messages:

- SysAdmin
- Service
- Key

Printer messages reporting errors, alerts, and warnings can be individually assigned to any of these users. You can customize the message text and the subject line in the Status Notification messages. Status Notification is supplied by the printer's Simple Mail Transfer Protocol (SMTP) client.

Setting Up CentreWare IS Status Notification

To set up status notification using CentreWare IS:

1. Launch your web browser.
2. Enter the printer's IP address in the browser's **Address** field.
3. Click **Properties**.
4. On the left navigation panel, select **Mail Alerts**.
Follow the instructions on the page to select mail alert options.
5. Click the **Save Changes** button at the bottom of the screen.

For complete information about CentreWare IS Status Notification, click the **Help** button in CentreWare IS to go to *CentreWare IS Online Help*.

Xerox Usage Analysis Tool

The Xerox Usage Analysis Tool is a Windows client/server application that enables system administrators to automatically track Xerox printer usage and obtain job accounting records. The tool supports large networks with many users and printers. Job accounting and printer usage data is stored in a database. The application can be run on multiple clients using a single server. The data can be exported to a spreadsheet for viewing, analysis, and billing.

Go to www.xerox.com/office/5550drivers for complete information about using the Xerox Usage Analysis Tool provided by the application's online help system.

Troubleshooting

6

This section includes:

- [Automatic Diagnostic Tools](#) on page 6-2
- [Clearing Paper Jams](#) on page 6-3
- [Print-Quality Problems](#) on page 6-58
- [Control Panel Messages](#) on page 6-69
- [Additional Resources](#) on page 6-71

Automatic Diagnostic Tools

This topic includes:

- [PhaserSMART Technical Support](#) on page 6-2
- [PrintingScout Alerts](#) on page 6-2

Xerox provides several automatic diagnostic tools to help you produce and maintain print quality.

PhaserSMART Technical Support

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

To access PhaserSMART Technical Support:

1. Go to www.phaserSMART.com.
2. Enter your printer's IP address in the browser address window.

If you have other questions or problems, click the appropriate PhaserSMART Technical Support topic to continue.

PrintingScout Alerts

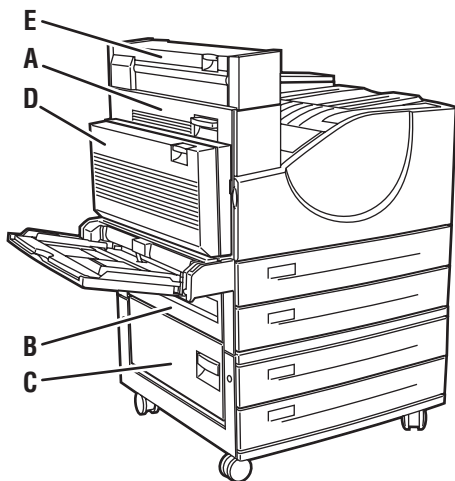
PrintingScout is a tool that is installed with your Windows printer driver. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, PrintingScout automatically displays a message on your computer screen to let you know that the printer needs attention.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

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

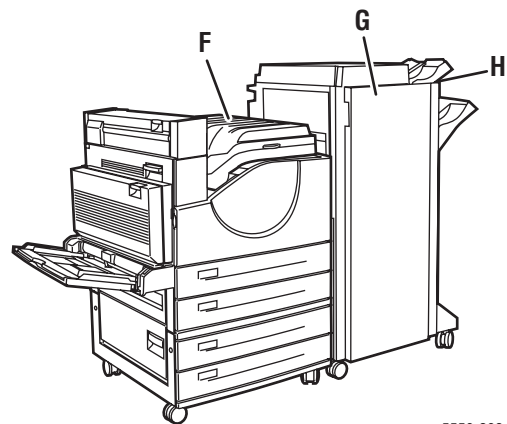
Clearing Paper Jams

This topic includes:

- Jam at A on page 6-4
- Jam at B on page 6-6
- Jam at B and C on page 6-8
- Jam at C on page 6-12
- Jam at D on page 6-15
- Jam at D and A on page 6-16
- Jam at E on page 6-19
- Jam at F on page 6-22
- Jam at G on page 6-23
- Jam at H on page 6-25
- Jam at the Stacker Upper Tray on page 6-26
- Paper Size Jam in Tray 1 (MPT) on page 6-27
- Paper Size Jam in Trays 2-5 on page 6-30
- Paper Size Jam in Tray 6 on page 6-33
- Jam at Tray 2, 3, 4, or 5 on page 6-36
- Jam at Tray 1 (MPT) on page 6-38
- Jam at Tray 2 and Door A on page 6-41
- Jam at Tray 3 and Door B on page 6-45
- Jam at Tray 4 or 5 and Door C on page 6-50
- Jam at Tray 6 on page 6-55



5550-070



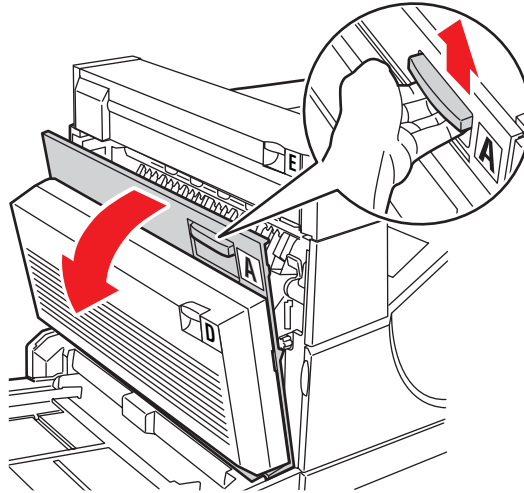
5550-208

Jam at A

Follow these steps to clear the jam.

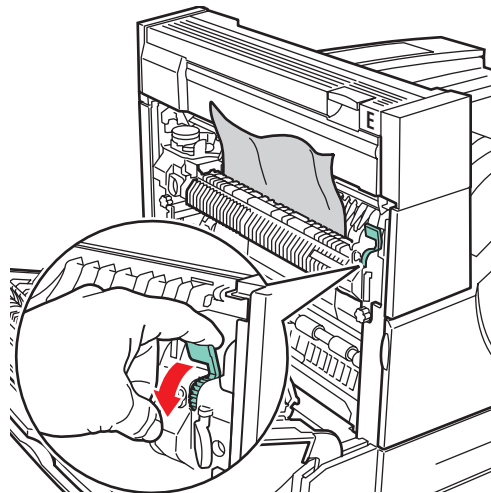
Warning: Use caution; some components inside Door A may be hot.

1. Open Door A.



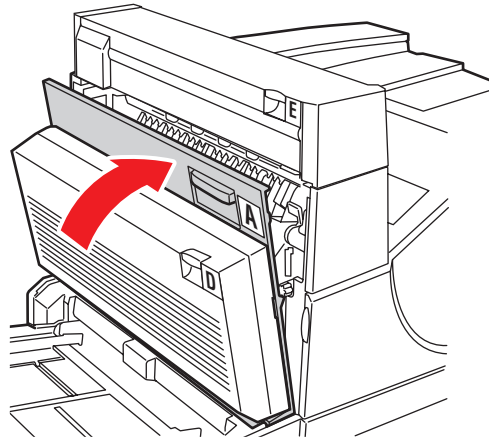
5550-001

2. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



5550-002

3. Close Door A.

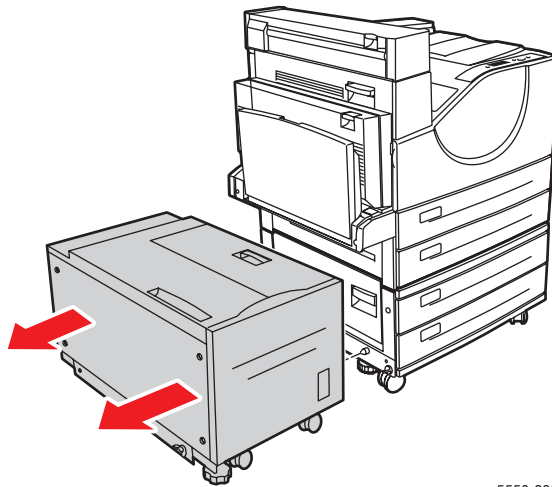


5550-003

Jam at B

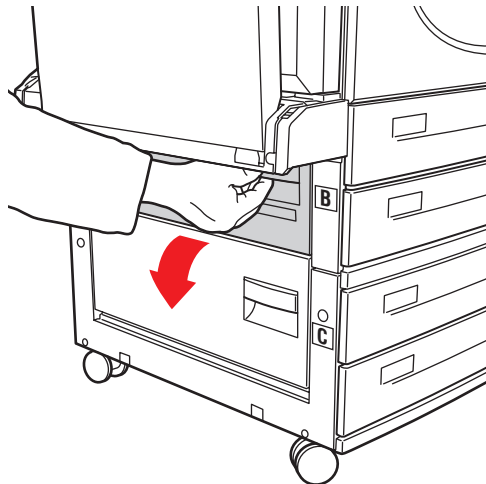
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



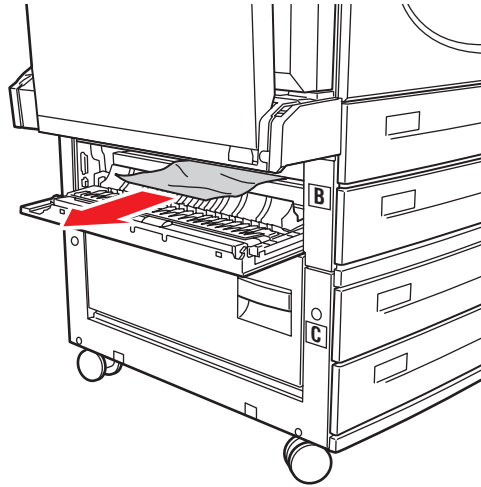
5550-230

2. Open Door B.



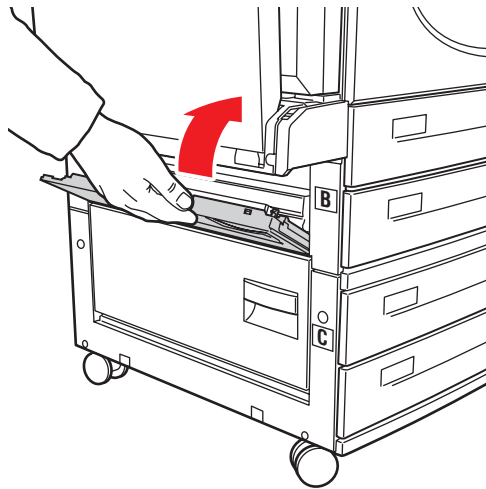
5550-004

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



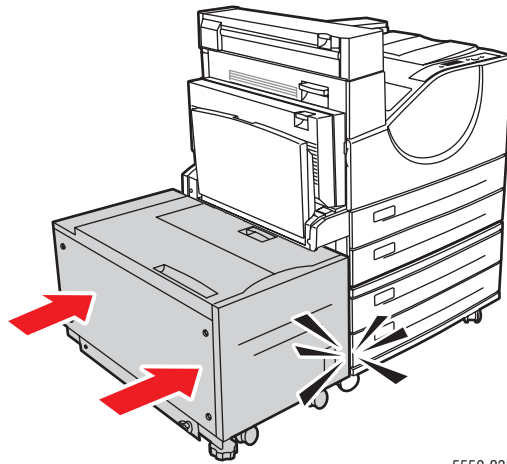
5550-005

4. Close Door B.



5550-006

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.

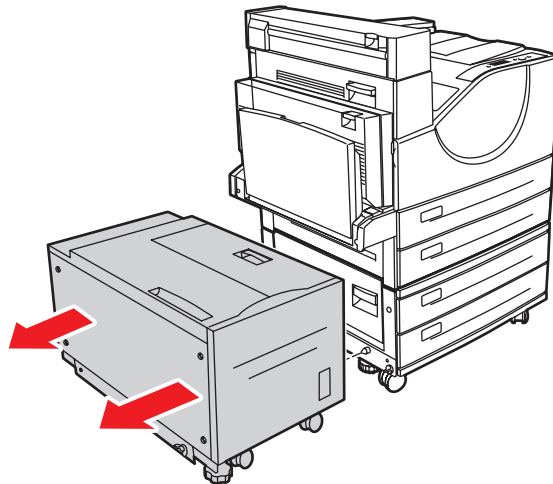


5550-231

Jam at B and C

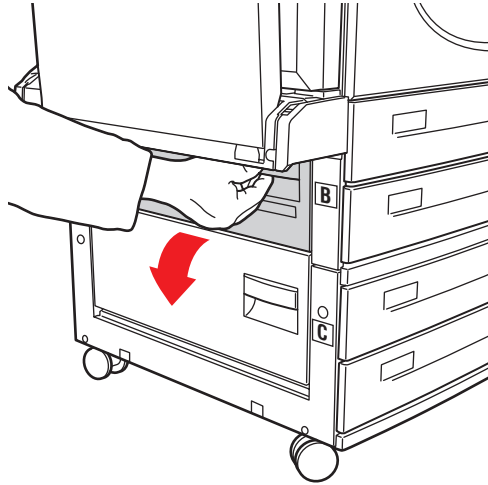
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



