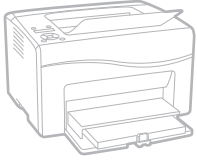


Xerox Phaser 6000 / 6010
Color Printer



Xerox® Phaser® 6000 / 6010

User Guide

Guide d'utilisation

Italiano Guida per l'utente

Deutsch Benutzerhandbuch

Español Guía del usuario

Português Guia do usuário

Nederlands Gebruikershandleiding

Svenska Användarhandbok

Dansk Betjeningsvejledning

Čeština Uživatelská příručka

Polski Przewodnik użytkownika

Magyar Felhasználói útmutató

Русский Руководство пользователя

Türkçe Kullanıcı Kılavuzu

Ελληνικά Εγχειρίδιο χρήστη



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Contents

1 Safety

Electrical Safety	8
General Guidelines.....	8
Power Cord.....	8
Operational Safety	10
Operational Guidelines.....	10
Ozone Release.....	10
Printer Location.....	10
Printer Supplies.....	11
Maintenance Safety.....	12
Printer Symbols.....	13

2 Maintenance

Cleaning the Printer	16
General Precautions	16
Cleaning the Exterior.....	17
Cleaning the Interior.....	17
Replacing Toner Cartridges.....	18
General Precautions	18
Replacing a Toner Cartridge.....	19
Recycling Supplies	21
Ordering Supplies.....	22
Consumables.....	22
When to Order Supplies.....	22
Managing the Printer	23
Managing the Printer with CentreWare Internet Services.....	23
Checking Printer Status with Printer Setting Utility.....	24
Checking Printer Status using Email.....	24
Checking Page Counts	26
Checking Page Count on the Phaser 6000 Printer.....	26
Checking Page Count on the Phaser 6010 Printer.....	26
Moving the Printer.....	28

3 Troubleshooting

Troubleshooting Overview	32
Error and Status Messages	32
Printer Setting Utility Alerts	32
Online Support Assistant	32
Information Pages.....	32
More Information	33

Avoiding Jams	35
Control Panel Messages	36
Phaser 6010 Printer Supply Status Messages	36
Phaser 6010 Printer Error Messages	36
Phaser 6000 Printer Status, Warning, and Error Indicators	37
Phaser 6000 Printer Error Codes	38
Phaser 6000 Printer Extended Error Codes	39
Problems with the Printer	40
Print-Quality Problems	43
Cleaning the LED Windows	49
Cleaning the Color Toner Density Sensors	52
Color Registration	53
Performing Color Registration With the Printer Setting Utility	53
Manual Color Registration With the Printer Setting Utility	54
Performing Color Registration at the Phaser 6010 Printer	55
Manual Color Registration at the Phaser 6010 Printer	56
Adjusting the Bias Transfer Roller	59
Adjusting the Fuser	60
Adjusting Altitude	61
4 Printer Specifications	
Physical Specifications	64
Weights and Dimensions	64
Clearance Requirements	65
Total Space Requirements	65
Clearance Requirements	65
Environmental Specifications	66
Temperature	66
Relative Humidity	66
Elevation	66
Electrical Specifications	67
Power Source	67
Power Consumption	67
Performance Specifications	68
A Regulatory Information	
Electromagnetic Interference	70
United States FCC Regulations	70
Canada Regulations	70
European Union	71
Other Regulations	72
Turkey RoHS Regulation	72
Material Safety Data Sheets	73

B Recycling and Disposal

All Countries.....	75
North America.....	75
Other Countries.....	75
European Union	75

Contents

Safety

1

This chapter includes:

- [Electrical Safety](#) on page 8
- [Operational Safety](#) on page 10
- [Maintenance Safety](#) on page 12
- [Printer Symbols](#) on page 13

Your printer and the recommended supplies have been designed and tested to meet strict safety requirements. Attention to the following information ensures the continued safe operation of your printer.

Electrical Safety

General Guidelines



WARNING: Do not push objects, including paper clips or staples, into slots or openings on the printer. Contact with a voltage point or shorting out a part could result in fire or electrical shock.

Note: Leave the printer on for optimum performance; it does not pose a safety hazard. If, however, you do not use the printer for an extended period, turn it off and unplug it.

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.
- The printer emits smoke, or the surface is unusually hot.
- The printer emits unusual noise or odors.
- The printer causes a circuit breaker, fuse, or other safety device to activate.

If any of these conditions occur, do the following:

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

Power Cord

- Use the power cord supplied with your printer.
- Plug the power cord directly into a grounded electrical outlet. Make sure that each end of the cord is securely connected. 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.
- Only use an extension cord or power strip designed to handle the electrical current capacity of the printer.
- Verify that the printer is plugged into an outlet that provides the correct voltage and power. Review the electrical specification of the printer with an electrician if necessary.



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

- Do not place the printer in an area where people can step on the power cord.
- Do not place objects on the power cord.
- Replace the power cord if it becomes frayed or worn.

- Do not unplug or plug the power cord while the printer is turned on.
- To avoid electrical shock and damage to the cord, grasp the plug when unplugging the power cord.

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

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.

Operational Guidelines

- Do not remove the paper from the tray when the printer is printing.
- Do not open the doors when the printer is printing.
- Do not move the printer when it is printing.
- Keep hands, hair, neckties, and such, away from the exit and feed rollers.
- Covers, which require tools for removal, protect the hazard areas within the printer. Do not remove the protective covers.
- Do not use conductive paper such as origami paper, carbonic paper, or conductively coated paper.

Ozone Release

This printer produces ozone during normal operation. The amount of ozone produced is dependent on the volume of printing. Ozone is heavier than air and is not produced in amounts large enough to harm anyone. Install the printer in a well-ventilated room.

For more information in the United States and Canada, go to:

- Phaser 6000 printer: www.xerox.com/environment
- Phaser 6010 printer: www.xerox.com/environment

In Europe, go to:

- Phaser 6000 printer: www.xerox.com/environment_europe
- Phaser 6010 printer: www.xerox.com/environment_europe

Printer Location

- Do not block or cover the slots or openings on the printer. These openings are provided for ventilation and to prevent overheating of the printer.
- Place the printer in a dust-free area where there is adequate space for operation and servicing. For details, see the *Installation Guide*.
- Do not store or operate the printer in extreme conditions of heat or humidity. For specifications on optimum performance environment, see [Clearance Requirements](#) on page 65.
- Place the printer on a level, solid, non-vibrating surface with adequate strength to hold the weight of the printer. The base printer weight without any packaging materials is approximately 10.7 Kg (23.6 lb.).
- Do not place the printer near a heat source.
- Do not place the printer in direct sunlight to avoid exposure to light-sensitive components.

- Do not place the printer where it is directly exposed to the cold air flow from an air conditioning unit.
- Do not place the printer in locations susceptible to vibrations.
- For optimum performance, use the printer at elevations below 3100 m (10,170 ft.).

Printer Supplies

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



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

Maintenance Safety

- Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer.
- Do not use aerosol cleaners. Clean with a dry, lint-free cloth only.
- Do not burn any consumables or routine maintenance items. For information on Xerox[®] supplies recycling programs, go to:
 - Phaser 6000 printer go to: www.xerox.com/gwa
 - Phaser 6010 printer go to: www.xerox.com/gwa





See also:

[Cleaning the Printer](#) on page 16

[Moving the Printer](#) on page 28

Printer Symbols

The following safety symbols are marked on the printer.

Symbol	Description
	Warning or Caution: Ignoring this warning could cause serious injury or even death. Ignoring this caution can damage the property or cause serious injury.
	Hot surface on or in the printer. Use caution to avoid personal injury.
	Do not burn the item.
	Do not touch components with this symbol as personal injury could result.

Maintenance

2

This chapter includes:

- [Cleaning the Printer](#) on page 16
- [Replacing a Toner Cartridge](#) on page 19
- [Ordering Supplies](#) on page 22
- [Managing the Printer](#) on page 23
- [Checking Page Counts](#) on page 26
- [Moving the Printer](#) on page 28

Cleaning the Printer

This section includes:

- [General Precautions](#) on page 16
- [Cleaning the Exterior](#) on page 17
- [Cleaning the Interior](#) on page 17

General Precautions



CAUTION: When cleaning your printer do not use organic or strong chemical solvents or aerosol cleaners. Do not pour fluids directly into any area. Use supplies and cleaning materials only as directed in this documentation.



WARNING: Keep all cleaning materials out of the reach of children.



WARNING: Internal parts of the printer can be hot, especially the fuser. Use caution when doors and covers are open.



WARNING: Do not use pressurized air-spray cleaning aids on or in the printer. Some pressurized air-spray containers contain explosive mixtures and are not suitable for use in electrical applications. Use of such cleaners can result in a risk of explosion and fire.



WARNING: Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer.

To avoid damaging the printer, follow these guidelines:

- Do not place anything on top of the printer.
- Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the imaging units.
- Do not open covers and doors during printing.
- Do not tilt the printer while it is in use.
- Do not touch the electrical contacts, gears, transfer belt, transfer roller, or fuser. Doing so could damage the printer and cause the print quality to deteriorate.
- Make sure any parts removed during cleaning are reinstalled before you plug in the printer.

Cleaning the Exterior

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



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

Cleaning the Interior

After clearing paper jams or replacing one of the toner cartridges, inspect the inside of the printer before closing the printer covers.

Remove any remaining pieces of paper. For more information, see Paper Jams in the *Quick Use Guide*.

Remove any dust or stains with a dry, clean cloth.



WARNING: Never touch a labeled area found on or near the heat roller in the fuser. You can get burned. If a sheet of paper is wrapped around the heat roller, do not try to remove it immediately to avoid injuries or burns. Switch off the printer immediately and wait 40 minutes for the fuser to cool.

Replacing Toner Cartridges

This section includes:

- [General Precautions](#) on page 16
- [Replacing a Toner Cartridge](#) on page 19
- [Recycling Supplies](#) on page 21

General Precautions



WARNING: When replacing toner cartridges, be careful not to spill the toner. If any toner spills, avoid contact with clothes, skin, eyes, and mouth. Do not inhale the toner dust.



WARNING: Keep toner cartridges out of the reach of children. If a child accidentally swallows toner, have the child spit out the toner, rinse their mouth with water, and drink water. Consult a physician immediately.