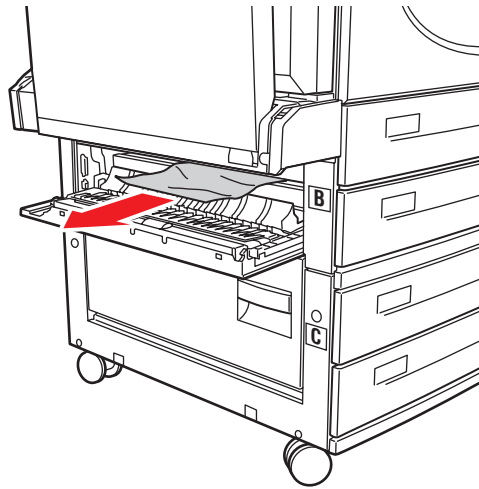
5550-230

2. Open Door B.



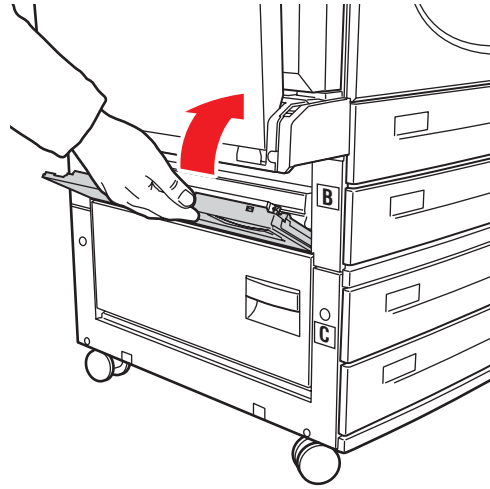
5550-004

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



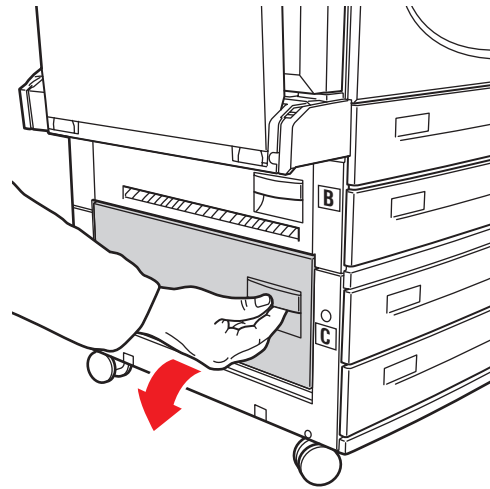
5550-005

4. Close Door B.



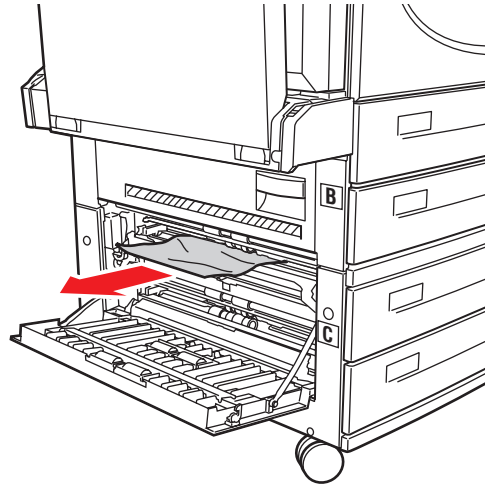
5550-006

5. Open Door C.



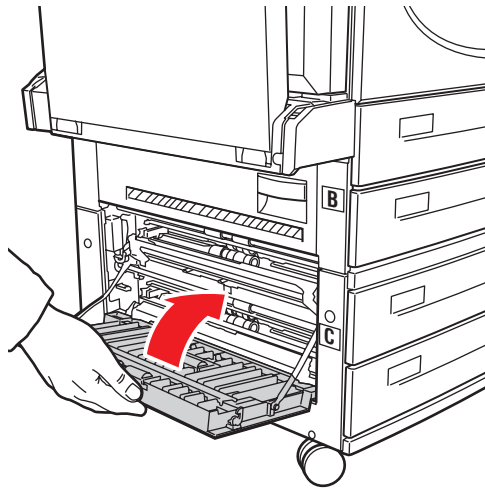
5550-007

6. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



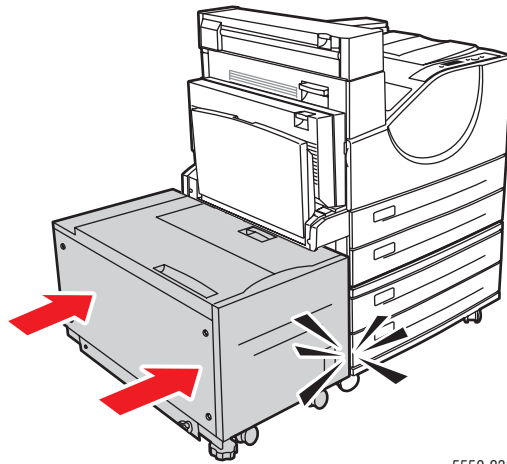
5550-008

7. Close Door C.



5550-009

8. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.

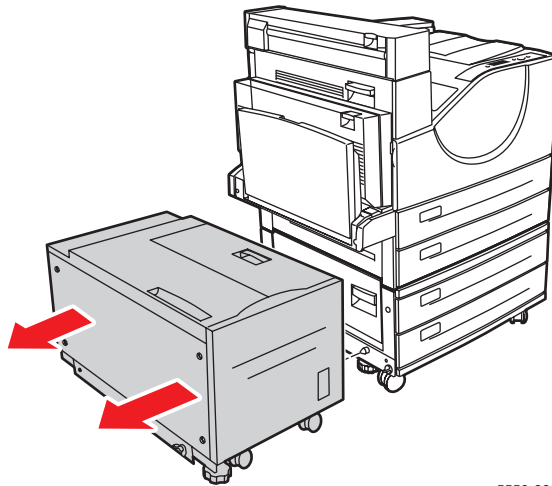


5550-231

Jam at C

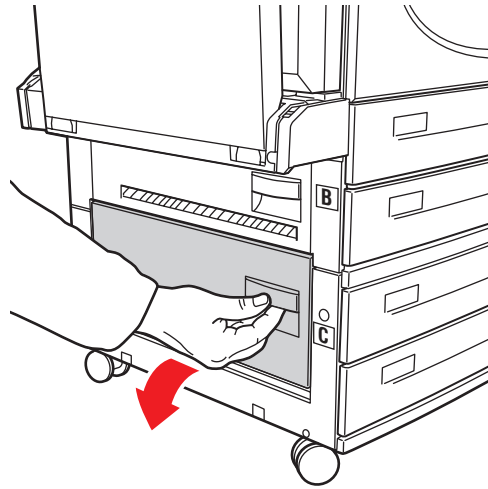
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



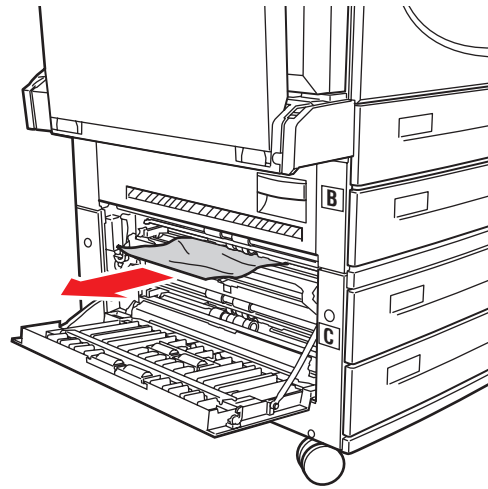
5550-230

2. Open Door C.



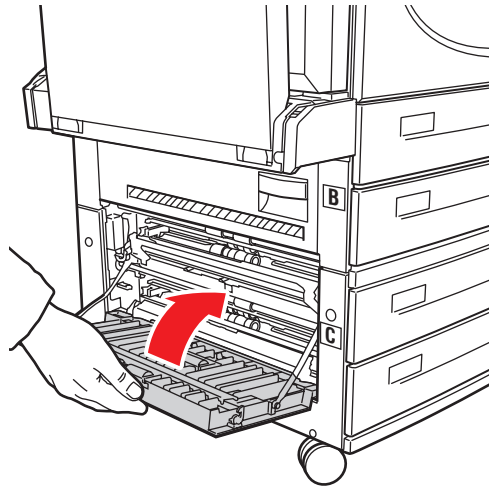
5550-007

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



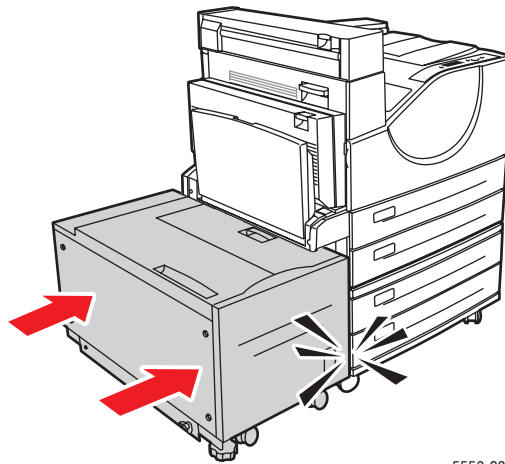
5550-008

4. Close Door C.



5550-009

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.

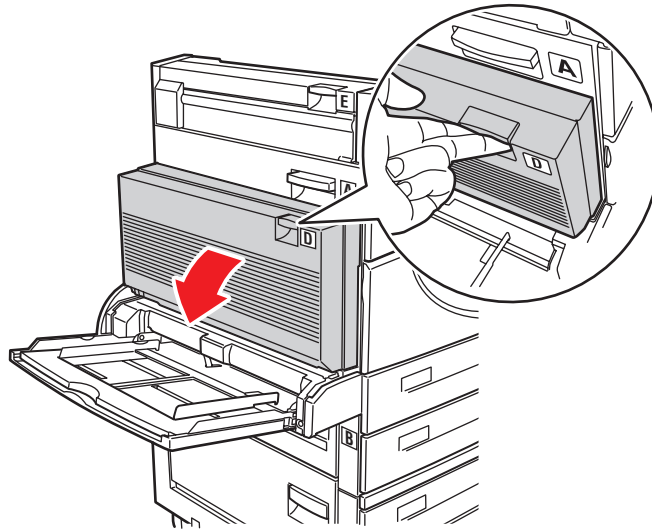


5550-231

Jam at D

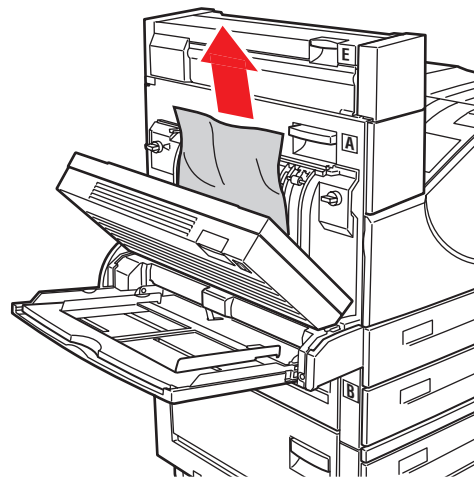
Follow these steps to clear the jam.

1. Open Door D.



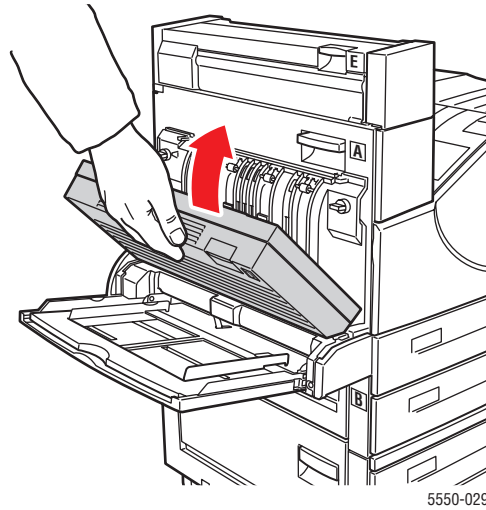
5550-027

2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



5550-028

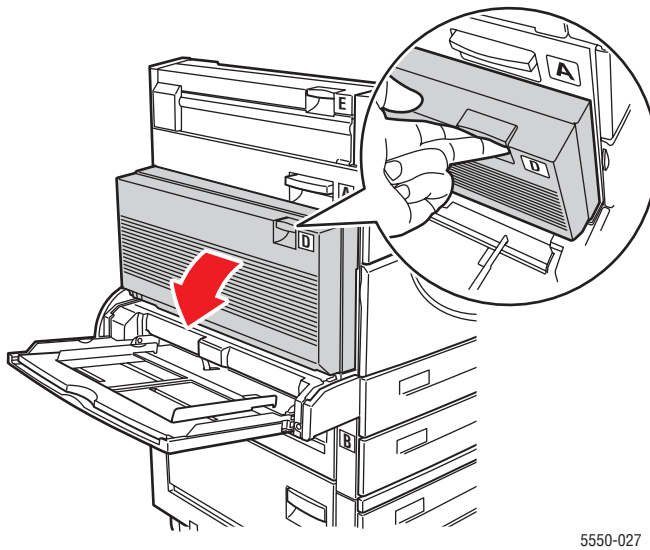
3. Close Door D.



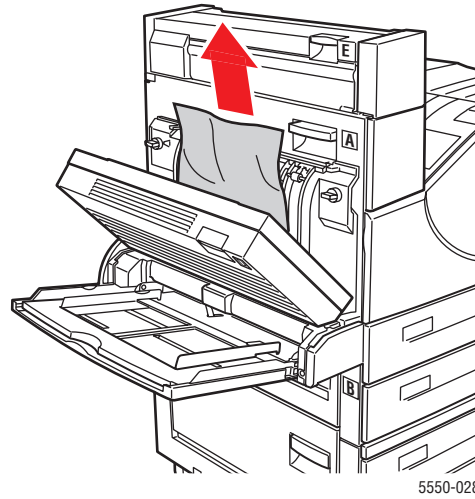
Jam at D and A

Follow these steps to clear the jam.

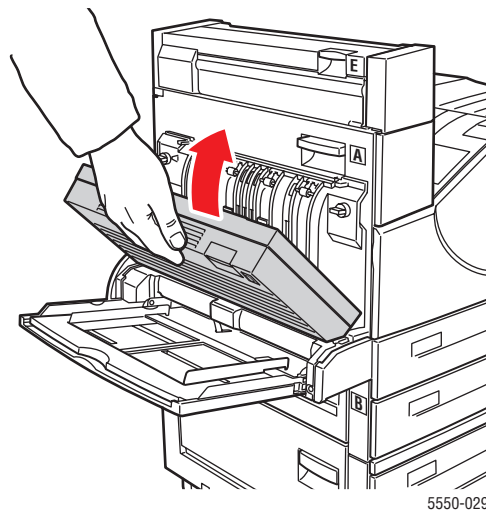
1. Open Door D.



2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

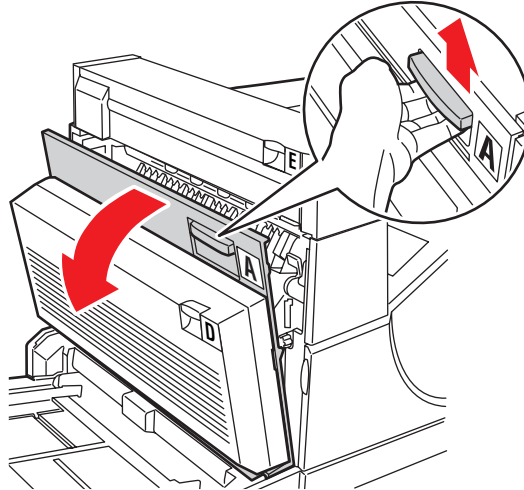


3. Close Door D.



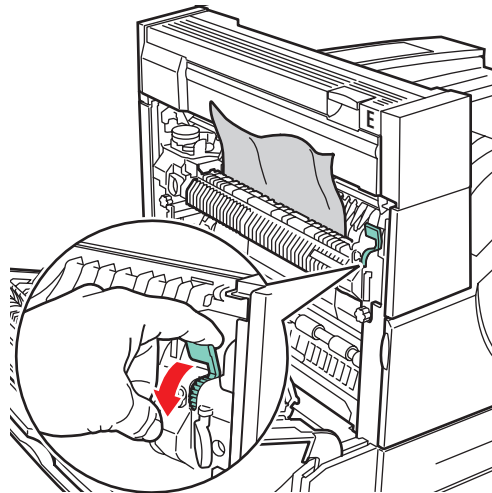
4. Open Door A.

Warning: Use caution; some components inside Door A may be hot.



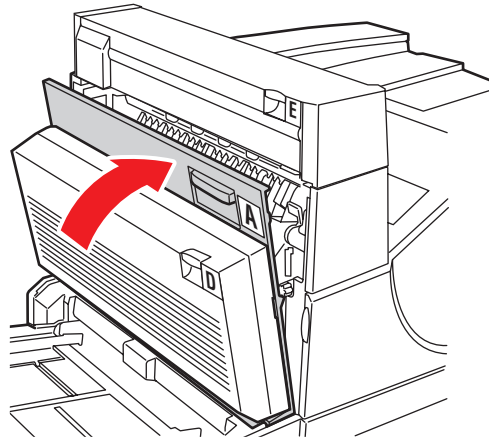
5550-001

5. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



5550-002

6. Close Door A.



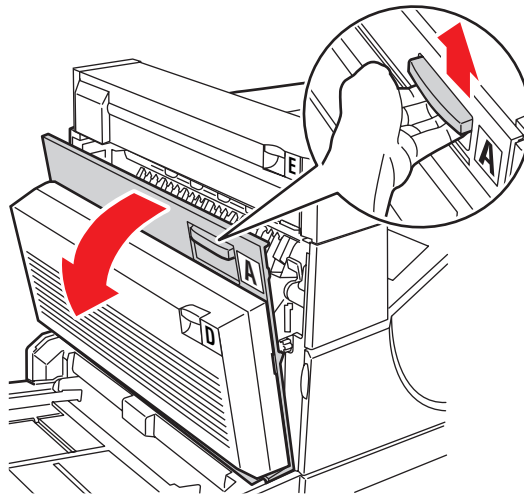
5550-003

Jam at E

Follow these steps to clear the jam.

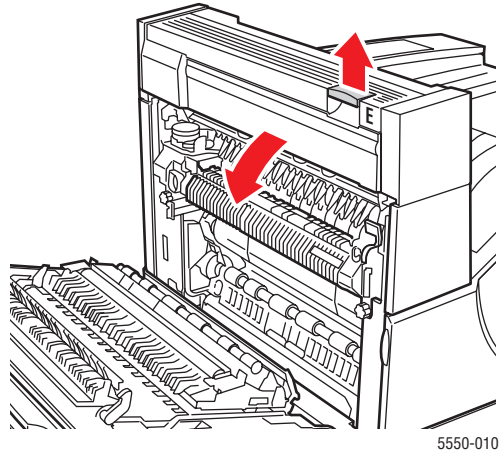
Warning: Use caution; some components inside Door A may be hot.

1. Open Door A.

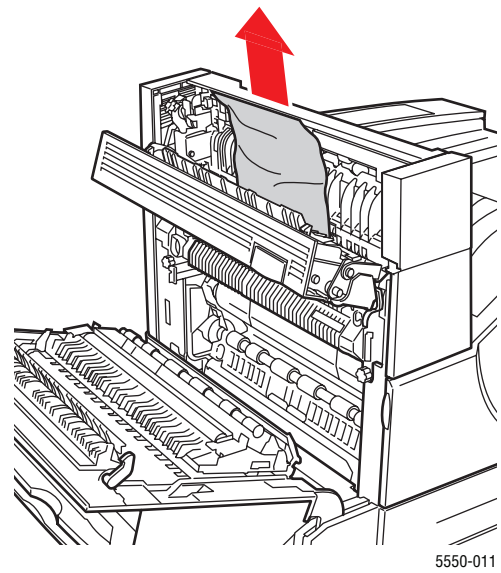


5550-001

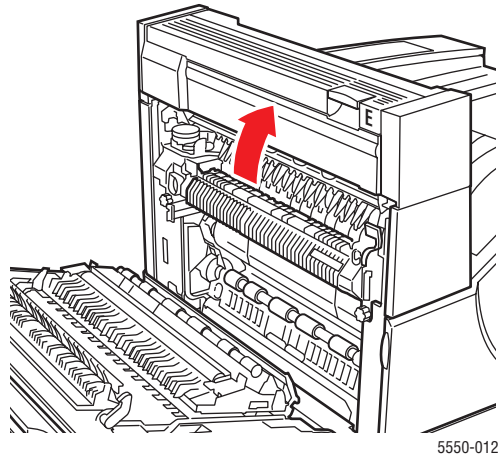
2. Open Door E.



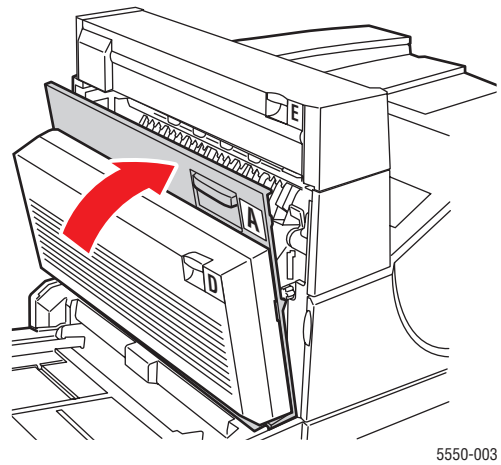
3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



4. Close Door E.



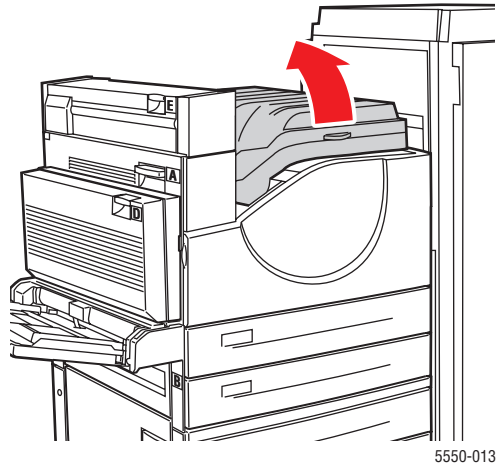
5. Close Door A.



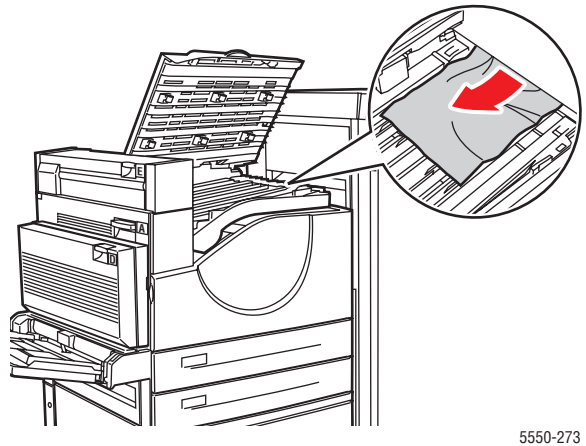
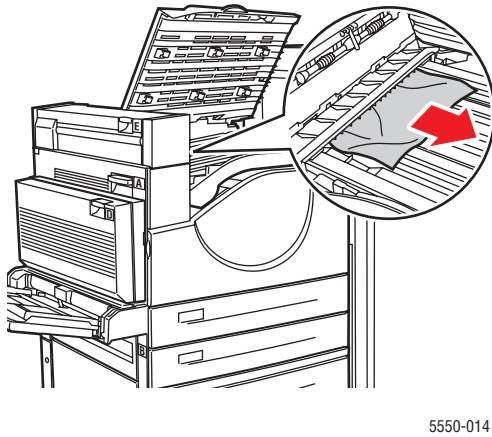
Jam at F

Follow these steps to clear the jam.

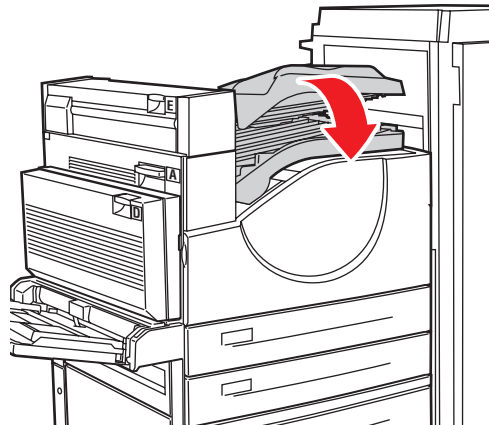
1. Open Door F.



2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



3. Close Door F.

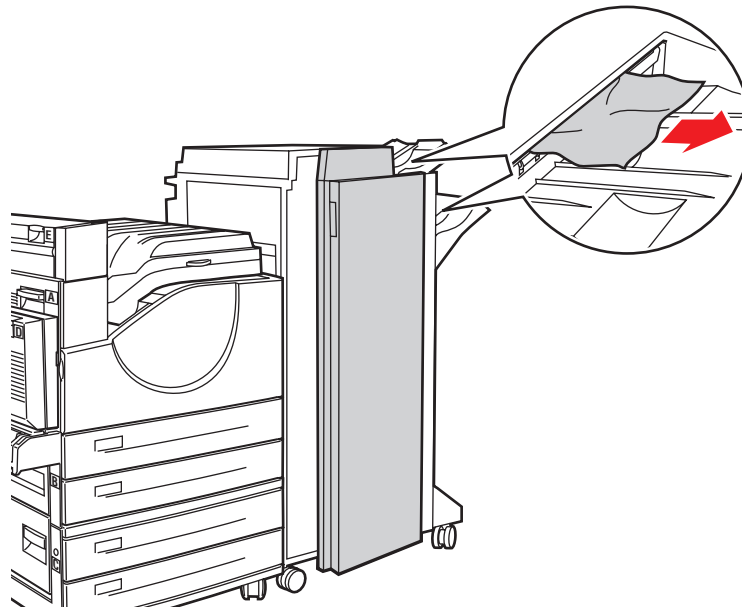


5550-015

Jam at G

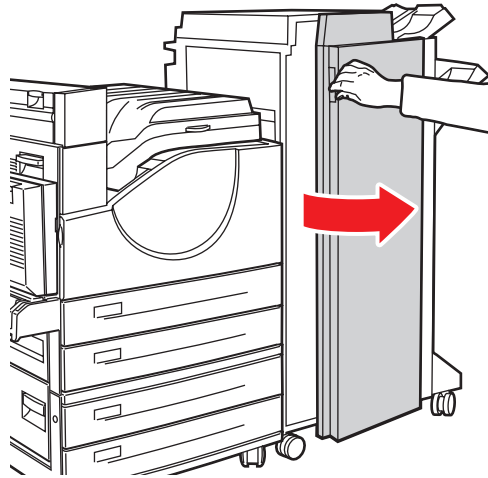
Follow these steps to clear the jam. On the control panel of the printer, press the **i** button to view information about the control panel message.

1. If visible, pull the jammed paper out of the stacker upper tray.



5550-205

2. Open Door G.

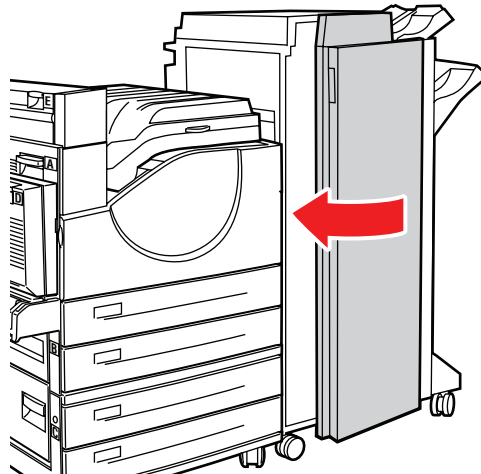


5550-186

3. Depending on the instructions shown on the control panel, open handle 2a, handle 2b, or handle 3 as shown on the instruction labels.

Note: If the stapler is in the way, slide the stapler toward you then to the right.

4. If you opened handle 2a or handle 2b, rotate knob 2c counterclockwise as needed.
5. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.
6. Close the handles opened in Step 3.
7. Close Door G.

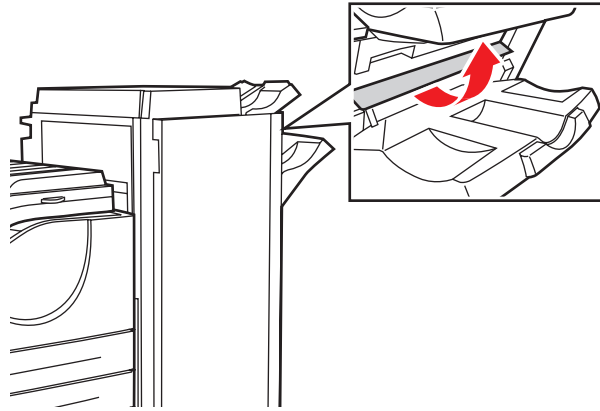


5550-018

Jam at H

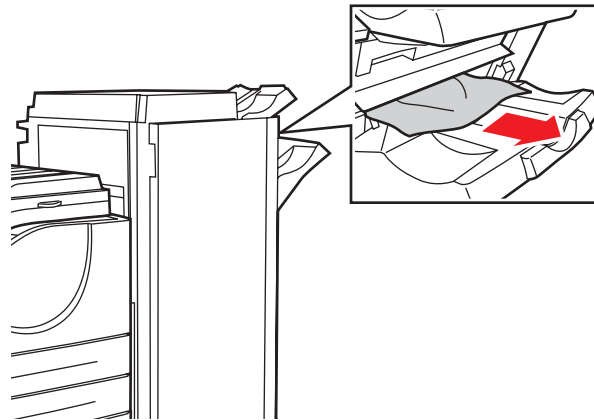
Follow these steps to clear the jam.

1. Lift Door H.



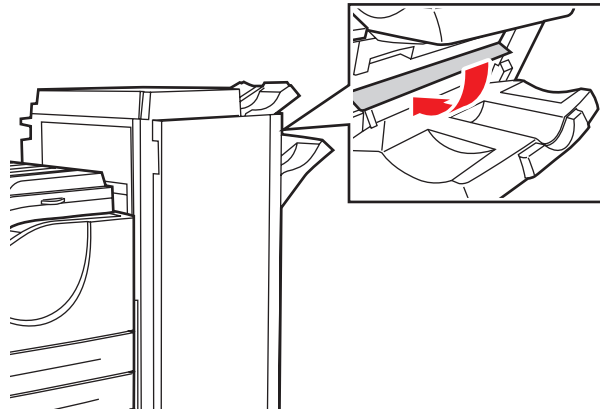
5550-270

2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



5550-202

3. Close Door H.

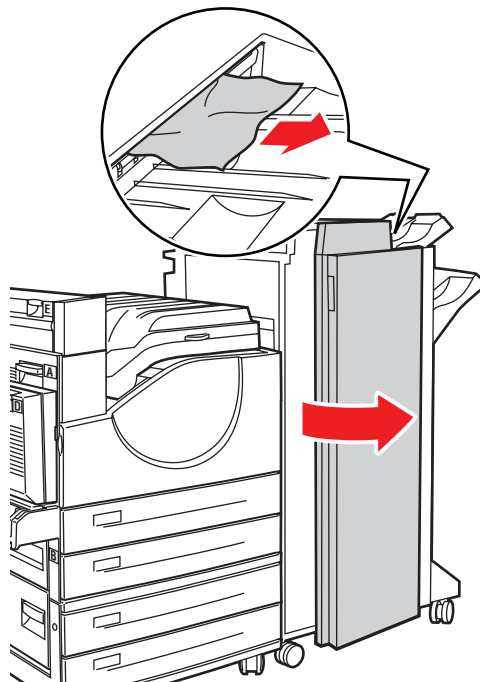


5550-271

Jam at the Stacker Upper Tray

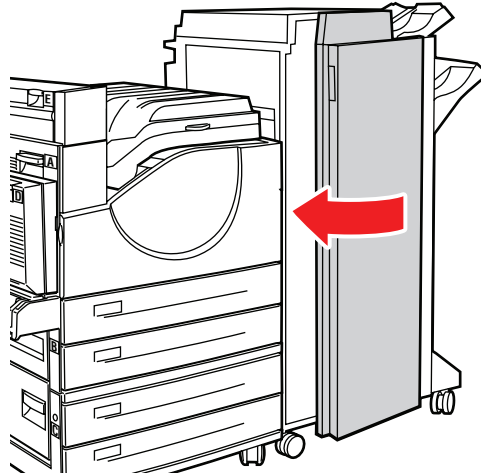
Follow these steps to clear the jam.

1. Pull the jammed paper out of the stacker upper tray.
2. Open Door G.



5550-025

3. Close Door G.

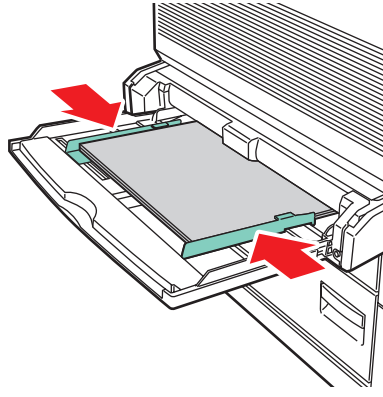


5550-018

Paper Size Jam in Tray 1 (MPT)

Follow these steps to clear the paper size jam in Tray 1.