WARNING: Use a damp cloth to wipe off spilled toner. Never use a vacuum cleaner to remove spills. It can catch fire by electric sparks inside the vacuum cleaner and cause an explosion. If you spill a large volume of toner, contact your local Xerox[®] representative.



WARNING: Never throw a toner cartridge into an open flame. Remaining toner in the cartridge can catch fire and cause burn injuries or explosion. If you have a used toner cartridge no longer needed, contact your local Xerox[®] representative for its disposal.



WARNING: Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer.

To avoid damaging the printer, follow these guidelines:

- Do not place anything on top of the printer.
- Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the imaging units.
- Do not open covers and doors during printing.
- Do not tilt the printer while in use.
- Do not touch the electrical contacts, gears, transfer belt, transfer roller, or fuser. Doing so could damage the printer and cause the print quality to deteriorate.
- Make sure any parts removed during cleaning are reinstalled before you plug in the printer.

Replacing a Toner Cartridge

The printer has four toner cartridges: cyan (C), magenta (M), yellow (Y), and black (B).

Phaser 6010 Printer Toner Cartridge Error Message

When a toner cartridge is nearly empty, a message appears on the control panel display screen:

Message	Action
Replace XXXX Cartridge	The toner cartridge is empty. Replace it with a new toner cartridge.

Note: If the printer displays a toner cartridge error message with the original toner cartridges still installed, the printer needs to be reset. First, ensure that all of the toner cartridges are seated properly. Turn the printer off, then on again. If the error message persists after cycling the printer power, install a new toner cartridge.

Make sure that you have an adequate toner supply to prevent printing interruptions. For details, see [When to Order Supplies](#) on page 22

Phaser 6000 Printer Toner Cartridge Error Message

When a toner cartridge needs replacing, the indicators on the control panel show which toner cartridge needs attention. The error indicator lights illuminate to show a fault. A toner indicator light (C, M, Y, or K) flashes to indicate which toner to replace.

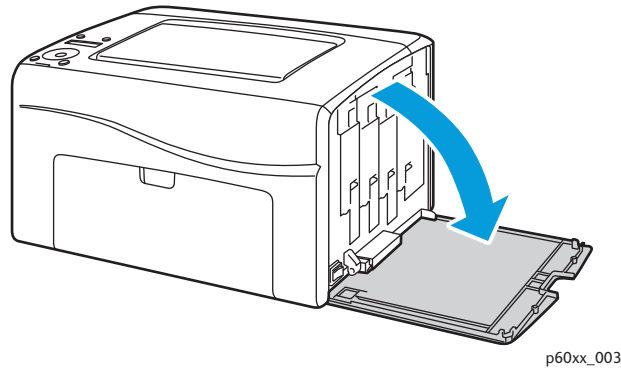
Note: If the control panel lights indicate a toner cartridge error with the original toner cartridges still installed, the printer needs to be reset. First, ensure that all of the toner cartridges are seated properly. Turn the printer off, then on again. If the error indicator persists after cycling the printer power, install a new toner cartridge.

Make sure that you have an adequate toner supply to prevent printing interruptions. For details, see [When to Order Supplies](#) on page 22

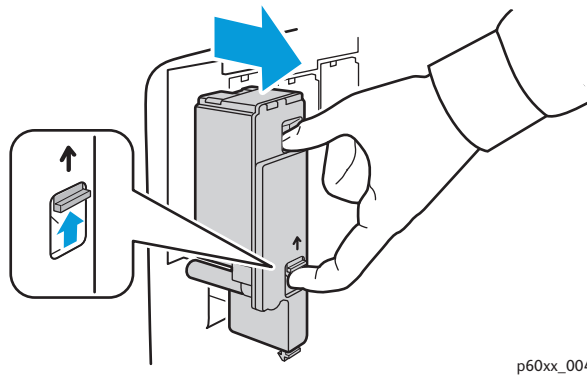
Replacing a Toner Cartridge.

1. Spread some paper at the right side of the printer to catch loose toner.

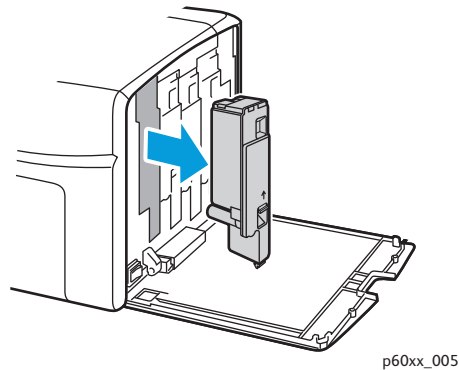
2. Open the toner access cover.



3. Pinch the toner cartridge release lever upward, as shown in the illustration.



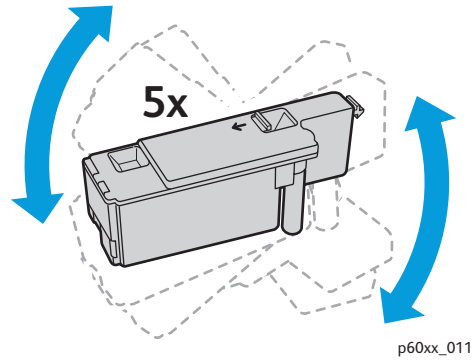
4. Pull out slowly to remove the cartridge.



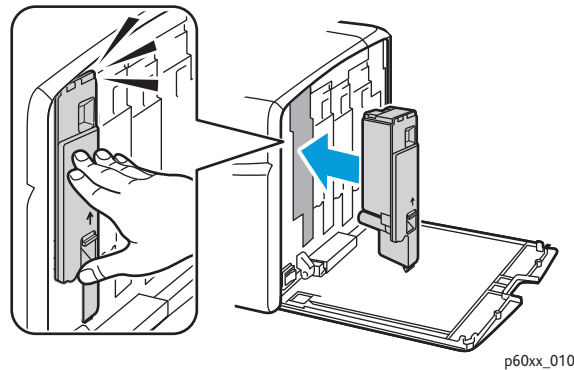
Notes:

- Set it on the paper with the label side down.
 - Do not touch the toner that clings to the cartridge.
 - Discard the old cartridge as normal office waste or recycle it. For details on recycling supplies, see [Recycling Supplies](#) on page 21.
5. Make sure that the new toner cartridge matches the color of the one you removed.
 6. Remove the packaging from the new toner cartridge.
 7. Remove the tape from the post on the back of the toner cartridge.

8. Shake the new toner cartridge five or six times to distribute the toner evenly.



9. Align the toner cartridge to the associated slot by aligning the geared post with the hole. Insert the cartridge firmly by pressing in on the center of the label until it clicks in place.



10. Close the toner access cover.

Recycling Supplies

For information on recycling supplies, go to:

- Phaser 6000 printer go to: www.xerox.com/gwa.
- Phaser 6010 printer go to: www.xerox.com/gwa.

See also:

[Recycling and Disposal](#) on page 75.

Ordering Supplies

This section includes:

- [Consumables](#) on page 22
- [When to Order Supplies](#) on page 22
- [Recycling Supplies](#) on page 21

Consumables

Consumables are printer supplies that get depleted during the operation of the printer. Consumable supplies for this printer are the genuine Xerox[®] Toner Cartridges (Cyan, Magenta, Yellow, and Black).

Notes:

- Each toner cartridge includes installation instructions.
- Install only new cartridges in your printer. If a used toner cartridge is installed, then the toner remaining amount displayed could be inaccurate.



CAUTION: Use of toner other than genuine Xerox[®] Toner can affect print quality and printer reliability. Xerox[®] Toner is the only toner designed and manufactured under strict quality controls by Xerox[®] for specific use with this printer.

For supplies, contact your local Xerox[®] authorized service provider, your Xerox[®] customer service representative, or go to the Xerox[®] Supplies website at:

- Phaser 6000 printer go to: www.xerox.com/office/6000supplies
- Phaser 6010 printer go to: www.xerox.com/office/6010supplies

You can also call the Xerox[®] Direct Store at 1-866-495-6286.

When to Order Supplies

The printer control panel displays a warning when a supply nears time for replacement. Verify that you have replacements on hand. It is important to order these supplies when the messages first appear to avoid interruptions to your printing. The control panel displays an error message when the supply must be replaced.



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

Managing the Printer

This section includes:

- [Managing the Printer with CentreWare Internet Services](#) on page 23
- [Checking Printer Status with Printer Setting Utility](#) on page 24
- [Checking Printer Status using Email](#) on page 24

Managing the Printer with CentreWare Internet Services

Note: This section applies to the Phaser 6010 printer only.

This section includes:

- [Accessing CentreWare Internet Services](#) on page 23
- [Checking the Status of the Printer](#) on page 23
- [Checking Print Job Status](#) on page 23
- [Using Online Help](#) on page 24

CentreWare Internet Services is the administration and configuration software installed on the embedded Web server in the printer.

For details, see CentreWare Internet Services in the *Quick Use Guide*.

Accessing CentreWare Internet Services

At your computer, open a Web browser, type the IP address of the printer into the address field, then press **Enter** or **Return**.

Checking the Status of the Printer

1. In CentreWare Internet Services, click the **Status** button or **Status** tab.

The general status of the printer includes:

- The ready-for-printing status of the printer appears in the left pane.
- The paper tray that is being used, with paper type, size, and amount, empty, or full.
- The total page count of printed pages.
- The frequency with which the printer status information is refreshed.

2. To check the supplies status of the printer, in the Status tab, click the **Supplies** button.

The Supplies Status of the printer displays the amount remaining in each toner cartridge.

Checking Print Job Status

CentreWare Internet Services keeps a log of current print jobs, including job names, who submitted them, the job status, and more. You can also get a list of all print jobs.

1. To view the status of print jobs from the main menu in CentreWare Internet Services, click the **Jobs** button or tab.

2. To view a job history list in the Jobs tab, expand the History List folder in the navigation pane on the left of the page. Click **Job History**.

Using Online Help

For details about settings in CentreWare Internet Services, click the **Help** button. For other support information, click the **Support** button or tab.

Checking Printer Status with Printer Setting Utility

Note: Printer Setting Utility works with the Phaser 6000 and Phaser 6010 printers.