1. Verify that the width guides are pressed against the paper.

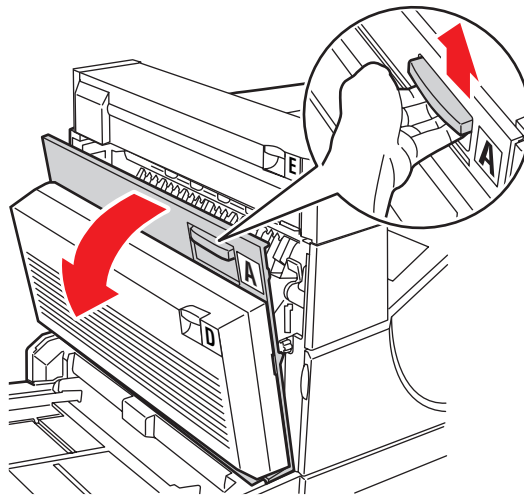


5550-220

2. If the paper size and type shown on the control panel match the size and type of the paper in the tray, press the **OK** button.

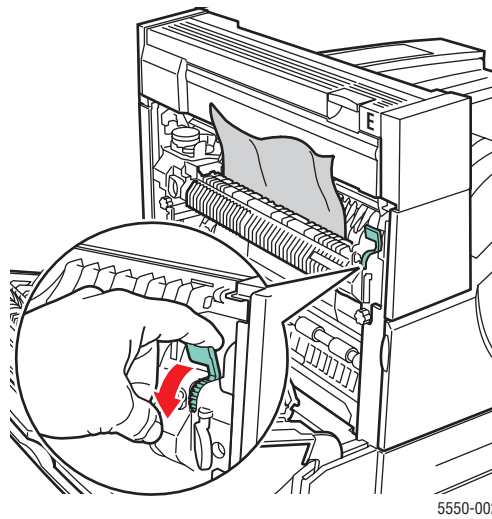
3. If the paper size shown on the control panel does not match the size of the paper in the tray, do the following:
 - a. Select **Change Paper Size**, and then press the **OK** button.
 - b. Select **Auto Sensed, Custom**, or a listed paper size, and then press the **OK** button.
 - c. If you selected **Custom**, specify the width and height of the paper. Select **Custom Width**, press the **OK** button, scroll to the width of the paper, and then press the **OK** button. Select **Custom Height**, press the **OK** button, scroll to the height of the paper, and then press the **OK** button.
4. Open Door A.

Warning: Use caution; some components inside Door A may be hot.



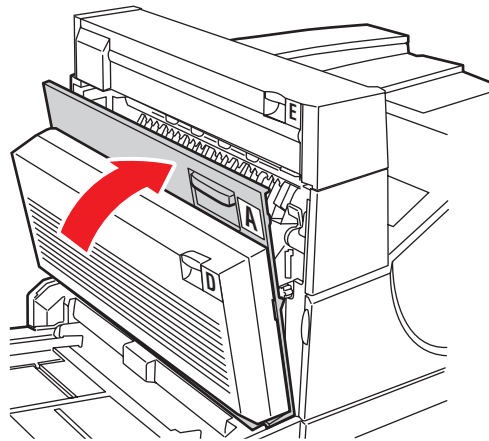
5550-001

5. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



5550-002

6. Close Door A.

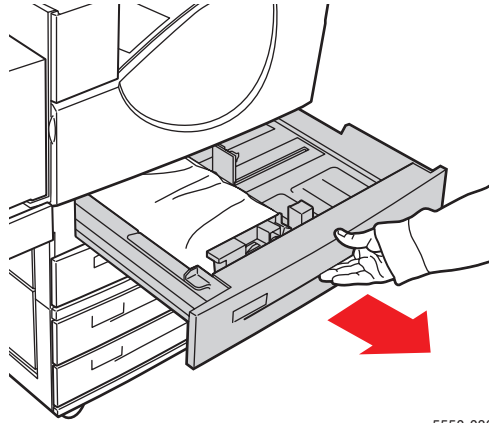


5550-003

Paper Size Jam in Trays 2-5

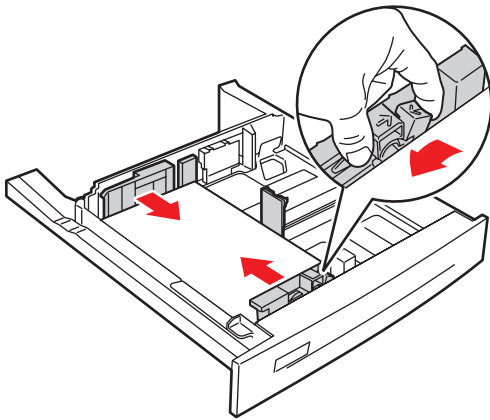
Follow these steps to clear the paper size jam in Trays 2-5.

1. Pull out the tray specified on the control panel.

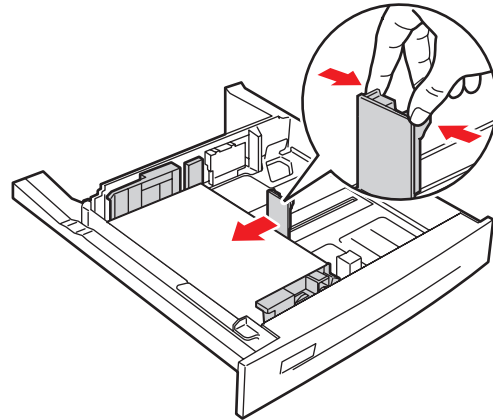


5550-030

2. Verify that the length and width guides are pressed against the paper.

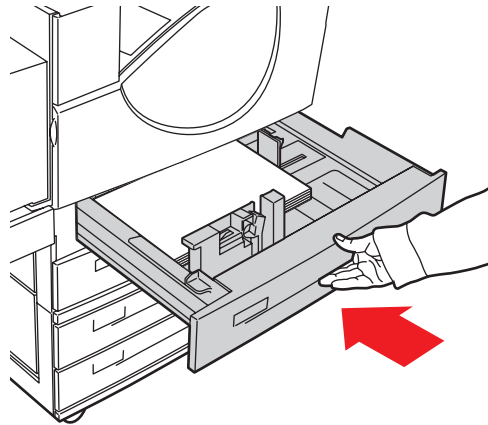


5550-064



5550-063

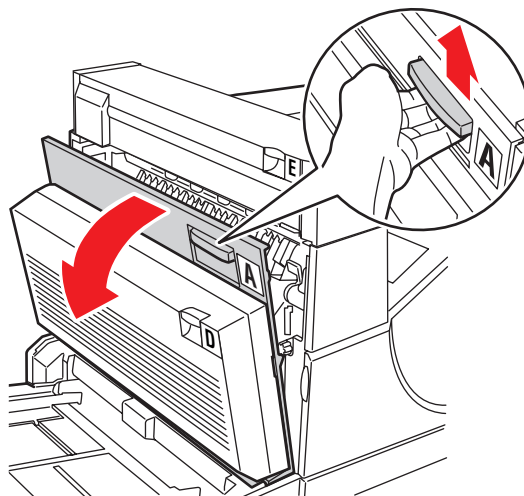
3. Push the tray completely into the printer.



5550-032

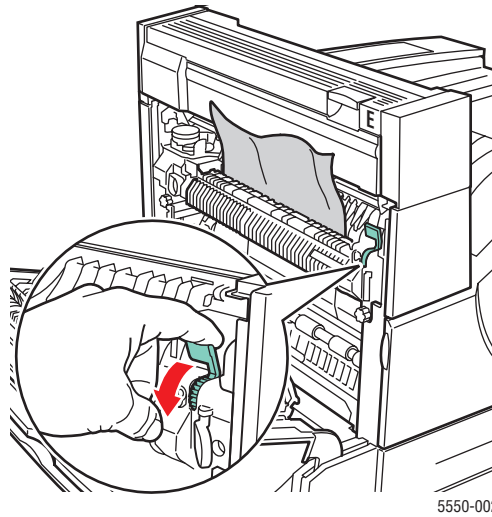
4. Specify the size of the paper by doing the following:
 - a. In the control panel menus, select **Printer Setup**, and then press the **OK** button.
 - b. Select **Paper Handling Setup**, and then press the **OK** button.
 - c. Select **Tray [2 - 5] Setup**, and then press the **OK** button.
 - d. Select **Auto Sensed, Custom**, or a listed paper size, and then press the **OK** button.
 - e. If you selected **Custom**, specify the width and height of the paper. Select **Custom Width**, press the **OK** button, scroll to the width of the paper, and then press the **OK** button. Select **Custom Height**, press the **OK** button, scroll to the height of the paper, and then press the **OK** button.
5. Open Door A.

Warning: Use caution; some components inside Door A may be hot.

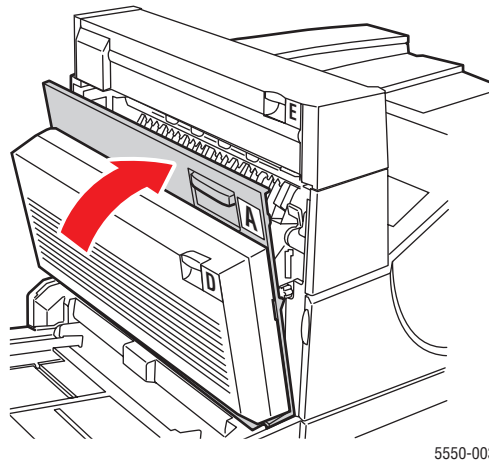


5550-001

6. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



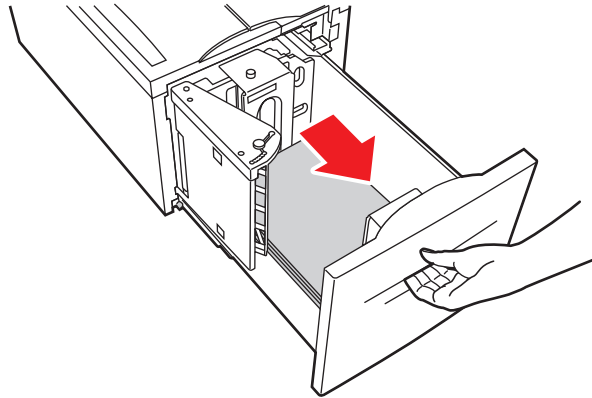
7. Close Door A.



Paper Size Jam in Tray 6

Follow these steps to clear the paper size jam in Tray 6.

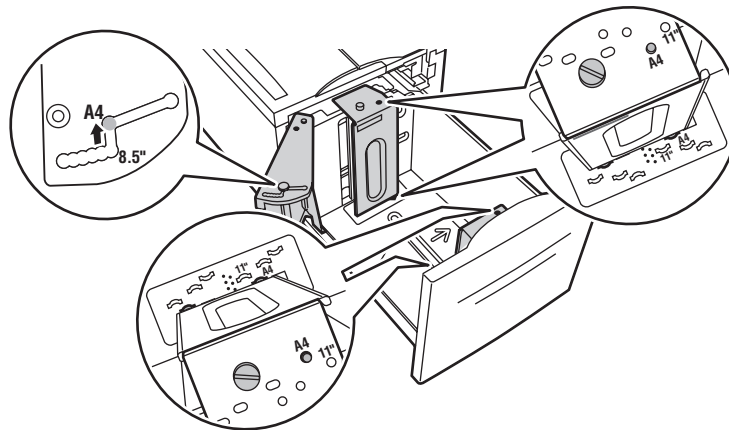
1. Pull out Tray 6.



5550-239

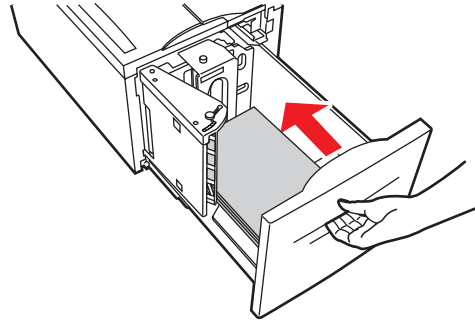
2. Verify that the length and width guides are set correctly.

Note: The default setting is for 8.5 x 11 in. paper. You must change the guides for A4 paper.



5550-240

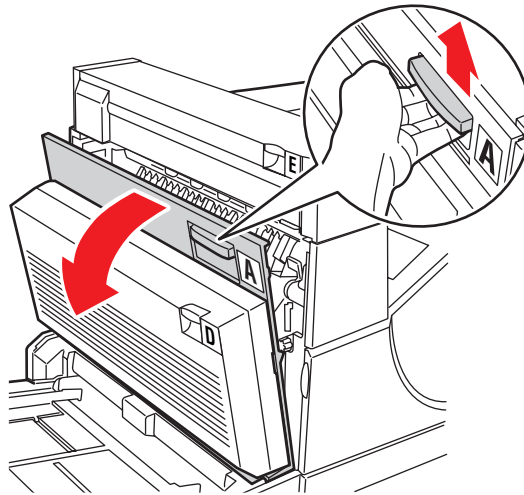
3. Push the tray completely into the printer.



5550-115

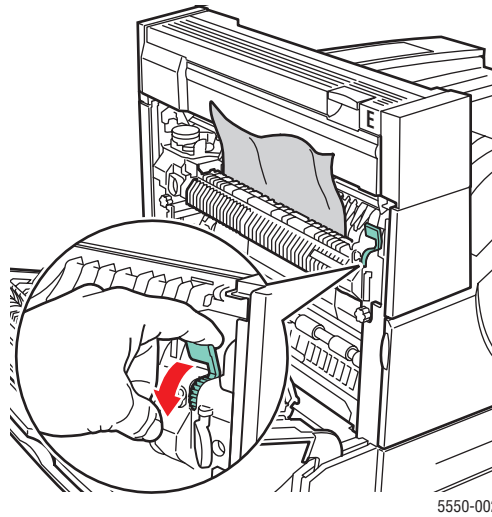
4. Specify the size of the paper by doing the following:
 - a. In the control panel menus, select **Printer Setup**, and then press the **OK** button.
 - b. Select **Paper Handling Setup**, and then press the **OK** button.
 - c. Select **Tray 6 Setup**, and then press the **OK** button.
 - d. Select **Auto Sensed** or a listed paper size, and then press the **OK** button.
5. Open Door A.

Warning: Use caution; some components inside Door A may be hot.

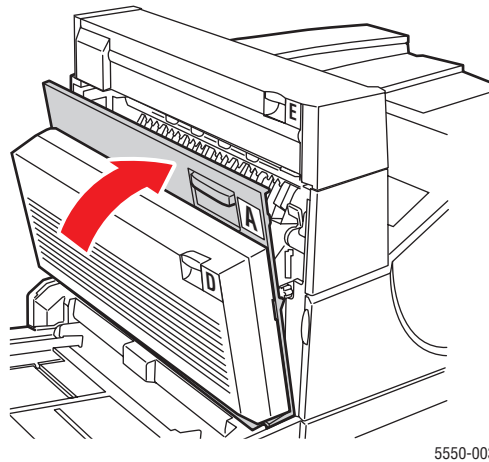


5550-001

6. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



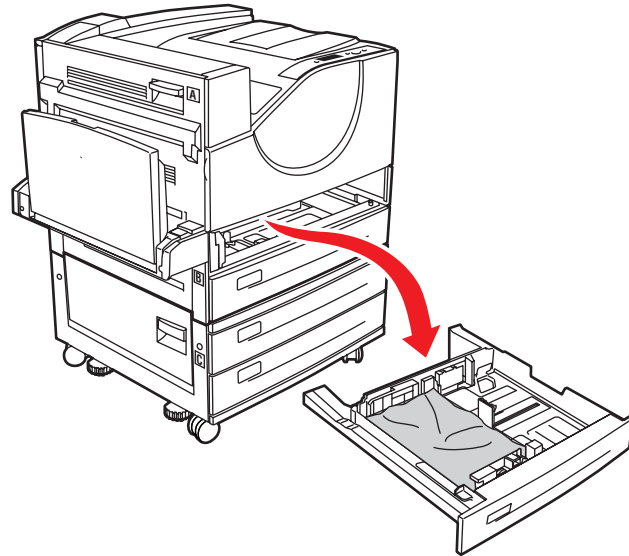
7. Close Door A.