The Printer Setting Utility automatically checks the printer status when you send a print job. It checks the printer status, the paper size of the tray, and the remaining toner levels.

To open Printer Setting Utility, do one of the following:

- In the Windows taskbar, double-click the **Printer Setting Utility** icon.
- From the Start menu, select **Programs > Xerox Office Printing > Printer Setting Utility**.

The status of the printer appears in the General Status window that opens.

For information on using Printer Setting Utility, see the Printer Setting Utility Help. To see Help in the Windows taskbar, right-click the **Printer Setting Utility** icon and select **Help**.

For more information, refer to the Phaser 6000/6010 Printer *Quick Use Guide*.

Checking Printer Status using Email

If you are connected to the printer through the network, you can configure the printer to email you reports about the printer. Reports include:

- The network settings of the printer.
- The printer status.
- The errors that occur on the printer.

Configuring Email Alerts

In CentreWare Internet Services, configure the following settings according to your email environment. After configuring the settings on each page, always click **Save Changes**. For details, see Help in CentreWare Internet Services.

1. Launch your Web browser and type the IP address of your printer in the browser address field.
2. In the CentreWare Internet Services page of your printer. Click the **Properties** button.
3. In the navigation pane on the left side of the page, click the **Mail Alerts** link.
4. In the Mail Alerts page, select the **Enable Mail Alerts** check box if it is not already selected.

Note: The Email Alert function is used only for remote status monitoring. The printer does not print emails sent to the printer.

5. In the SysAdmin Mail Address field, type your email address or the address to which you want email alerts sent.

6. In the Notification Items section, select the events for which you would like to be notified.
7. In the Connection Setup box, click the **Email Settings** link.
The Email Settings page opens.
8. In the Email Server Setup (Required to send Email) section, do the following:
 - a. In the Return Email Address field, type the return address used by the email server.
 - b. In the SMTP Server (IP Address or DNS Name) field, type the IP address, or DNS name, used by your SMTP server for sending email.

Notes:

- If you are unsure of the address or DNS name, contact your Internet Service Provider (ISP) for the correct address information.
 - If you are using a DNS name for the SMTP or POP3 server, you must configure the DNS server. Use the DNS section of the TCP/IP settings in CentreWare Internet Services to configure the DNS server information.
 - c. In the SMTP Port field, type the number of the port used by the SMPT server. The default is 25.
9. In the Email Send Authentication section, do one of the following:
 - If no authentication is necessary, select **No Authentication** in the Authentication Type field.
 - If authentication is required, complete the fields as needed.
 10. Click the **Save Changes** button.
 11. In the navigation pane on the left side of the page, click **Port Enabling** and then select the check boxes for the ports to enable. Be sure to enable at least the **Enable Mail Alerts** port.
 12. Click the **Save Changes** button.

Checking Page Counts

This section includes:

- [Checking Page Count on the Phaser 6000 Printer](#) on page 26
- [Checking Page Count on the Phaser 6010 Printer](#) on page 26

For accounting and maintenance purposes, the printer counts each page that is printed successfully, then stores the count in a set of billing meters. There are three billing meters:

- Total Impressions provides a count of the total pages that have been printed.
- Color Impressions provides a count of the number of color pages that have been printed.
- Black Impressions provides a count of the number of black and white pages that have been printed.

The billing meter counts the number of pages printed properly. 1-sided prints, including N-up, are counted as one impression, and 2-sided prints, including N-up, are counted as two. During 2-sided printing, if an error occurs after one side is printed properly, it is counted as one.

Color documents converted using an ICC profile on applications with the Color (Auto) setting can print in color, even if displayed in black and white. The data prints in color even if it seems to be black and white data on the monitor. In that case, Total Impressions and Color Impressions are increased.

Note: Grayscale images printed with the composite black setting count as color pages because color consumables are used.

When doing 2-sided printing, a blank page can be inserted automatically depending on the settings in the application. In this case, the blank page is counted as one page.

Checking Page Count on the Phaser 6000 Printer

To check the page count on the Phaser 6000 printer, use the Printer Setting Utility to print the Printer Settings.

To use the Printer Setting Utility:

1. On your computer, click **Start > All Programs > Xerox Office Printing > Phaser 6000 > Printer Setting Utility**.
In Windows 7, click **Start > All Programs > Xerox Office Printing > Printer Setting Utility**.
2. Click the **Printer Settings Report** tab, then select **Report/List** from the list in the white box.
3. Click the **Printer Settings** button. The Printer Settings page prints.
4. Read the page counts for the three meters in the General section near the top of the left column.

Checking Page Count on the Phaser 6010 Printer

You can check the total number of printed pages at the printer control panel, on the Printer Settings Page, and in CentreWare Internet Services.

The billing meter tracks the total number of pages printed for the life of the printer; the billing meter cannot be reset.

Using the Control Panel

To check the total number of pages printed:

1. On the printer control panel, press the **Menu** button.
2. Press the **Down Arrow** button to go to **Billing Meters** and then press the **OK** button.
3. Press the **Down Arrow** button to scroll to the desired meter. The number of printed pages is displayed below the name.
4. After checking, press the **Return button** to exit the Billing Meters menu.

Using the Printer Setting Utility to Print the Printer Settings

To use the Printer Setting Utility:

1. On your computer, click **Start > All Programs > Xerox Office Printing > Phaser 60xx > Printer Setting Utility**.
2. Click the **Printer Settings Report** tab, then select **Report/List** from the list in the white box.
3. Click the **Printer Settings** button. The Printer Settings page prints.
4. Read the page counts for the three meters in the General section near the top of the left column.

Using the Control Panel to Print the Printer Settings

To print the Printer Settings:

1. On the printer control panel, press the **Menu** button.
2. Press **OK** at Information Pages.
3. Press **OK** at Printer Settings. The Printer Settings report prints.

Using CentreWare Internet Services

Note: Only the page count for the total impressions is displayed in the CentreWare Internet Services window.

To view the Page Count in CentreWare Internet Services:

1. At your computer, open a Web browser, type the IP address of the printer in the address field, then press **Enter**.
2. Click the **Status** button. The page count for the total impressions appears in the Page Count banner.

See also:

[Managing the Printer with CentreWare Internet Services](#) on page 23

Moving the Printer

Follow these procedures when moving the printer.

The printer and supplies weigh 10.7 Kg (23.6 lb.).

Before moving the printer, do the following:

1. Turn off the printer and disconnect the power cord and other cables from the back of the printer.



WARNING: To prevent electric shock, never touch the power plug with wet hands. When removing the power cord, make sure that you pull the plug and not the cord. Pulling the cord can damage it, which can lead to fire or electrical shock.

2. Wait for the printer to cool down, about 40 minutes.
3. Remove any paper or other media from the input and output trays.
4. Remove the Bypass Tray, then push in the center paper guide until it stops.
5. Push in the side paper guides until they stop.
6. Place the Bypass Tray inside the printer, on the Main Tray.
7. Fold up the Main Tray Extension to cover the paper feed.

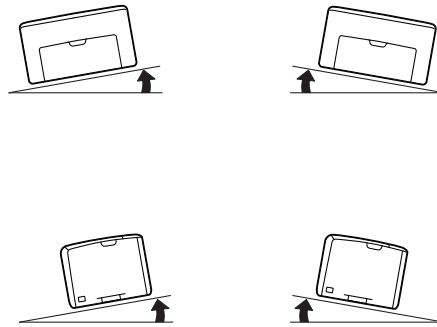
Note: If you are moving the printer a long distance, remove the toner cartridges to prevent toner from spilling. To prevent damage to the printer, pack the printer and toner in separate boxes.

8. Lift and carry the printer as shown in the illustration.



p60xx_012

- Do not tilt the printer more than 10 degrees to the front or back, or left or right. Tilting the printer more than 10 degrees can cause toner spillage.



CAUTION: Failure to repackage the printer properly can result in damage to the printer not covered by the Xerox[®] Warranty, Service Agreement, or Total Satisfaction Guarantee.

After moving the printer:

1. Reconnect the printer to the cables and power cord.
2. Plug in and turn on the printer.
3. Adjust the color registration before using the printer. For details, see [Color Registration](#) on page 53.

Troubleshooting

3

This chapter includes:

- [Troubleshooting Overview](#) on page 32
- [Avoiding Jams](#) on page 35
- [Control Panel Messages](#) on page 36
- [Problems with the Printer](#) on page 40
- [Print-Quality Problems](#) on page 43
- [Cleaning the LED Windows](#) on page 49
- [Cleaning the Color Toner Density Sensors](#) on page 52
- [Color Registration](#) on page 53
- [Adjusting the Bias Transfer Roller](#) on page 59
- [Adjusting the Fuser](#) on page 60
- [Adjusting Altitude](#) on page 61

Troubleshooting Overview

This section includes:

- [Error and Status Messages](#) on page 32
- [Printer Setting Utility Alerts](#) on page 32
- [Online Support Assistant](#) on page 32
- [Information Pages](#) on page 32
- [More Information](#) on page 33

Your printer comes with a number of utilities and resources to help you troubleshoot printing problems.

Error and Status Messages

Note: Printer control panel messages are available only on the Phaser 6010 printer.

The printer control panel provides you with information and troubleshooting help. When an error or warning condition occurs, the control panel displays a message informing you of the problem.

For details, see [Control Panel Messages](#) on page 36.

Printer Setting Utility Alerts

The Printer Setting Utility automatically checks the printer status when you send a print job. If the printer is unable to print, Printer Setting Utility displays an alert to let you know that the printer needs attention. Install the Printer Setting Utility from the *Software and Documentation disc* that came in the documentation packet with your printer. For details, see the *Quick Use Guide* included in the documentation packet.

Online Support Assistant

The Online Support Assistant is a knowledge base that provides instructions and troubleshooting help to solve your printer problems. You can find solutions for print-quality problems, paper jams, software installation, and more.

To access the Online Support Assistant, go to:

- Phaser 6000 go to: www.xerox.com/office/6000support
- Phaser 6010 go to: www.xerox.com/office/6010support

Information Pages

Two information pages in the printer, the Demo Page and the Error History report, can help with troubleshooting certain problems. The Demo Page prints an image using all printer colors to show the current ability of the printer to print. The Error History report prints information on the most recent printer errors that occurred.

To print information pages:

1. On the printer control panel, press the **Menu** button.
2. At Information Pages, press the **OK** button.
3. Press the **Down Arrow** button to go to the desired page and then press **OK**.

More Information

You can obtain more information about your printer from these sources:

Phaser 6000 Printer

Resource	Link
Technical support information for your printer. Includes online Technical Support, Recommended Media List, Online Support Assistant, driver downloads, documentation, video tutorials, and more.	www.xerox.com/office/6000support
Toner and supplies for your printer	www.xerox.com/office/6000supplies
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
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

Phaser 6010 Printer

Resource	Link
Technical support information for your printer. Includes online Technical Support, Recommended Media List, Online Support Assistant, driver downloads, documentation, video tutorials, and more.	www.xerox.com/office/6010support
Toner and supplies for your printer	www.xerox.com/office/6010supplies

Resource	Link
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
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

Avoiding Jams

For clearing paper jams, refer to the *Quick Use Guide* included in the documentation packet that came with the printer.

The printer is designed to function with minimal paper jams using Xerox® supported paper. Other paper types can cause jams. If supported paper is jamming frequently in one area, clean that area of the paper path or have the printer repaired.

The following can cause paper jams:

- Selecting the incorrect paper type in the print driver.
- Using damaged paper.
- Using unsupported paper.
- Loading paper incorrectly.
- Overfilling the tray.
- Adjusting the paper guides improperly.

Most jams can be prevented by following a simple set of rules:

- Use only supported paper. For details, see the Supported Paper in the *Quick Use Guide*.
- Follow proper paper handling and loading techniques.
- Always use clean, undamaged paper.
- Avoid paper that is curled, torn, moist, creased, or folded.
- Fan the paper to separate the sheets before loading it into the tray.
- Observe the paper tray fill line. Never overfill the tray.
- Adjust the paper guides after inserting the paper. A guide that is not properly adjusted can cause poor print quality, misfeeds, skewed prints, and printer damage.
- Use only supported paper sizes.
- When printing, select the correct type and size in the print driver.
- Store paper in a dry location.
- Use only Xerox® paper designed for the printer.

Avoid the following:

- Paper that is specially designed for inkjet printers with polyester coating.
- Paper that is folded, wrinkled, or excessively curled.
- Loading more than one type, size, or weight of paper in a tray at the same time.
- Overfilling the trays.
- Allowing the output tray to overflow.

Control Panel Messages

This section includes:

- [Phaser 6010 Printer Supply Status Messages](#) on page 36
- [Phaser 6010 Printer Error Messages](#) on page 36
- [Phaser 6000 Printer Status, Warning, and Error Indicators](#) on page 37
- [Phaser 6000 Printer Error Codes](#) on page 38
- [Phaser 6000 Printer Extended Error Codes](#) on page 39

The printer uses control panel messages to indicate printer status, errors, and to provide instructions.

Phaser 6010 Printer Supply Status Messages

Status messages tell you about the status of the printer and its supplies.

Note: Xxx indicates one of the following: the Yellow Toner (Y), Cyan Toner (C), Magenta Toner (M), Black Toner (K), a tray, or fuser. NNN indicates a numeric value.

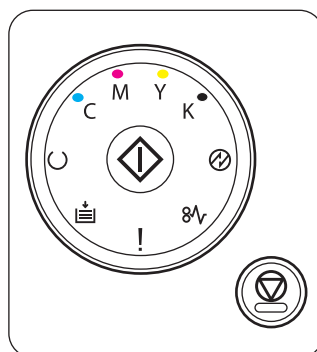
Code/Message	Condition/Reason/Solution
Insert Xxx Cartridge	The Xxx toner cartridge is not installed correctly or is not installed. Install the toner cartridge.
Replace Xxx Cartridge	The toner cartridge has become empty. Replace the old toner cartridge with a new one.
Cartridge Error	The wrong toner cartridge is installed or the toner cartridge is not seated correctly. Reseat the toner cartridge or replace the cartridge with one that meets specifications for your printer.
Empty Xxx Cartridge	The expected life of the toner cartridge has been reached. Purchase a new cartridge to replace it. For details, see Ordering Supplies on page 22.
Low Density Xxx Cartridge	Toner is not distributed evenly in the specified cartridge. Remove and shake the cartridge, then reinstall it.
Xxx Low	The toner in the specified cartridge is low. Purchase a new cartridge to replace it. For details, see Ordering Supplies on page 22.
Load paper	The tray is out of paper or it is the wrong size. Load the tray with the proper size paper.

Phaser 6010 Printer Error Messages

When the printer detects an error, it indicates the error by lighting or blinking the orange Ready light. When the Error indicator light is activated, an error message appears on the control panel to explain the fault. A blinking orange Ready light shows that there is an error rendering the printer inoperable. Recovery requires restarting the printer or having the printer serviced. When the orange Ready light is lit solidly, follow the instructions displayed on the control panel to fix the problem.




Phaser 6000 Printer Status, Warning, and Error Indicators

The printer uses the lighted symbol on the control panel to indicate the printer status, errors, and warnings.



p60xx_013

Name	Icon	Description
Load Paper		<ul style="list-style-type: none"> Indicates the printer is out of paper or paper is jammed in the paper tray. Flashing indicates a Paper Size Mismatch in the printer.
Ready/Data		<ul style="list-style-type: none"> Green indicates the printer is ready. Flashing green indicates the printer is busy or is waiting for you to take an expected action. Flashing green when the Power Saver light is flashing indicates the printer is canceling the print job.
OK		Prompts the user to press the OK button to resume printing after an interruption. Press OK to resume printing after loading paper during a print job. Press OK to print side 2 of a manual 2-sided print job after paper is reloaded.
Cyan Toner	C	<ul style="list-style-type: none"> Indicates that the cyan toner is low. Flashing indicates the toner is empty or toner warning. Flashing means non-Xerox[®] toner is installed.
Magenta Toner	M	<ul style="list-style-type: none"> Indicates that the magenta toner is low. Flashing indicates the toner is empty or toner warning. Flashing means non-Xerox[®] toner is installed.
Yellow Toner	Y	<ul style="list-style-type: none"> Indicates that the yellow toner is low. Flashing indicates the toner is empty or toner warning. Flashing means non-Xerox[®] toner is installed.
Black Toner	K	<ul style="list-style-type: none"> Indicates that the black toner is low. Flashing indicates the toner is empty or toner warning. Flashing means non-Xerox[®] toner is installed.

Name	Icon	Description
Power Saver		<ul style="list-style-type: none"> Indicates the printer is in the Low Power or Sleep mode. Flashing indicates that the printer is canceling the current print job. Flashing when the Ready light is flashing indicates the printer is canceling the print job.
Jam		Flashing indicates a paper jam in the printer.
Error		<ul style="list-style-type: none"> Indicates an error that needs your attention. Indicates the printer has a critical error that can only be corrected by restarting the printer or by calling for service.

Phaser 6000 Printer Error Codes


When the printer detects an error, it indicates the error by lighting or blinking the Error indicator light. When the Error indicator light is activated, one or more of the other symbols activate to indicate the fault. A blinking Error symbol indicates an error that renders the printer inoperable. Recovery requires restarting the printer or having the printer serviced. When the Error indicator light is lit solidly, or one or more of the indicators is on or flashing, the printer requires attention. Use the indicators and the following table to decode the error and determine the action to take.








If the symbol in the table is bold, it means that the indicator is lit solidly.



If the symbol in the table is smaller with radiating beams, it means that the indicator is flashing.









Error/Action to Take	Error Code		
Toner color is low (C, M, Y, or K). Order more toner of the indicated color. The printer is still able to print.	C		
Toner warning. Replace the toner cartridge as necessary. Toner color is empty or the cartridge has an error.	!		
No toner or toner CRUM error. Reseat the toner cartridge. Make sure that the toner meets printer specifications.	!	C	
Close the rear cover. If the rear cover is already closed, see Phaser 6000 Printer Extended Error Codes on page 39.	!		

Error/Action to Take	Error Code		
The printer is waiting to print the second side of a manual 2-sided print job. Without changing the orientation of the sheets, move the paper from the output tray to the paper tray, then press OK .			
<ul style="list-style-type: none"> • The paper tray is empty. Load paper. • Paper size mismatch. The paper in the tray is the wrong size. Load the correct size paper. • Paper misfeed. Remove misfed paper from the paper tray. 			
Paper Jam. Open the rear cover and remove the jammed paper. Check the paper tray for misfed paper.			

Phaser 6000 Printer Extended Error Codes

The printer indicates a fault by turning on the Error indicator light. When the error indicator light is illuminated, the printer usually turns on or flashes another to show the nature of the fault. If the Error indicator is turned on without another indicator, close the rear cover. If the rear cover is already closed, press the OK button for more than 3 seconds to see an additional indicator light pattern. The extended light pattern appears for about 3 seconds, then the Error indicator light illuminates. Press the OK button as many times as necessary to read the pattern of the indicator lights. Use the following table to decode the indicator light pattern for the error code.

Clean the Color Toner Density Sensor.			Y
Memory overflow. Divide the print job into smaller files.			K
PDL error. Make sure that you are using the Phaser 6000/6010 print driver.			C

Problems with the Printer

If you encounter a problem with your printer, use the following table to troubleshoot and fix the problem. For additional troubleshooting information, see [Troubleshooting Overview](#) on page 32.



WARNING: Never open or remove printer covers that are secured with screws unless instructed in the manual. A high-voltage component can cause electric shock. Do not try to alter the printer configuration or modify any parts. An unauthorized modification can cause smoke or fire.



CAUTION: Probable causes of trouble are that the printer, computer, server, or other hardware is not correctly set for the network environment you are using.