Jam at Tray 2, 3, 4, or 5

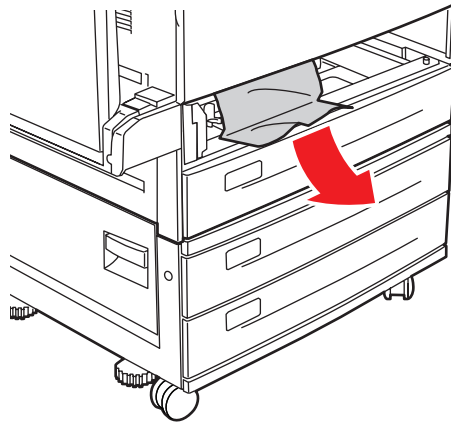
Follow these steps to clear the jam.

1. Pull the tray specified on the control panel completely out of the printer.



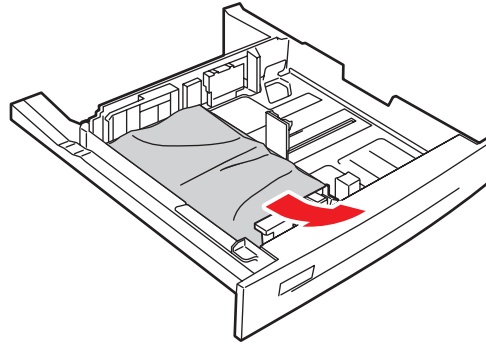
5550-210

2. Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.



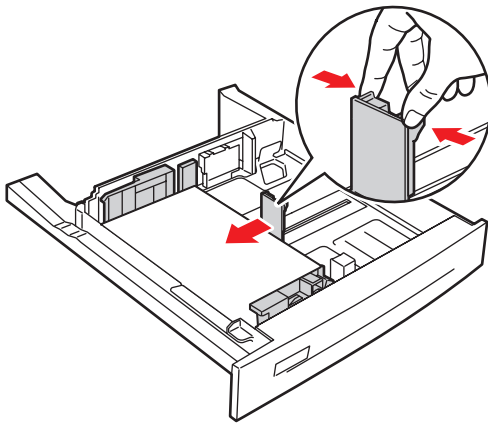
5550-214

3. Remove crumpled paper from the tray.

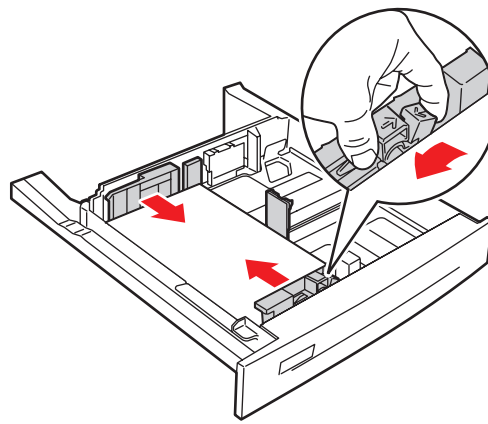


5550-031

4. Verify that the paper is loaded correctly in the tray and that the guides are pressed against the paper.

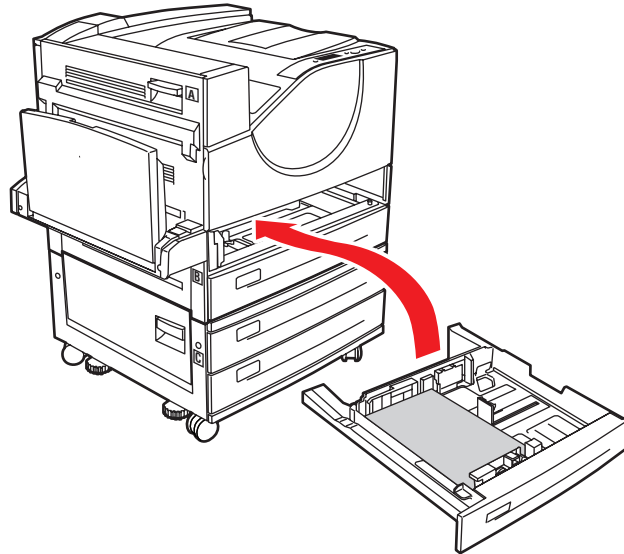


5550-063



5550-064

5. Insert the tray and push it completely into the printer.

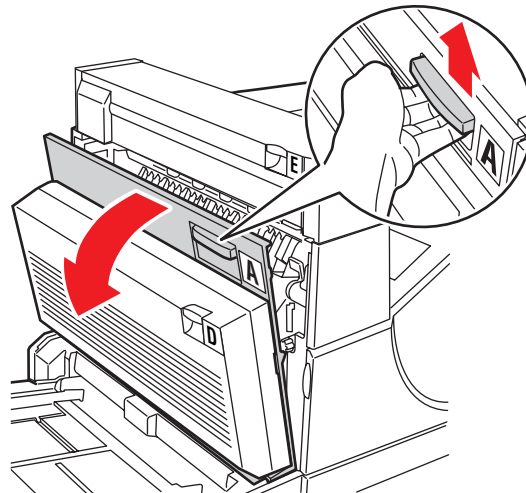


5550-216

Jam at Tray 1 (MPT)

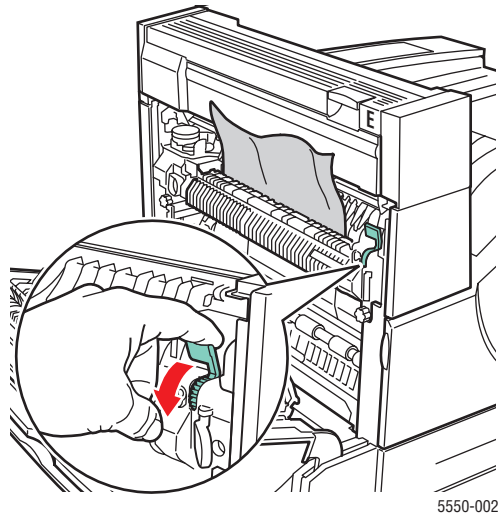
Follow these steps to clear the jam.

1. Open Door A.

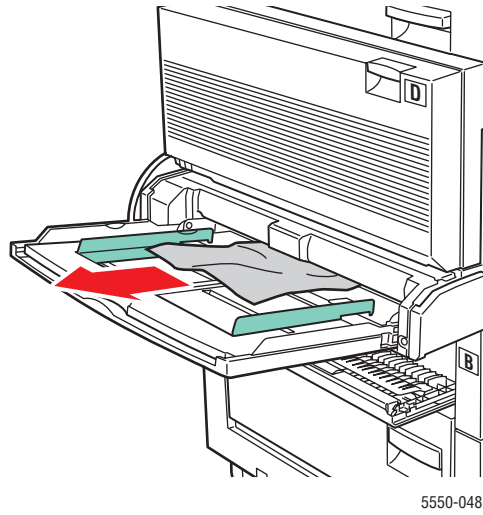


5550-001

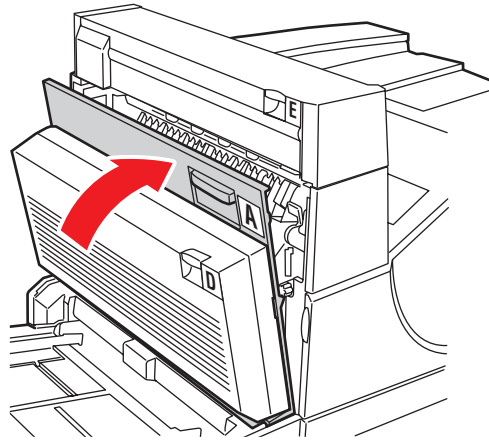
2. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



3. Remove jammed or crumpled paper from Tray 1 (MPT), and then close the tray.

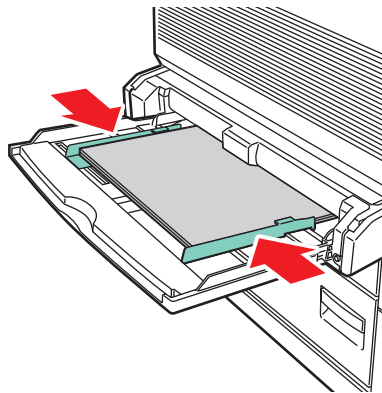


4. Close Door A.



5550-003

5. Verify that the paper is loaded correctly in the tray and that the guides are pressed against the paper.



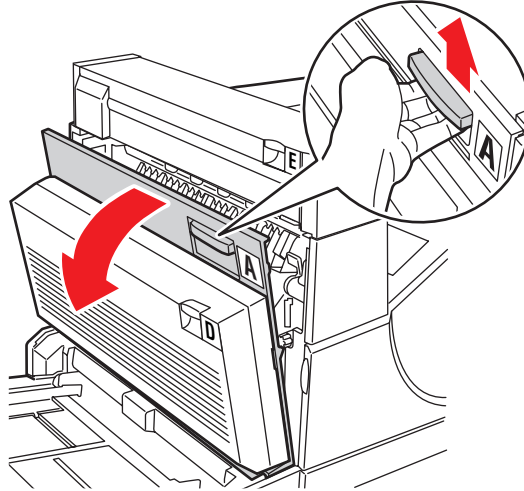
5550-220

Jam at Tray 2 and Door A

Follow these steps to clear the jam.

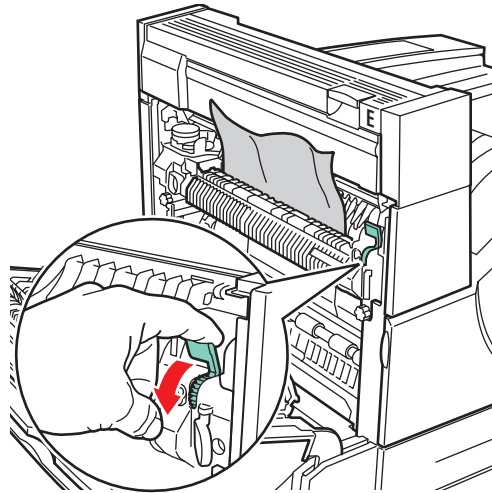
Warning: Use caution; some components inside Door A may be hot.

1. Open Door A.



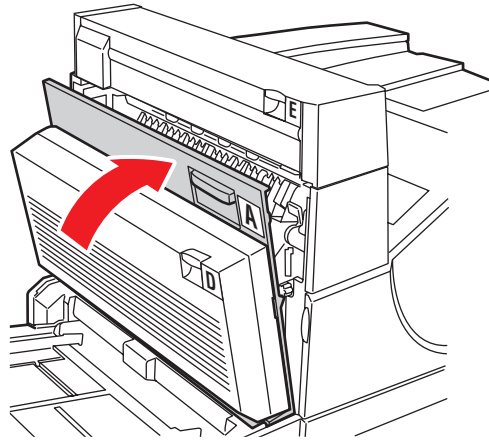
5550-001

2. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.



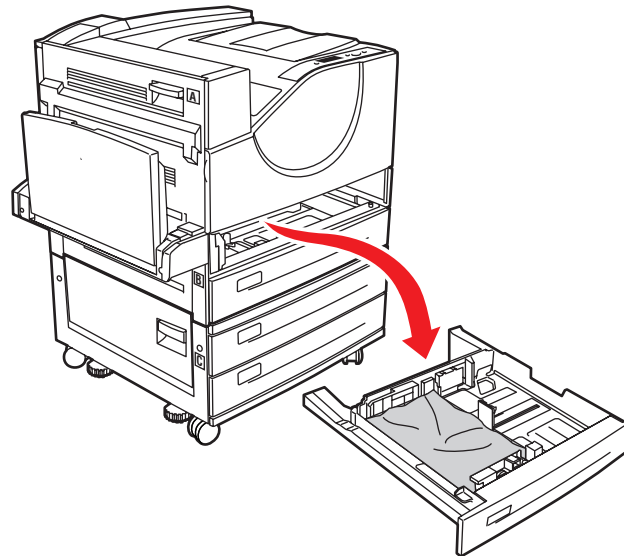
5550-002

3. Close Door A.



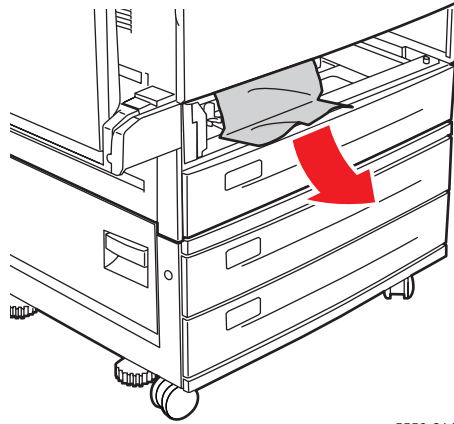
5550-003

4. Pull Tray 2 completely out of the printer.



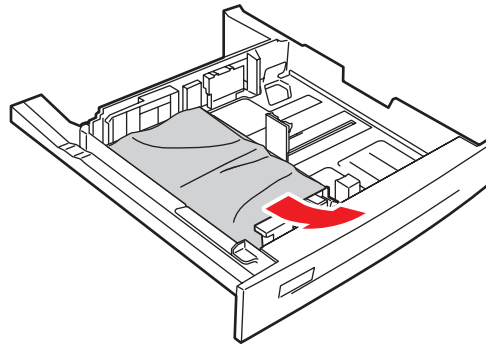
5550-210

5. Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.



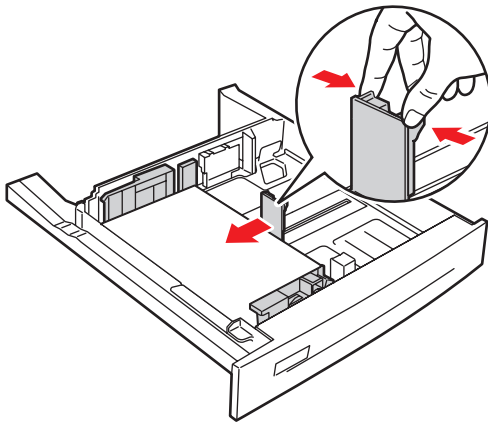
5550-214

6. Remove crumpled paper from the tray.

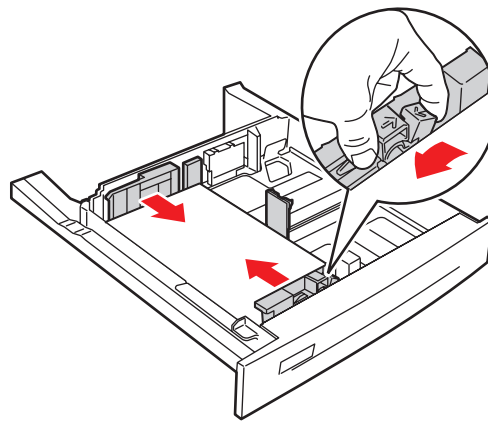


5550-031

7. Verify that the paper is loaded correctly in the tray and that the length and width guides are pressed against the paper.

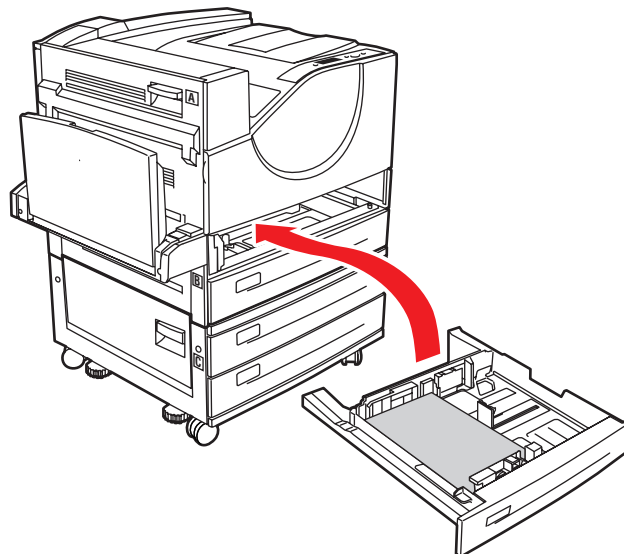


5550-063



5550-064

8. Insert the tray and push it completely into the printer.

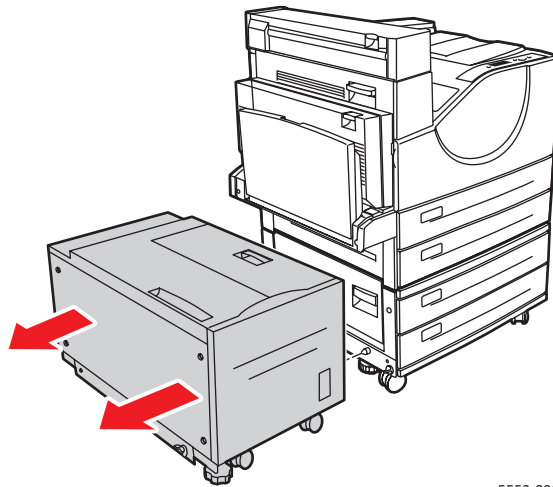


5550-216

Jam at Tray 3 and Door B

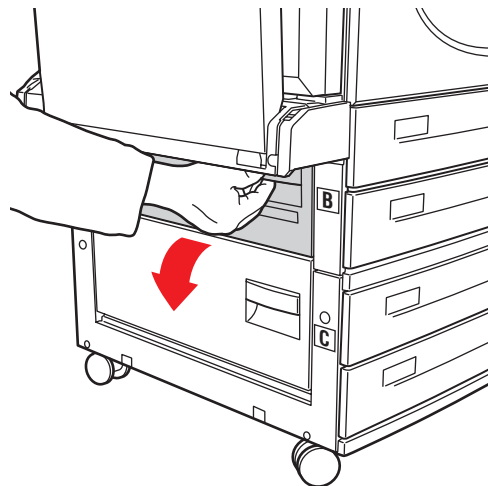
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



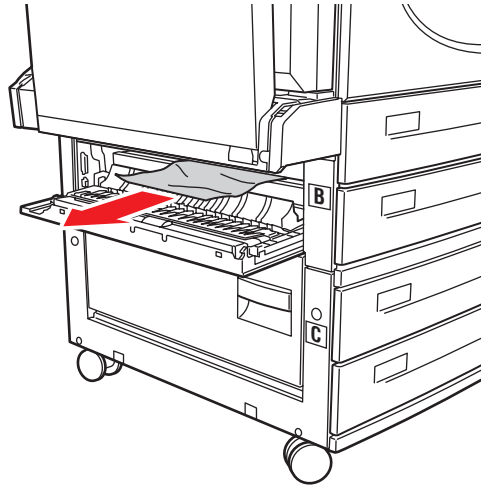
5550-230

2. Open Door B.



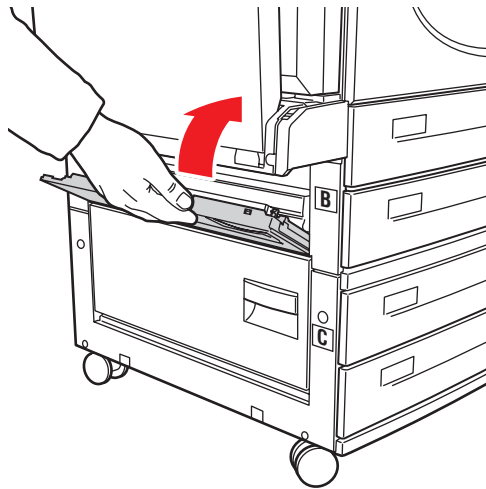
5550-004

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



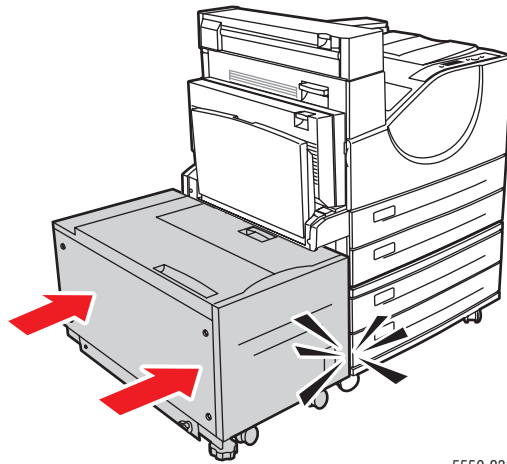
5550-005

4. Close Door B.



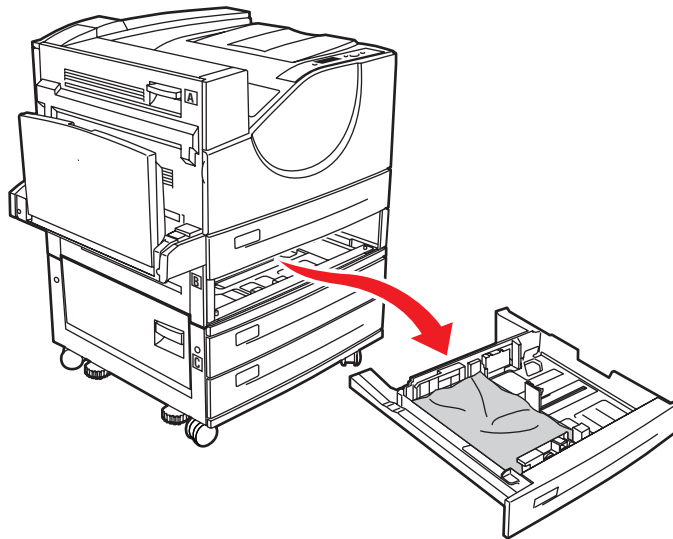
5550-006

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.



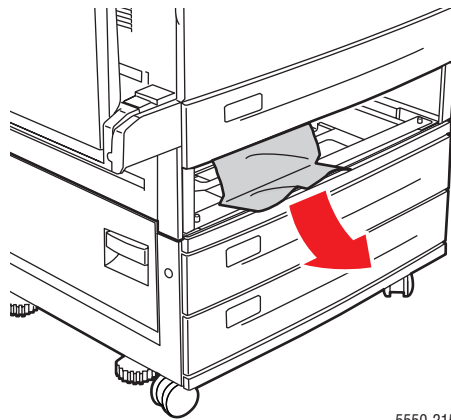
5550-231

6. Pull Tray 3 completely out of the printer.



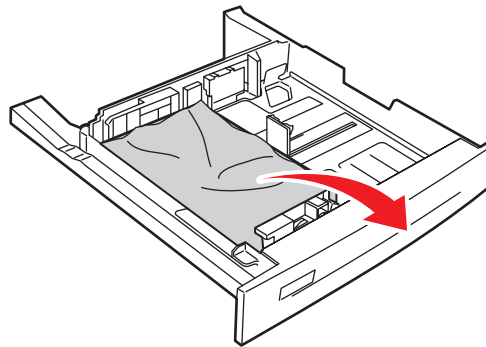
5550-211

7. Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.



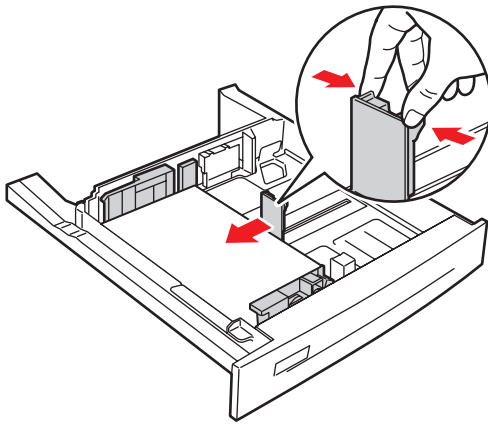
5550-215

8. Remove crumpled paper from the tray.

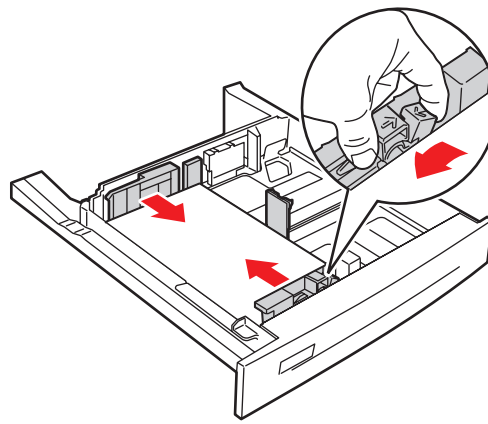


5550-250

9. Verify that the paper is loaded correctly in the tray and that the length and width guides are pressed against the paper.

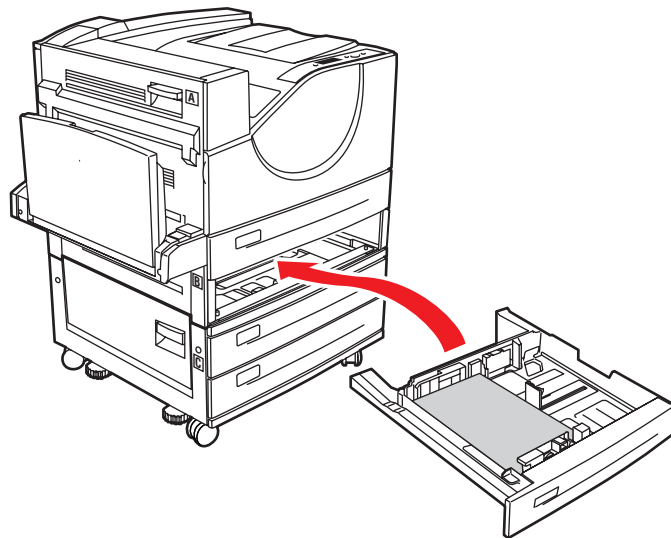


5550-063



5550-064

10. Insert the tray and push it completely into the printer.

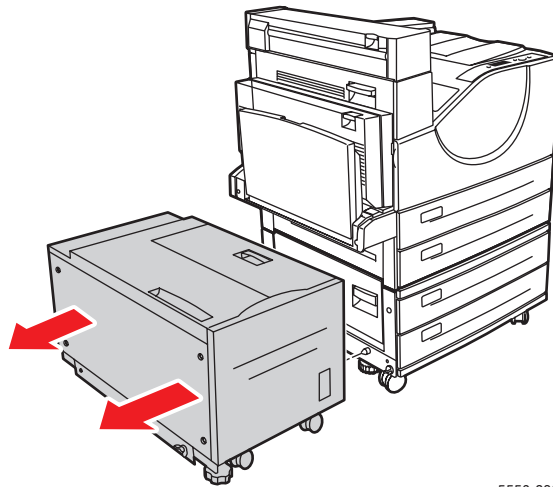


5550-217

Jam at Tray 4 or 5 and Door C

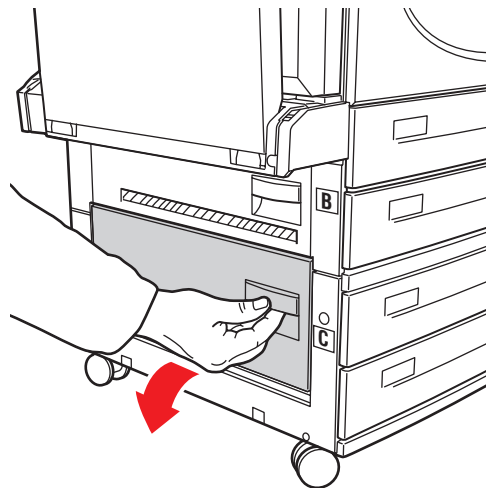
Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.



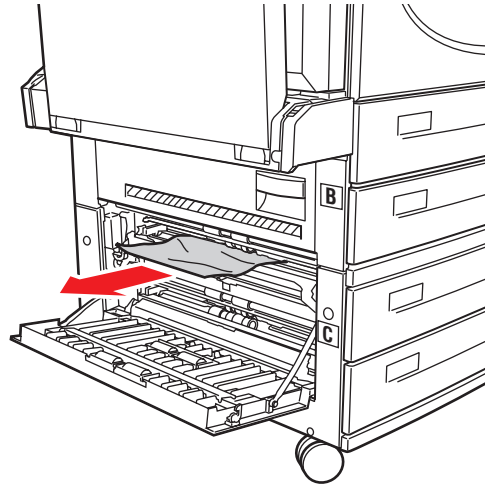
5550-230

2. Open Door C.



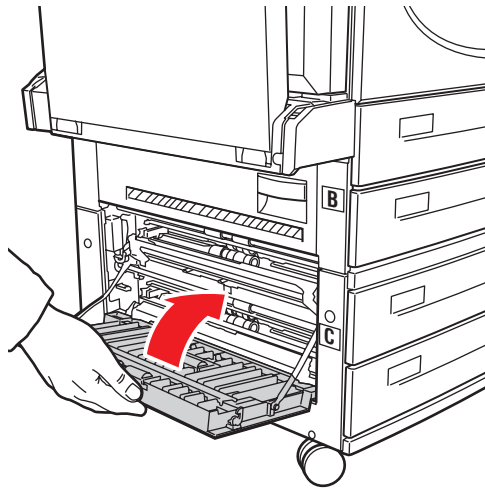
5550-007

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.



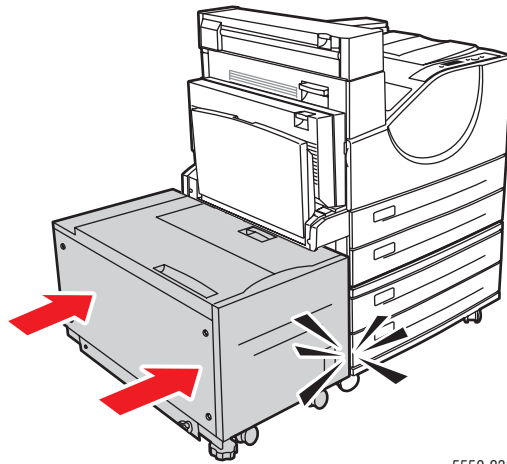
5550-008

4. Close Door C.



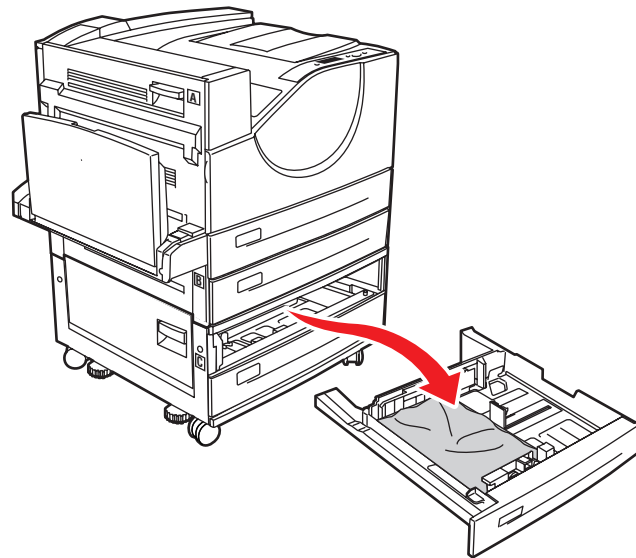
5550-009

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.