Symptom	Reason/Solution
No power.	Is the power to the printer turned off? Press the power button to the On position to turn on the power.
	Is the power cord disconnected or not securely connected? Turn off the power to the printer and then connect the power cord to the power outlet again. Then turn on the power to the printer.
	Is the power cord connected to a power outlet with the correct voltage? Connect the printer exclusively to a power outlet with a suitable voltage and current rating. For details, see Electrical Specifications on page 67.
	Is the printer connected to an uninterruptible power supply? Turn off the power to the printer and then connect the power cord to a suitable power outlet.
	Is the printer connected to a power strip shared with other high-power devices? Connect the printer to a power strip that is not shared with other high-power devices.
Cannot print.	Turn off the printer, then turn it on to reset it.
	Phaser 6010 printer only: Is there a message displayed on the control panel? Read the message and follow the instructions to correct the problem.

Symptom	Reason/Solution
Print job sent but the light of the Ready indicator is not blinking or on.	Phaser 6010 printer only: Is the Ethernet or USB interface cable disconnected? Turn off the power and check the connection of the interface cable.
	Phaser 6010 printer only. Is the protocol configured? Check the port status of the interface. Make sure that the protocol settings are correctly configured in CentreWare Internet Services. For details, Help in CentreWare Internet Services.
	Is the computer environment correctly set up? Check the computer environment, such as the print driver.
Error indicator is on.	Phaser 6000 printer: Check the indicator error code in Phaser 6000 Printer Error Codes on page 38. Phaser 6010 printer: Is there an error message displayed on the control panel? Check the displayed message and correct the error.
Error indicator is blinking.	An error has occurred that you cannot correct by yourself. Record the displayed error message or error code, turn off the power and disconnect the power plug from the outlet. Go to the Xerox® Support website at <ul style="list-style-type: none"> Phaser 6000 go to: www.xerox.com/office/6000support Phaser 6010 go to: www.xerox.com/office/6010support
Light of the Ready indicator is on and blinking but there is no print output.	There are jobs remaining in the printer. Cancel printing or force the remaining data to be printed. To force the print job, press the OK button. To cancel the job, press the Cancel button.
Top section of printed document is missing. The top and side margins are incorrect.	Are the paper tray guides in the correct positions? Set the length guide and the width guides to the correct positions. For details, see Basic Printing in the <i>Quick Use Guide</i> .
	Check that the paper size on the print driver or the control panel is correctly set. For details, see the online help for the print driver.
Condensation occurred inside the printer.	Turn on the printer and leave it on for at least one hour to get rid of the condensation. If the problem continues, go to the Xerox® Support website at: <ul style="list-style-type: none"> Phaser 6000 go to: www.xerox.com/office/6000support Phaser 6010 go to: www.xerox.com/office/6010support

Symptom	Reason/Solution
<p>Paper does not feed. Paper jams. Multiple sheets are fed. Paper is fed at an angle. Paper is wrinkled.</p>	<p>Is the paper correctly loaded? Load the paper correctly. For labels or envelopes, fan them well to allow air to enter between each sheet before loading.</p>
	<p>Is the paper damp?</p>
	<p>The paper used is not suitable. Load the correct type of paper. For details, see Basic Printing in the <i>Quick Use Guide</i>.</p>
	<p>Is the Bypass Tray properly seated? Make sure that the Bypass Tray is correctly positioned on the paper tray.</p>
	<p>Is the printer placed on a flat location? Place the printer on a stable, flat surface.</p>
	<p>Are the paper tray guides set in the correct positions? Set the guides to the correct positions. For details, see Loading Paper in the <i>Quick Use Guide</i>.</p>
	<p>Paper is fed more than 1 sheet at a time. Multiple feeding of paper can occur before the sheets of paper loaded in the tray are used up. Remove the paper, fan it, and load again. Replenish paper only when all the sheets of the loaded paper are used up.</p>
<p>Unusual noises.</p>	<p>The printer is not level. Reposition the printer on a flat, stable surface.</p>
	<p>There is a foreign object inside the printer. Turn off the printer and remove the foreign object. Go to the Xerox® Support website at:</p> <ul style="list-style-type: none"> • Phaser 6000 go to: www.xerox.com/office/6000support • Phaser 6010 go to: www.xerox.com/office/6010support

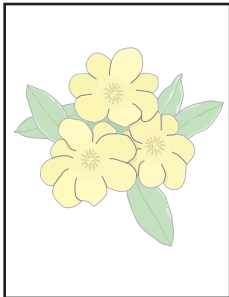
Print-Quality Problems

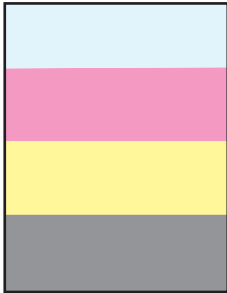
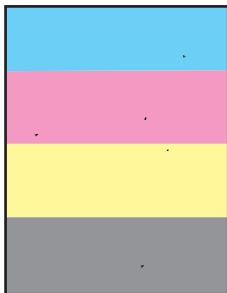
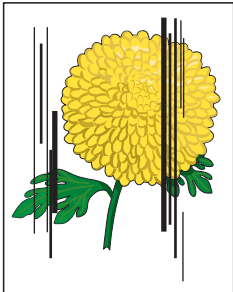
When the print quality is poor, select the closest symptom from the following table and see the corresponding solution to correct the problem. You can also print a demo page to more precisely determine the print-quality problem. For details, see [Information Pages](#) on page 32.

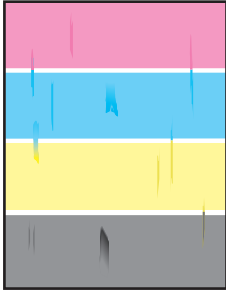
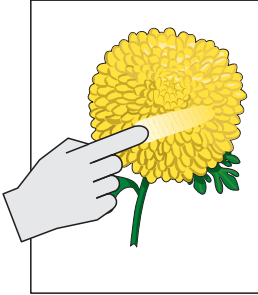
If the print quality does not improve after carrying out the appropriate action, contact Xerox® Customer Support or your reseller.

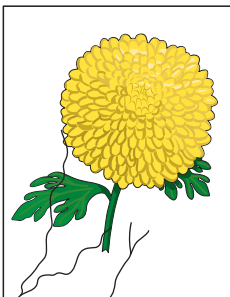
Notes:

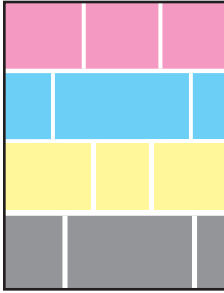
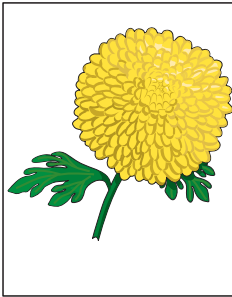
- To enhance print quality, toner cartridges for many models of equipment have been designed to cease functioning at a predetermined point.
- Grayscale images printed with the composite black setting count as color pages, because color consumables are used. Composite black is the default setting on most printers.

Symptom	Cause	Solution
<p>Faded printouts/multiple colors faded.</p> 	The toner cartridges are not Xerox® toner cartridges.	Verify that the toner cartridges meet specifications, and replace them if necessary.
	The toner cartridges could be low and is due to be replaced.	Use the Printer Setting Utility to confirm the amount of toner in each cartridge.
	The Draft mode is on.	Turn off Draft mode in the Advanced tab of the Printing Preferences of the print driver.
	The paper being used is outside the recommended specification range.	Replace the paper with a recommend size and type. For details, see Supported Paper in the <i>Quick Use Guide</i> .
	The paper is damp.	Replace the paper.
	The Bias Transfer Roller (BTR) voltage is too low for the paper.	Increase the BTR voltage. For details, see Adjusting the Bias Transfer Roller on page 59.
	The paper selected in the print drivers does not match paper in the tray.	In the print driver, check the Paper Type on the Paper/Output settings of the Printing Preferences.
	The marking unit is old or damaged.	For assistance, go to the Xerox® Support website at <ul style="list-style-type: none"> • Phaser 6000 go to: www.xerox.com/office/6000support • Phaser 6010 go to: www.xerox.com/office/6010support
	The high-voltage supply is defective.	For assistance, go to the Xerox® Support website at: <ul style="list-style-type: none"> • Phaser 6000 go to: www.xerox.com/office/6000support • Phaser 6010 go to: www.xerox.com/office/6010support

Symptom	Cause	Solution
<p>Only one color is faded.</p> 	<p>Toner cartridge is empty or damaged.</p>	<p>Check the condition of the toner cartridge and replace it if necessary.</p>
<p>Stray black dots or white areas (dropouts).</p> 	<p>The paper is outside the recommended specification range.</p>	<p>Replace the paper with a recommended size and type, and confirm that your control panel/print driver settings are correct. For details, see Supported Paper in the <i>Quick Use Guide</i>.</p>
<ul style="list-style-type: none"> Vertical black or color streaks or multiple colored streaks or lines. 	<p>The toner cartridges are not Xerox® toner cartridges.</p>	<p>Verify that the toner cartridges meet specifications and replace them if necessary.</p>
<ul style="list-style-type: none"> Streaks in only one color. 	<p>The toner cartridges are not Xerox® toner cartridges.</p>	<p>Verify that the toner cartridges meet specifications and replace them if necessary.</p>
	<p>There is a problem with the toner cartridge for that color.</p>	<p>Check the toner cartridge for damage and replace if necessary.</p>

Symptom	Cause	Solution
Recurring smudges. 	Dirt in the paper path.	Print several blank sheets until the smudges disappear.
	The paper is outside the recommended specification range.	Replace the paper with a recommended size and type, and confirm that your control panel settings are correct. For details, see Supported Paper in the <i>Quick Use Guide</i> .
	The marking unit or fuser is damaged.	For assistance, go to the Xerox® Support website at: <ul style="list-style-type: none"> Phaser 6000 go to: www.xerox.com/office/6000support Phaser 6010 go to: www.xerox.com/office/6010support
Toner smears when rubbed. 	The paper is damp.	Replace the paper.
	The paper is outside the recommended specification range, or the paper type setting is not correct.	Replace the paper with a recommended size and type and then confirm that your print driver settings are correct. For details, see Supported Paper in the <i>Quick Use Guide</i> .
	The toner cartridges are not Xerox® toner cartridges.	Verify that the toner cartridges meet specifications and replace if necessary.
	The fuser temperature is not set properly for the media.	Use the Printer Setting Utility to adjust the fuser temperature. For details see Adjusting the Fuser on page 60.
Printed pages are blank.	Two or more sheets can be feeding at once.	Remove the paper stack from the tray, fan it, then reinsert it.
	The printer has failed.	For assistance, go to the Xerox® Support website at: <ul style="list-style-type: none"> Phaser 6000 go to: www.xerox.com/office/6000support Phaser 6010 go to: www.xerox.com/office/6010support

Symptom	Cause	Solution
Hair-like marks appear in or around black half-tone printing. Shadows appear around areas of dense black printing.	The paper was left unwrapped for a long time, especially in a dry environment.	Replace the paper. For details, see Supported Paper in the <i>Quick Use Guide</i> .
	The paper is outside the recommended specification range.	Replace the paper with a recommended size and type and then confirm that your print driver settings are correct. For details, see Supported Paper in the <i>Quick Use Guide</i> .
	The marking unit is old or damaged.	For assistance, go to the Xerox® Support website at: <ul style="list-style-type: none"> Phaser 6000 go to: www.xerox.com/office/6000support Phaser 6010 go to: www.xerox.com/office/6010support
Color around the edge of printing is incorrect.	The color registration is incorrect.	Adjust the color registration. For details, see Color Registration on page 53.
Colored dots are printed at regular intervals.	The imaging unit is dirty.	For assistance, go to the Xerox® Support website at: <ul style="list-style-type: none"> Phaser 6000 go to: www.xerox.com/office/6000support Phaser 6010 go to: www.xerox.com/office/6010support
Partial blanks, creased paper, or blotted printing. 	The paper is damp.	Replace the paper.
	The paper is outside the recommended specification range.	Replace the paper with a recommended size and type. For details, see Supported Paper in the <i>Quick Use Guide</i> .
	The marking unit or the fuser is not installed correctly.	For assistance, go to the Xerox® Support website at: <ul style="list-style-type: none"> Phaser 6000 go to: www.xerox.com/office/6000support Phaser 6010 go to: www.xerox.com/office/6010support
	The toner cartridges are not Xerox® toner cartridges.	Verify that the toner cartridges meet specifications and replace if necessary.
	Condensation inside the printer causes partial blanks or creased paper.	Turn on the printer and leave it on for at least one hour to get rid of the condensation. If the problems still occur, go to the Xerox® Support website at: <ul style="list-style-type: none"> Phaser 6000 go to: www.xerox.com/office/6000support Phaser 6010 go to: www.xerox.com/office/6010support

Symptom	Cause	Solution
<p>Vertical blanks.</p> 	<p>The LED window is dirty.</p> <p>The toner cartridges are not Xerox[®] toner cartridges.</p>	<p>Clean the LED windows. For details, see Cleaning the LED Windows on page 49.</p> <p>Verify that the toner cartridges meet specifications and replace if necessary.</p>
<p>Slanted printing.</p> 	<p>The paper guides in the trays are not set correctly.</p>	<p>Reset the paper tray guides. For details, see Basic Printing in the <i>Quick Use Guide</i>.</p>
<p>Horizontal bands at regular intervals.</p>	<p>The printer is damaged and is malfunctioning.</p>	<p>For assistance, go to the Xerox[®] Support website at:</p> <ul style="list-style-type: none"> • Phaser 6000 go to: www.xerox.com/office/6000support • Phaser 6010 go to: www.xerox.com/office/6010support
<p>Colors are blurry or there is white area around objects.</p>	<p>Color-to-color alignment is not correct.</p>	<p>Perform an automatic color registration adjustment. For details, see Color Registration on page 53.</p>

Cleaning the LED Windows

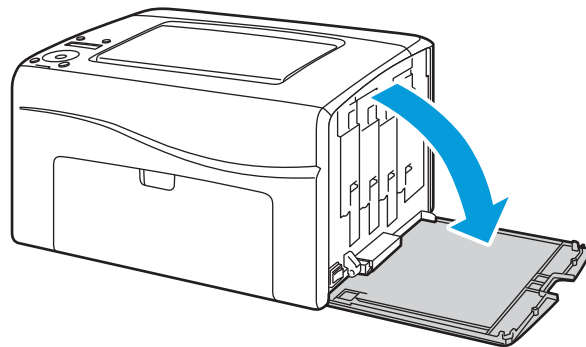
If prints have voids or light streaks through one or more colors, use the following instructions to clean the LED windows.

Note: Do not use warm water or cleaning solvents to remove toner from your skin or clothing. Warm water sets the toner and makes it difficult to remove. If toner gets on your skin or clothing, brush it off, blow it off, or wash it off with cold water and mild soap.



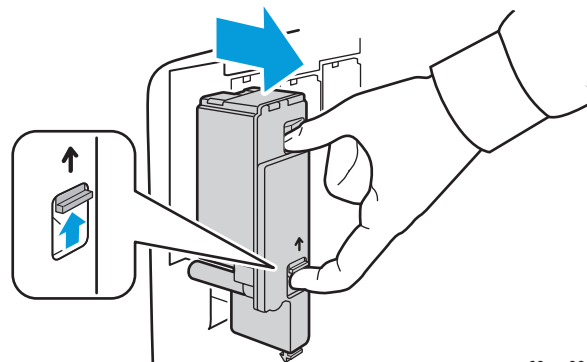
CAUTION: Do not expose the inside of the printer to strong light. Minimize exposure to light in general to five minutes or less if possible.

1. Spread some paper at the right side of the printer to catch loose toner.
2. Open the toner access cover.



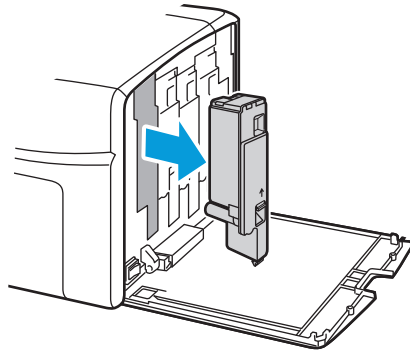
p60xx_003

3. Pinch the toner cartridge release lever upward, as shown in the illustration.



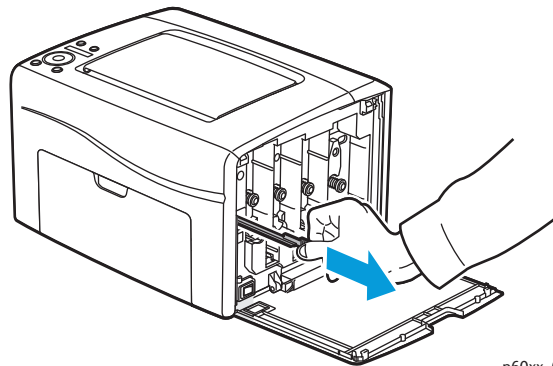
p60xx_004

4. Pull out the toner cartridge and set it on the paper with the label side down to prevent spillage.



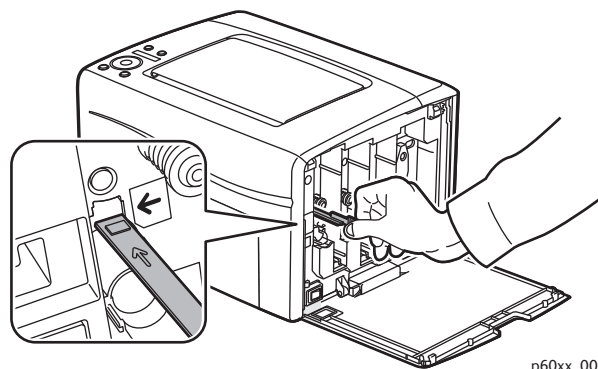
p60xx_005

5. Remove the other three cartridges in the same way.
6. Pull out the cleaning rod and remove it from the printer.



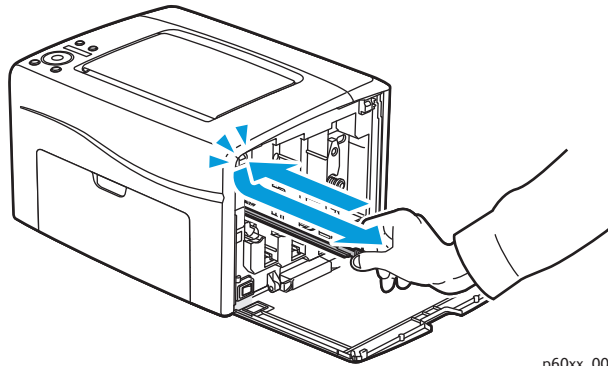
p60xx_006

7. Insert the cleaning rod into the hole beside the arrow in the first toner slot.



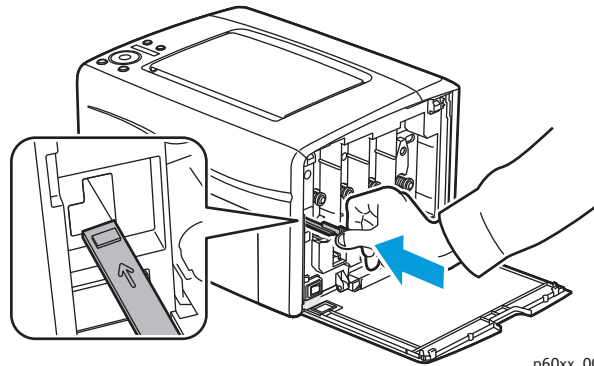
p60xx_007

8. Push the cleaning rod into the printer until it stops, then pull it out of the printer.



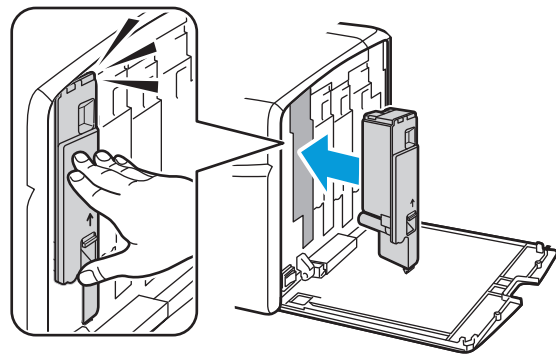
p60xx_008

9. Repeat the same procedure for each of the other three holes.
10. Return the cleaning rod to the original location.



p60xx_009

11. Align the toner cartridge to the associated slot by aligning the geared post with the hole. Insert the cartridge firmly by pressing in on the center of the label until it clicks in place.



p60xx_010

12. Insert each of the other three toner cartridges.
13. Close the toner access cover.

Cleaning the Color Toner Density Sensors

The Color Toner Density Sensors (CTD) measure the optical density of toner deposited on the marking unit during the calibration cycles of the printing process. One sensor is located at each side of the marking unit to insure that the density of the toner is consistent across the belt. To insure optimum print quality, the printer checks the operation of the CTD Sensors at the beginning of each calibration cycle. When the printer indicates a CTD Sensor error or error message on the control panel or in the Printer Setting Utility, clean the CTD Sensors.