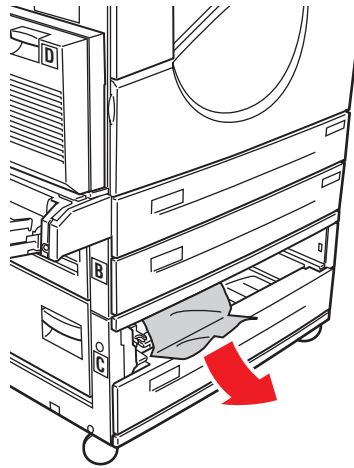
5550-231

6. Pull the tray specified on the control panel completely out of the printer.



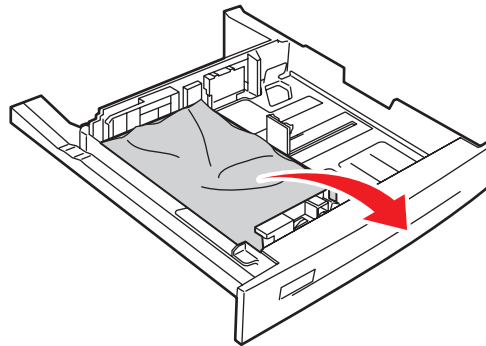
5550-212

7. Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.



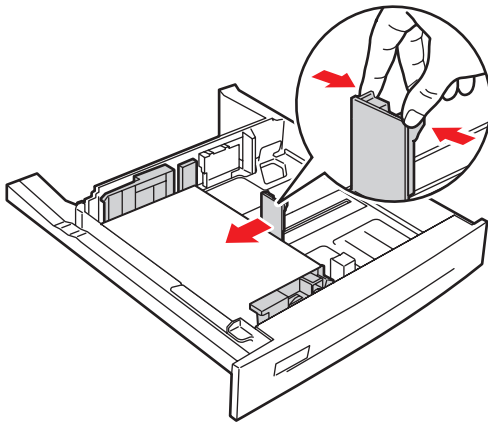
5550-051

8. Remove crumpled paper from the tray.

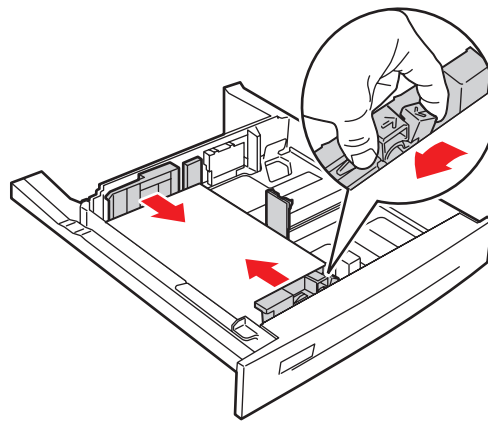


5550-250

9. Verify that the paper is loaded correctly in the tray and that the length and width guides are pressed against the paper.

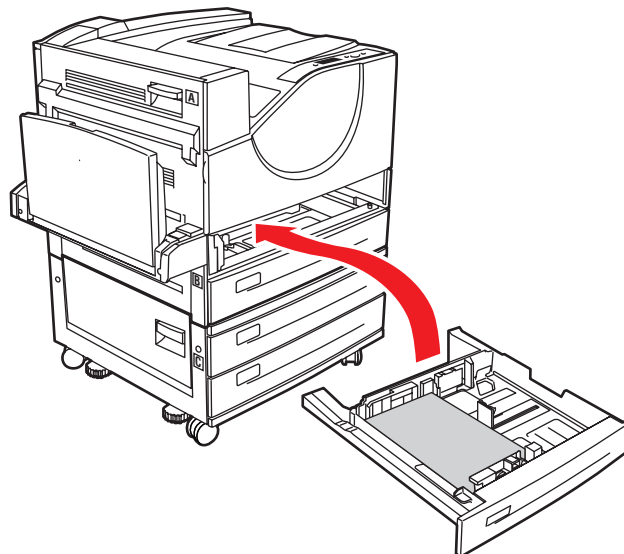


5550-063



5550-064

10. Insert the tray and push it completely into the printer.

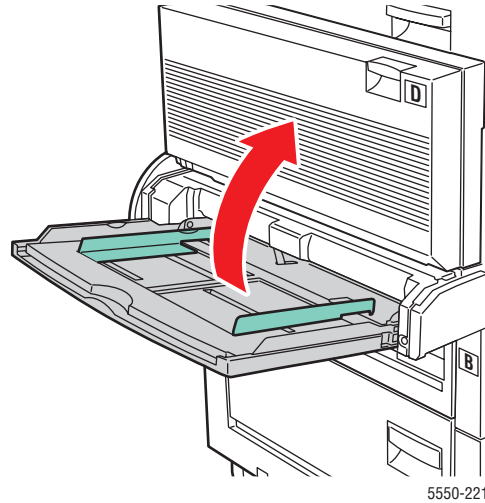


5550-216

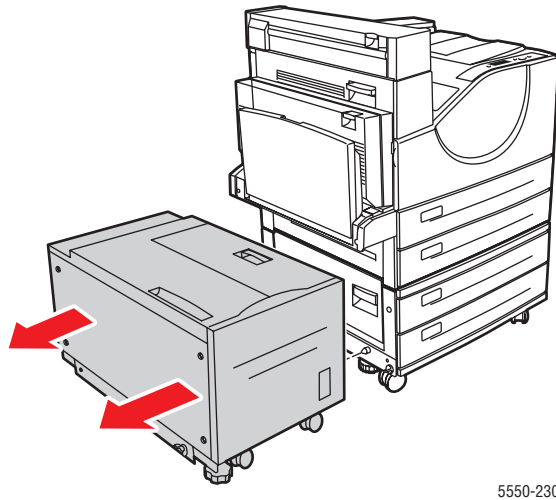
Jam at Tray 6

Follow these steps to clear the jam.

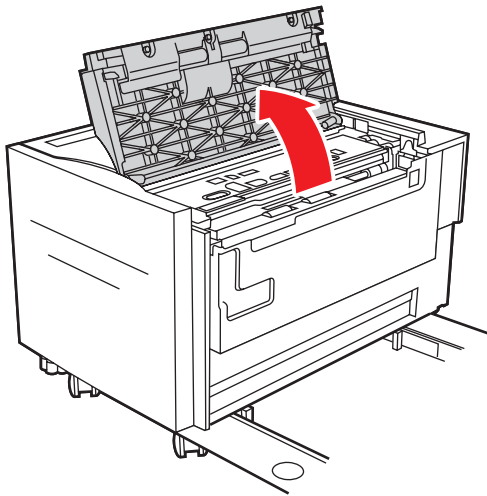
1. If Tray 1 is open, remove the paper from the tray and close it.



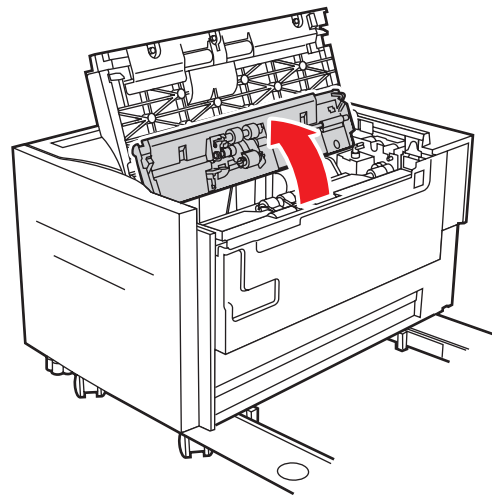
2. Slide the Tray 6 Feeder away from the printer.



3. Open Door J and lift the access handle.

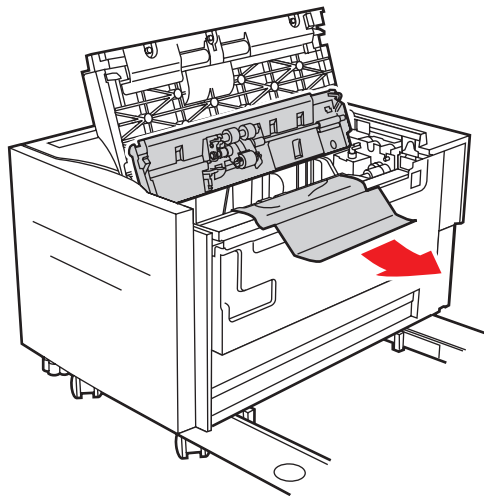


5550-232



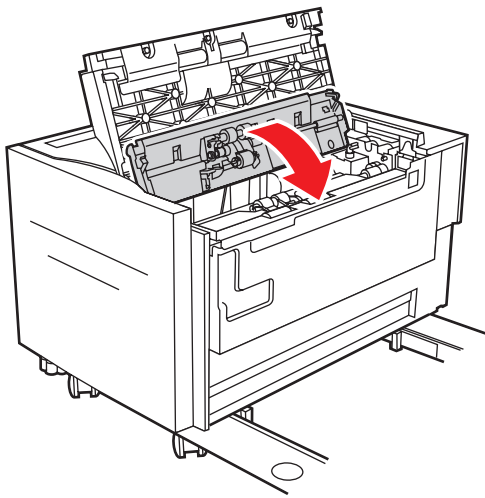
5550-234

4. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

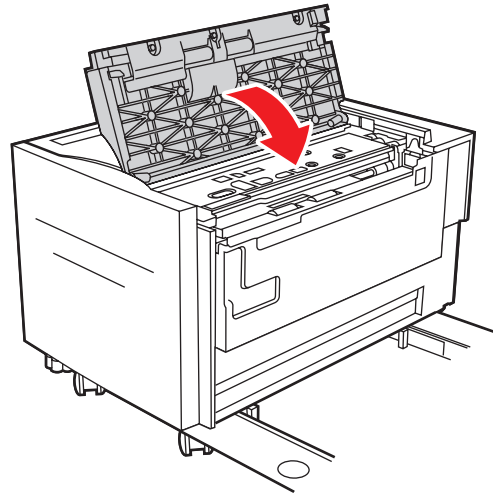


5550-235

5. Close the jam access handle and close Door J.

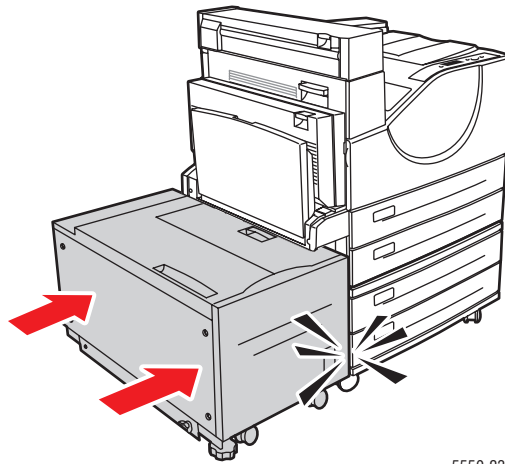


5550-236



5550-237

6. Slide the Tray 6 Feeder firmly against the printer.



5550-231

Print-Quality Problems

Your printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information in this topic to diagnose the problem.

For best results, use only Xerox Printing Media. For information on supported paper types and weights, see [Supported Paper and Media](#) on page 4-2.

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

Light Prints

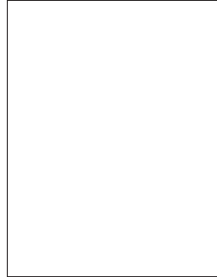
The overall image is lighter than normal.



Possible Causes	Solutions
The paper may be damp.	Replace the paper.
You may be using Draft mode.	Turn off Draft mode.
The toner level may be low.	If the toner cartridge is low on toner, replace it.
Drum cartridge near end of life.	Replace drum cartridge.

Blank Prints

The entire printed page is blank with no visible print.



Possible Causes	Solutions
If you just installed a new drum cartridge, the yellow sealing tape may still be in place.	Remove the tape.
Multiple sheets may have been fed from the paper tray at the same time.	Remove the paper from the paper tray and fan it. Also, ensure that the paper is correctly loaded in the tray.
Printable data may not have been received from the computer.	Print a Configuration page. <ul style="list-style-type: none">■ If the Configuration page prints correctly, check the interface cable between the computer and printer, the printer setup, and application software.■ If the Configuration page is blank, replace the drum cartridge then reprint the Configuration page. If the Configuration page still is blank, contact your Customer Support Center.

Black Prints

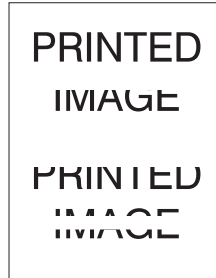
The entire printed page is black.



Possible Causes	Solutions
The drum cartridge may be defective.	Replace the drum cartridge.
Printable data from the computer may be corrupted.	Print a Configuration page. <ul style="list-style-type: none">■ If the Configuration page prints correctly, check the interface cable between the computer and the printer, and the application software.■ If the connections appear normal, contact your Customer Support Center.

Horizontal Line Deletions

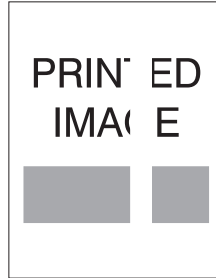
There are areas of print deletions that appear across the paper.



Possible Causes	Solutions
The drum cartridge may not be installed correctly.	Remove and re-install the drum cartridge.
The drum cartridge may be defective or at the end of its life.	Replace the drum cartridge.
The transfer roller may be defective.	Replace the transfer roller (in the maintenance kit).

Vertical Line Deletions

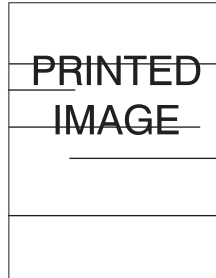
There are areas of print deletions that form narrow lines.



Possible Causes	Solutions
The paper may be defective with creases, folds, etc.	Replace the paper.
The drum cartridge may be defective or at the end of its life.	Replace the drum cartridge.
The transfer roller may be defective.	Replace the transfer roller (in the maintenance kit).

Horizontal Dark Streaks

There are black lines that appear horizontally on the page.



Possible Causes	Solutions
The drum cartridge may be defective or at the end of its life.	Replace the drum cartridge.
The paper path may be contaminated with toner.	Print several blank sheets of paper to remove the toner accumulations.
The fuser may be defective.	Replace the fuser (in the maintenance kit).

Vertical Dark Streaks

There are black lines that appear vertically on the page.



Possible Causes	Solutions
The paper path may be contaminated with toner.	Print several blank sheets of paper to remove the toner accumulations.
The drum cartridge may be defective or at the end of its life.	Replace the drum cartridge.
The fuser may be defective.	Replace the fuser (in the maintenance kit).

Dark Spots or Marks

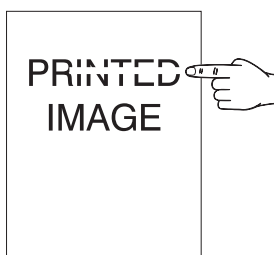
There are dark spots or marks that appear in a random pattern on the page.