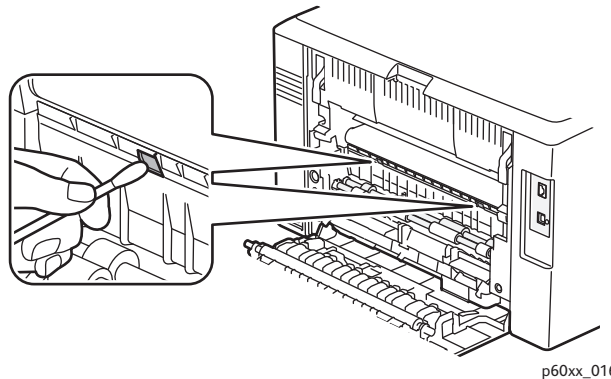
Note: Do not use warm water or cleaning solvents to remove toner from your skin or clothing. Warm water sets the toner and makes it difficult to remove. If toner gets on your skin or clothing, brush it off, blow it off, or wash it off with cold water and mild soap.



WARNING: Never touch a labeled area found on or near the heat roller in the fuser. You can get burned.

To clean the CTD Sensors:

1. Turn off the printer and unplug it from the power source.
2. Push the rear cover release handle and open the rear cover.
3. Clean the CTD Sensors by wiping inside the access holes with a clean, dry cotton swab.



4. Close the rear cover.

Color Registration

This section includes:

- [Performing Color Registration With the Printer Setting Utility](#) on page 53.
- [Manual Color Registration With the Printer Setting Utility](#) on page 54.
- [Performing Color Registration at the Phaser 6010 Printer](#) on page 55.
- [Manual Color Registration at the Phaser 6010 Printer](#) on page 56.

The printer automatically adjusts the color registration when automatic adjustment is enabled. You can manually adjust color registration any time the printer is idle. Always adjust the color registration when the printer is moved. If you are having printing problems, adjust the color registration. For details, see [Print-Quality Problems](#) on page 43.

Performing Color Registration With the Printer Setting Utility

Note: The Color Registration procedures for the Printer Setting Utility work with USB or network connected Phaser 6000 and Phaser 6010 printers.

Enabling/Disabling Automatic Color Registration

Use the following procedure to enable or disable the automatic color registration adjustment feature.

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

Performing an Automatic Color Registration Adjustment

Use the following procedure to perform the automatic color registration adjustment.

Note: An automatic color registration adjustment is performed every time a new toner cartridge is installed.

1. On your computer, click **Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility**.
2. Click the **Printer Maintenance** tab, then select **Color Registration Adjustment** from the list.
3. Click the **Start** button next to Auto Correct. The Automatic Color Registration routine runs.

Manual Color Registration With the Printer Setting Utility

You can fine-tune color registration by performing a manual adjustment. Manual color registration adjustment is a three-step process:

1. [Printing the Color Registration Correction Chart With the Printer Setting Utility](#) on page 54.
2. [Determining the Color Registration Values](#) on page 54.
3. [Entering Color Registration Values With the Printer Setting Utility](#) on page 55.

Printing the Color Registration Correction Chart With the Printer Setting Utility

1. On your computer, click **Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility**.
2. Click the **Printer Maintenance** tab, then select **Color Registration Adjustment** from the list.
3. Click the **Start** button next to Print Color Regi Chart. The Color Registration Chart prints.
4. Continue to [Determining the Color Registration Values](#) on page 54 to determine if an adjustment is necessary.

Determining the Color Registration Values

The Color Registration Chart shows horizontal and vertical values for each color. The color registration marks are grouped on the chart as follows:

Vertical registration values are at the top of the page:

- Y = Paper feed direction yellow
- M = Paper feed direction magenta
- C = Paper feed direction cyan

Left side registration values are on the left side of the page:

- LY = Left yellow
- LM = Left magenta
- LC = Left cyan

Right side registration values are on the right side of the page:

- RY = Right yellow
- RM = Right magenta
- RC = Right cyan

To determine the vertical values:

1. In the upper section of the Color Registration Chart, vertical color lines are printed in gaps between corresponding vertical black lines. The line sets are in color groups: Y, M, or C. Each set of lines has a corresponding number printed above it. In each color group, identify the set of lines in which the color line is perfectly aligned between the corresponding black lines. Refer to the enlarged illustration on the chart that shows how to determine the closest number.
2. For each color, do one of the following:
 - If zero (0) is the value on the color set that is most closely aligned, you do not need to adjust that color.

- If zero (0) is not the value on the color set that is most closely aligned, circle the number that is closest.

To determine the horizontal values:

1. In the left and right sections of the Color Registration Chart, horizontal color lines are printed in the gaps between corresponding horizontal black lines. Each group of lines is arranged in a group under the corresponding letters LY, LM, LC, RY, RM, and RC. Each set of lines has a corresponding number printed to the right of it. In each color group, identify the set of lines in which color line is most closely aligned between the corresponding black lines. Refer to the enlarged illustration on the chart that shows how to determine the closest number.
2. Proceed to determining the vertical values described in the following procedure:
 - If zero (0) is the value on the color set that is most closely aligned, you do not need to adjust that color.
 - If zero (0) is not the value on the color set that is most closely aligned, circle the number that is closest.
3. If it is necessary to make any horizontal or vertical adjustments, proceed to [Entering Color Registration Values With the Printer Setting Utility](#) on page 55.

Entering Color Registration Values With the Printer Setting Utility

Using the printer control panel, enter the values that you found in the Color Registration Correction Chart to make adjustments.

1. On your computer, click **Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility**.
2. Click the **Printer Maintenance** tab, then select **Color Registration Adjustment** from the list.
3. Use the drop-down arrow at the right side of each color to select the value for the registration offset.
4. Repeat the previous step for each of the other registration colors.
5. After entering all of the color registration values, click the **Apply New Settings** button.

Performing Color Registration at the Phaser 6010 Printer

Enabling/Disabling Automatic Color Registration

Use the following procedure to enable or disable the automatic color registration adjustment feature.

1. On the printer control panel, press the **Menu** button.
2. Press the **Down Arrow** button to go to **Admin Menu** and then press the **OK** button.
3. Press the **Down Arrow** button to scroll to **Maintenance Mode** and press **OK**.
4. Press the **Down Arrow** button to scroll to **Auto Regi Adjust** and press **OK**.
5. Press the **Down** or **Up Arrow** buttons to select On or Off.
6. Do one of the following:
 - To enable the feature, at On press **OK**.
 - To disable the feature, at Off press **OK**.
7. Press the **Return** button to return to the main menu.

Performing an Automatic Color Registration Adjustment

Use the following procedure to perform the automatic color registration adjustment.

Note: An automatic color registration adjustment is performed every time a new toner cartridge is installed.

1. On the printer control panel, press the **Menu** button.
2. Press the **Down Arrow** button to go to **Admin Menu** and then press the **OK** button.
3. Press the **Down Arrow** button to scroll to **Maintenance Mode** and press **OK**.
4. Press the **Down Arrow** button to scroll to **Adjust Color Regi** and press **OK**.
5. At Auto Adjust, press **OK**.
6. At the prompt, Are you sure?, press **OK** to begin the calibration.

When the adjustment is complete, Ready appears on the printer control panel.

Manual Color Registration at the Phaser 6010 Printer

You can fine-tune color registration by performing a manual adjustment. Manual color registration adjustment is a three-step process:

1. [Printing the Color Registration Correction Chart](#) on page 56.
2. [Determining the Color Registration Values](#) on page 56.
3. [Entering Color Registration Value at the Control Panel](#) on page 57.

Printing the Color Registration Correction Chart

Note: The following procedure can also be performed using the Printer Setting Utility. For details, see [Printing the Color Registration Correction Chart With the Printer Setting Utility](#) on page 54.

1. On the printer control panel, press the **Menu** button.
2. Press the **Down Arrow** button to go to **Admin Menu** and then press the **OK** button.
3. Press the **Down Arrow** button to scroll to **Maintenance Mode** and press **OK**.
4. Press the **Down Arrow** button to scroll to **Adjust Color Regi** and press **OK**.
5. Press the **Down Arrow** button to scroll to **Color Regi Chart** and press **OK**.
The Color Registration Chart prints.
6. Continue to [Determining the Color Registration Values](#) on page 56 to determine if an adjustment is necessary.

Determining the Color Registration Values

The Color Registration Chart shows horizontal and vertical values for each color. The color registration marks are grouped on the chart as follows:

Vertical registration values are at the top of the page:

- Y = Paper feed direction yellow
- M = Paper feed direction magenta
- C = Paper feed direction cyan

Left side registration values are on the left side of the page:

- LY = Left yellow
- LM = Left magenta
- LC = Left cyan

Right side registration values are on the right side of the page:

- RY = Right yellow
- RM = Right magenta
- RC = Right cyan

To determine the vertical values:

1. In the upper section of the Color Registration Chart, vertical color lines are printed in gaps between corresponding vertical black lines. The line sets are in color groups: Y, M, or C. Each set of lines has a corresponding number printed above it. In each color group, identify the set of lines in which color line is perfectly aligned between the corresponding black lines. Refer to the enlarged illustration on the chart that shows how to determine the closest number.
2. For each color, do one of the following:
 - If zero (0) is the value on the color set that is most closely aligned, you do not need to adjust that color.
 - If zero (0) is not the value on the color set that is most closely aligned, circle the number that is closest.