Possible Causes	Solutions
The paper path may be contaminated with toner.	Print several blank sheets of paper to remove the toner accumulations.
The drum cartridge may be defective.	Replace the drum cartridge.
The fuser may be defective.	Replace the fuser (in the maintenance kit).
The transfer roller may be defective.	Replace the transfer roller (in the maintenance kit).

Unfused or Partially Fused Image

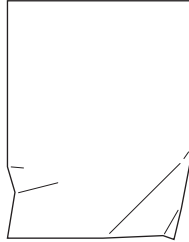
The printed image is not fully fused to the paper and easily rubs off.



Possible Causes	Solutions
The paper may be damp.	Replace the paper.
Heavy or unusual paper may be in the tray.	<p>Replace the paper with an approved paper type then do the following:</p> <ul style="list-style-type: none"> ■ On the control panel, select Paper Handling Setup, and then select Fuser Configuration. ■ Adjust the fuser setting for the paper type selected.
The printer may be located in an environment with extreme temperature or humidity.	Verify that the printer is located in an environment with the temperature between 5° and 32° C (41° and 89° F) and the relative humidity between 15% and 85%. Move the printer to a suitable area, away from air conditioning vents, open loading docks, etc.
The fuser may be defective.	Replace the fuser (in the maintenance kit).

Wrinkled Prints

The pages are wrinkled, creased, or torn.



Possible Causes	Solutions
The paper is not loaded correctly in the appropriate tray.	Verify that the paper is correctly loaded in the appropriate tray.
The paper may be in poor condition.	Replace the paper.
The paper may be damp.	Replace the paper.
The fuser may be at the end of its life.	Replace the fuser (contained in the maintenance kit).

Blurred Prints

The image is blurred at the edges.



Possible Causes	Solutions
The paper may be in poor condition.	Replace the paper.
The paper may be damp.	Replace the paper.
The drum cartridge may be defective.	Replace the drum cartridge.

Random or Spot Deletions

Areas of the print are extremely light or missing.



Possible Causes	Solutions
The paper may be in poor condition.	Replace the paper.
The paper may be damp.	Replace the paper.
The drum cartridge may be defective or at the end of its life.	Replace the drum cartridge.

Repeating Defects

Marks or voids are regularly repeated on the page. Use the following table to determine the supply that needs replacing.

Defect Spacing	Supply to Replace
44 mm (1.73 in.)	drum cartridge
56.5 mm (2.22 in.)	drum cartridge
58.7 mm (2.31 in.)	transfer roller
94.2 mm (3.72 in.)	drum cartridge
94.2 mm (3.72 in.)	fuser

Different supplies may create print defects with similar measurements. To identify the faulty supply:

1. Replace the drum cartridge (do not discard the packaging).
2. If the problem continues:
 - a. Remove and repackage the new drum cartridge.
 - b. Reinstall the original drum cartridge.
 - c. Replace the maintenance kit (fuser and transfer roller).
3. If the problem continues, contact your Customer Support Center.

To order Xerox supplies, contact your local reseller or go to www.xerox.com/office/5550supplies.

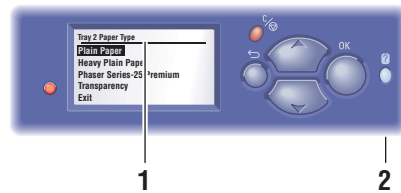
Control Panel Messages

This topic includes:

- [Status Messages](#) on page 6-69
- [Errors and Warnings](#) on page 6-70

The control panel provides you with information and troubleshooting help. When an error or warning condition occurs, the control panel displays a message informing you of the problem. In many cases, the control panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam.

Press the **Help** button on the control panel to view additional information about the message or menu displayed. The **Help** button is labeled with a ? symbol.



1. Control panel display
2. Help button

5550-120

Some of the status messages that appear in the control panel are listed below:

Status Messages

Status Message	Description
Ready to Print	The printer is ready to receive print jobs.
Processing data - Please wait	The printer is processing data; wait until Ready to Print or Printing is displayed.
Receiving data - Please wait	The printer is receiving data; wait until Ready to Print or Printing is displayed.
Printing page x of y	A print job is printing; wait until Ready to Print is displayed.
Warming up - Please wait	The printer is warming up. Print jobs can be processed but not printed.

Errors and Warnings

The printer displays error or warning messages in the control panel display.

When an error occurs, PrintingScout displays an instant notification on your computer screen that the printer needs attention.

The control panel ? button also provides valuable information about errors and warnings.

Hardware or software failures that may require service support are presented as fatal errors. When the printer's control panel displays a fatal error message, the LED blinks red. A fatal error message replaces the status lines.

For more information on jams, see [Clearing Paper Jams](#) on page 6-3.

Additional Resources

Xerox provides many resources to help you learn more about your Phaser 5550 printer. Use these web sites to obtain information about your printer:

Resource	Link
PhaserSMART Technical Support automatically diagnoses problems on your networked printer and proposes solutions:	www.phasersmart.com
Technical support information for your printer, includes online Technical Support, Online Support Assistant, driver downloads, documentation, video tutorials, and much more:	www.xerox.com/office/5550support
A resource for tools and information, such as interactive tutorials, printing templates, helpful tips, and customized features to meet your individual needs:	www.xerox.com/office/businessresourcecenter
Supplies for your printer:	www.xerox.com/office/5550supplies
Local sales and support center:	www.xerox.com/office/worldcontacts
Printer registration:	www.xerox.com/office/register
Material Safety Data Sheets identify materials, and provide information on safely handling and storing hazardous materials:	www.xerox.com/msds (U.S. and Canada) www.xerox.com/environment_europe (European Union)
Information about recycling supplies:	www.xerox.com/gwa

Maintenance

7

This chapter includes:

- [Cleaning the Printer](#) on page 7-2
- [Supplies](#) on page 7-3
- [Moving and Repacking the Printer](#) on page 7-4

Cleaning the Printer

This section describes how to clean the printer in order to maintain it in good condition and print clean printouts all the time.

Warning: Be sure to turn off and unplug the printer before accessing the interior of the printer for cleaning, maintenance, or fault clearance. Access to a live printer's interior can cause electric shock.

Cleaning the Exterior

Clean the exterior of the printer about once a month. Wipe the parts with a wet but well-wrung soft cloth. Then wipe with another dry soft cloth. For stubborn stains, apply a small amount of neutral detergent, and gently wipe the stain off.

Note: Do not spray the detergent directly on the printer. The liquid detergent may enter the printer through a gap and cause problems. Never use cleaning agents other than water or neutral detergent.

Cleaning the Interior

After clearing paper jams or replacing the print cartridge, inspect the inside of the printer before closing the printer covers.

Warning: Never touch a labeled area found on or near the heat roller in the fuser. You can get burned. If a sheet of paper is wrapped around the heat roller, do not try to remove it by yourself to avoid injuries or burns. Switch off the printer immediately. Go to the Xerox Support website, www.xerox.com/office/5550support.

- Remove any remaining pieces of paper.
- Remove any dust or stains with a dry clean cloth.

Supplies

The printer's control panel displays status messages and warnings as each supply nears its replacement time. When the control panel prompts you that a supply is low or needs to be replaced, verify that you have replacements on hand. It is important to order these supplies when the messages first appear to avoid interruptions to your printing.

To order supplies, contact your local reseller or visit the Xerox web site at www.xerox.com/office/5550supplies.

Caution: Use of non-Xerox supplies is not recommended. The Xerox Warranty, Service Agreements, and Total Satisfaction Guarantee do not cover damage, malfunction, or degradation of performance caused by use of non-Xerox supplies, or the use of Xerox supplies not specified for this printer. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Consumables

Consumables for the Phaser 5550 printer are a toner cartridge and a staple pack.

Routine Maintenance Items

Routine maintenance items are printer parts or assemblies that have a limited life requiring periodic replacement. Replacements may be in the form of parts or kits. Routine maintenance items are typically customer replaceable.

Routine maintenance items for the Phaser 5550 printer include the:

- Drum Cartridge
- Maintenance Kit (15 Feed Rollers, Transfer Roller, and Fuser)

Access the Supplies Usage page from the printer's control panel, from CentreWare IS, or print the Usage Profile page from the printer's control panel.

Customer Usage Patterns

The Phaser 5550 printer has supply life indicators for consumables and routine maintenance items. The following customer usage patterns may significantly reduce the life of the consumables or routine maintenance items:

- Using paper that is larger than Letter or A4
- Using higher than five percent area coverage
- Printing jobs with fewer than five pages
- Printing short-edge feed
- Printing transparencies, card stock, or other specialty media

For more information on supply capacities, go to www.xerox.com/office/5550supplies.

Moving and Repacking the Printer

This topic includes:

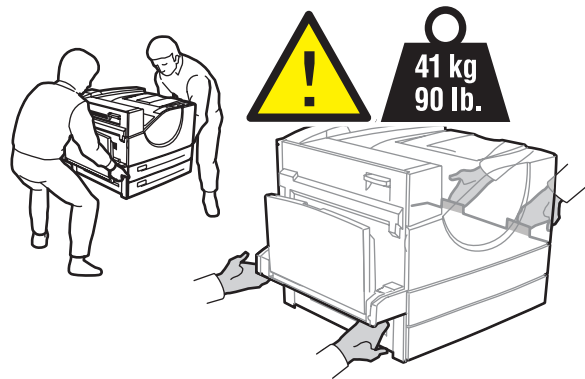
- [Precautions for Moving the Printer](#) on page 7-4
- [Moving the Printer Within the Office](#) on page 7-4
- [Preparing the Printer for Shipment](#) on page 7-5

For safety information, see [User Safety](#) on page 1-1.

Precautions for Moving the Printer

Warning: Follow these guidelines to avoid injuring yourself or damaging the printer.

- Always use two people to lift the printer.
- Always turn off the printer using the power switch and unplug all cables and cords.
- Always lift the printer from the designated lift points.
- Do not place any food or liquids on the printer.
- Failure to repackage the printer properly for shipment can result in damage to the printer not covered by the warranty, service agreement, or Total Satisfaction Guarantee.
- Damage to the printer caused by improper moving is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee.



Note: The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Moving the Printer Within the Office

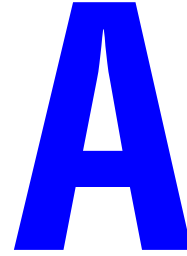
The printer can be safely moved from one location within an office to another as long as it travels in an upright position, gently over smooth surfaces. Any jarring movement, such as pushing the printer over a raised door threshold or across a parking lot, can damage the printer.

Preparing the Printer for Shipment

Repack the printer using the original packing material and boxes or a Xerox repackaging kit. Additional instructions for repacking the printer are provided in the repackaging kit. If you do not have all the original packaging, or are unable to repackage the printer, contact your local Xerox service representative.

Caution: Failure to repackage the printer properly for shipment can result in damage to the printer. Damage to the printer caused by improper moving is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Printer Specifications



Physical Specifications

Printer

- Width: 640 mm (25.2 in.)
- Depth: 525 mm (20.7 in.)
- Height: 498 mm (19.6 in.)
- Weight: 41 kg (90 lb.)

Optional Duplex Unit

- Width: 64 mm (2.52 in.)
- Depth: 458 mm (18 in.)
- Height: 211 mm (8.3 in.)
- Weight: 1.8 kg (4 lb.)

Optional 1000-Sheet Feeder

- Width: 540 mm (21.3 in.)
- Depth: 520 mm (20.5 in.)
- Height: 280 mm (11 in.)
- Weight: 23 kg (50.7 lb.)

Optional 2000-Sheet Feeder

- Width: 385.5 mm (15.2 in.)
- Depth: 600 mm (23.6 in.)
- Height: 363 mm (14.3 in.)
- Weight: 28 kg (62 lb.)

Optional 3500-Sheet Finisher

- Width: 740 mm (29 in.)
- Depth: 650 mm (25.6 in.)
- Height: 1050 mm (41.3 in.)
- Weight: 49 kg (108 lb.)

Environmental Specifications

Temperature

- Storage: 5–32 degrees C / 41–90 degrees F
- Operating: 5–32 degrees C / 41–90 degrees F

Relative Humidity

- Storage: 15%–85%
- Operating: 15%–85%

Electrical Specifications

Available in four (4) configurations: Phaser 5550B, 5550N, 5550DN, and 5550DT

- 110–127 VAC, 50/60 Hz
- 220–240 VAC, 50/60 Hz

Default time to Power Saver: 15 minutes

Performance Specifications

Resolution

- 600 x 600 dpi
- True 1200 x 1200 dpi

Print Speed

- Up to 50 pages per minute (ppm)

Controller Specifications

- 800 MHz processor

Memory

- 256 MB RAM standard
- Upgradable to a maximum of 1 GB

Page Description Languages (PDL)

- PCL
- PCLXL
- Adobe PostScript 3
- PDF

Fonts

- PostScript
- PCL

Interfaces

- IEEE 1284 parallel
- Ethernet 10BaseT and 100BaseTx (only for N, DN, and DT configurations)
- USB

Regulatory Information

B

Xerox has tested this product to electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this product in a typical office environment.

United States (Federal Communications Commission)

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with these instructions, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiver.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your reseller or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by Xerox could void the user's authority to operate the equipment. To ensure compliance with Part 15 of the FCC rules, use shielded interface cables.

Canada

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

European Union

Warning: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.



The CE mark applied to this printer symbolizes Xerox's declaration of conformity with the following applicable Directives of the European Union as of the dates indicated:

- December 12, 2006: Low Voltage Directive 2006/95/EC
- December 15, 2004: Electromagnetic Compatibility Directive 2004/108/EC
- March 9, 1999: Radio & Telecommunications Terminal Equipment Directive 1999/5/EC

This printer, if used properly in accordance with the user's instructions, is neither dangerous for the consumer nor for the environment.

To ensure compliance with European Union regulations, use shielded interface cables.

A signed copy of the Declaration of Conformity for this printer can be obtained from Xerox.

Printer Recycling and Disposal

C

All Countries

If you are managing the disposal of your Xerox product, please note that the product may contain lead, perchlorate, and other materials whose disposal may be regulated due to environmental considerations. The presence of these materials is fully consistent with global regulations applicable at the time that the product was placed on the market. For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance web site: www.eiae.org. Perchlorate Material - This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply, please see www.dtsc.ca.gov/hazardouswaste/perchlorate.

European Union

Some equipment may be used in both a domestic/household and a professional/business application.

Domestic/Household Environment



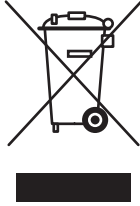
Application of this symbol on your equipment is confirmation that you should not dispose of the equipment in the normal household waste stream.

In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be segregated from household waste.

Private households within EU member states may return used electrical and electronic equipment to designated collection facilities free of charge. Please contact your local disposal authority for information.

In some member states, when you purchase new equipment, your local retailer may be required to take back your old equipment free of charge. Please ask your retailer for information.

Professional/Business Environment



Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures.

In accordance with European legislation, end of life electrical and electronic equipment subject to disposal must be managed within agreed procedures.

Prior to disposal, please contact your local reseller or Xerox representative for end of life takeback information.

North America

Xerox operates an equipment takeback and reuse/recycle program. Contact your Xerox sales representative (1-800-ASK-XEROX) to determine whether this Xerox printer is part of the program. For more information about Xerox environmental programs, visit www.xerox.com/environment.html or for recycling and disposal information, contact your local authorities.

In the United States, you may also refer to the Electronic Industries Alliance website at www.eiae.org.

Other Countries

Please contact your local waste authorities and request disposal guidance.

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