To determine the horizontal values:

1. In the left and right sections of the Color Registration Chart, horizontal color lines are printed in the gaps between corresponding black lines. Each group of lines is arranged in a group under the corresponding letters LY, LM, LC, RY, RM, and RC. Each set of lines has a corresponding number printed to the right of it. In each color group, identify the set of lines in which color line is most closely aligned between the corresponding black lines. Refer to the enlarged illustration on the chart that shows how to determine the closest number.
2. Proceed to determining the vertical values described in the following procedure:
 - If zero (0) is the value on the color set that is most closely aligned, you do not need to adjust that color.
 - If zero (0) is not the value on the color set that is most closely aligned, circle the number that is closest.
3. If it is necessary to make any horizontal or vertical adjustments, proceed to [Entering Color Registration Value at the Control Panel](#) on page 57.

Entering Color Registration Value at the Control Panel

Note: The following procedures can also be performed using the Printer Setting Utility. For details, see [Entering Color Registration Values With the Printer Setting Utility](#) on page 55.

Using the printer control panel, enter the values that you found in the Color Registration Correction Chart to make adjustments.

1. On the control panel, press the **Menu** button.
2. Press the **Up Arrow** or **Down Arrow** button to select **Admin Menu**, then press the **OK** button.

3. Press the **Up Arrow** or **Down Arrow** button to select **Maintenance**, then press **OK**.
4. Press the **Up Arrow** or **Down Arrow** button to select **Adjust Color Regi**, then press **OK**.
5. Press the **Up Arrow** or **Down Arrow** button to select **Enter Number**, then press **OK**.
6. Adjust the Vertical registration values:
 - a. Press the **Up Arrow** or **Down Arrow** button to select the Y value from the Color Registration Correction Chart. Press the **Forward** button to move to the next value.
 - b. Press the **Up Arrow** or **Down Arrow** button to select the M value from the Color Registration Correction Chart. Press the **Forward** button to move to the next value.
 - c. Press the **Up Arrow** or **Down Arrow** button to select the C value from the Color Registration Correction Chart.
 - d. Press **OK** to accept the changes and continue to the next adjustment.
7. Adjust the Left Horizontal registration values:
 - a. Press the **Up Arrow** or **Down Arrow** button to select the LY value from the Color Registration Correction Chart. Press the **Forward** button to move to the next value.
 - b. Press the **Up Arrow** or **Down Arrow** button to select the LM value from the Color Registration Correction Chart. Press the **Forward** button to move to the next value.
 - c. Press the **Up Arrow** or **Down Arrow** button to select the LC value from the Color Registration Correction Chart. Press **OK** to move to the next screen.
 - d. Press **OK** to accept the changes and continue to the next adjustment.
8. Adjust the Right Horizontal registration values:
 - a. Press the **Up Arrow** or **Down Arrow** button to select the RY value from the Color Registration Correction Chart. Press the **Forward** button to move to the next value.
 - b. Press the **Up Arrow** or **Down Arrow** button to select the RM value from the Color Registration Correction Chart. Press the **Forward** button to move to the next value.
 - c. Press the **Up Arrow** or **Down Arrow** button to select the RC value from the Color Registration Correction Chart. Press **OK** to move to the next screen.
9. When the registration value adjustments are complete, press **OK**. The printer returns to Ready.
10. Print the chart again to verify the values:

For details, see [Printing the Color Registration Correction Chart](#) on page 56.
11. Repeat the steps until the color registration is satisfactory.
12. Press the **Return** button to return to Ready.

Adjusting the Bias Transfer Roller

The Bias Transfer Roller (BTR) controls how the toner image is transferred from the marking unit to the paper. The bias is set for each paper type that is selected and used in the printer. If the bias is too low, the toner does not transfer properly, producing light colors and white spots. If the bias voltage is too high, it causes a mottling affect on the colors that are transferred.

To adjust the BTR:

1. Identify the paper type loaded in the paper tray.
2. Make sure that the corresponding Paper Type is selected in the print driver Printing Preferences.
3. On your computer, click **Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility**.
4. Click the **Printer Maintenance** tab, then select **Adjust BTR** from the list.
5. Click the arrow for the drop-down list to the right of the paper type.
6. Select the bias offset to adjust the BTR for the selected paper type.
Select a more positive value to increase the bias voltage.
Select a more negative value to decrease the bias voltage.
7. Click **Apply New Settings** to change the setting.
8. Continue printing.

Adjusting the Fuser

The fuser uses heat and pressure to bond the toner image to the paper. For optimal print quality, the printer automatically adjusts the temperature of the fuser when you change the paper type. Because of differences in paper construction and thickness, the adjustment made by the printer is not enough or is too much for all paper types. If the fuser temperature is too low, the toner will not properly bond to the paper. If the fuser is too hot, the paper can curl.

To adjust the fuser:

1. Identify the paper type loaded in the paper tray.
2. Make sure that the corresponding Paper Type is selected in the print driver Printing Preferences.
3. On your computer, click **Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility**.
4. Click the **Printer Maintenance** tab, then select **Adjust Fuser** from the list.
5. Click the arrow for the drop-down list to the right of the paper type to adjust.
6. Select the offset value to adjust the fuser for the selected paper type.
 - Select a more positive value to increase the fuser temperature.
 - Select a more negative value to decrease the fuser temperature.
7. Click **Apply New Settings** to change the setting.
8. Continue printing.

Adjusting Altitude

Print quality varies with barometric pressure. Since the barometric pressure decreases as the altitude increases, the altitude can affect the print quality of the printer. To optimize print quality for your location, select the altitude setting on your printer to match the altitude of your location.

To adjust altitude:

1. On your computer, click **Start > All Programs > Xerox Office Printing > Phaser 6000/6010 > Printer Setting Utility**.
2. Click the **Printer Maintenance** tab, then select **Adjust Altitude** from the list.
3. Click the arrow for the drop-down list to the right of Adjust Altitude.
4. Select the value closest to the altitude of your location.
5. Click **Apply New Settings** to change the setting.
6. Close the Printer Setting Utility.

Printer Specifications

4

This chapter includes:

- [Physical Specifications](#) on page 64
- [Clearance Requirements](#) on page 65
- [Environmental Specifications](#) on page 66
- [Electrical Specifications](#) on page 67
- [Performance Specifications](#) on page 68

Physical Specifications

Weights and Dimensions

Width: 394 mm (15.5 in.)

Depth (with paper tray open): 429.5 mm (16.9 in.)

Height (with output tray open): 294 mm (11.7 in.)

Weight:

- Phaser 6010 Color Printer: 10.7 Kg (23.6 lb.)
- Phaser 6000 Color Printer: 10.6 Kg (23.4 lb.)

Clearance Requirements

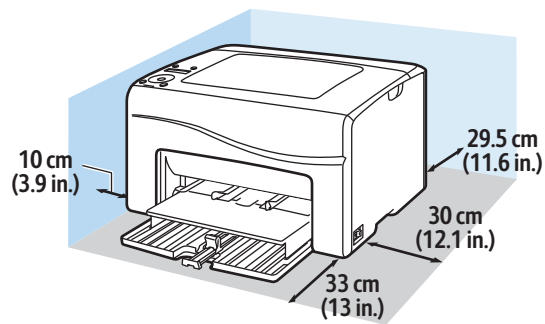
Total Space Requirements

Width = 80.1 cm (31.5 in.)

Depth = 92.5 cm (36.4 in.)

Height = 39.4 cm (15.5 in.)

Clearance Requirements



p60xx_015

Environmental Specifications

Temperature

10°–32°C (50°–90°F)

Relative Humidity

Note: Under extreme environment conditions, such as 10°C and 85% RH, defects can occur due to condensation approximately 30 minutes after the printer is turned on.

15–85% RH at 28°C (82°F)

Elevation

For optimum performance, use the printer at elevations below 3,100 m (10,170 ft.).

Electrical Specifications

Power Source

- 110–127 V, 50/60 Hz, 10 A or less
- 220–240 V, 50/60 Hz, 5 A or less

Power Consumption

- Power Saver mode 2: 7 W or less
- Power Saver mode 1: 14W or less
- Standby mode: 35 W or less (fuser on)
- Continuous color printing: 265 W or less
- Continuous monochrome printing: 265W or less

This printer does not consume electric power when the power switch is turned off even if the printer is connected to an AC outlet.

- ENERGY STAR qualified printer.
- Default time to Power Saver is 30 minutes and 1 minute.

Performance Specifications

Item	Specification
Warm-up time	Power on: 25 seconds or less. Recovery from Energy Saver mode: 25 seconds or less. (assume temperature of 22°C/71.6°F)
Phaser 6000 printer continuous print speed	Color: 10 ppm Black and White: 12 ppm Note: Print speed can decrease due to paper type, paper size, printing conditions, or image quality adjustment.
Phaser 6010 printer continuous print speed	Color: 12 ppm Black and White: 15 ppm Note: Print speed can decrease due to paper type, paper size, printing conditions, or image quality adjustment.
Resolution	600 x 600 x 4 bits

Regulatory Information



This chapter includes:

- [Electromagnetic Interference](#) on page 70
- [Other Regulations](#) on page 72
- [Material Safety Data Sheets](#) on page 73

Electromagnetic Interference

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 FCC Regulations

This equipment was tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with these instructions, it can cause harmful interference to radio communications. However, there is no guarantee that interference does not occur in a particular installation.

To determine if this printer is causing harmful interference to radio or television reception, turn the printer off and on. If this equipment does cause harmful interference to radio or television reception, correct the interference by one or more of the following measures:

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

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

Canada Regulations

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

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

European Union



The CE mark applied to this product symbolizes a declaration of conformity by Xerox[®] 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

This product, if used properly in accordance with the instructions, is not dangerous for the consumer or to the environment.

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

A signed copy of the Declaration of Conformity for this product can be obtained from Xerox[®].

Other Regulations

Turkey RoHS Regulation

In compliance with Article 7 (d), we hereby certify: "It is in compliance with the EEE Regulation."

"EEE yönetmeliğine uygundur."

Material Safety Data Sheets

For Material Safety Data information regarding your printer, go to:

- North America
 - Phaser 6000 printer: www.xerox.com/msds
 - Phaser 6010 printer: www.xerox.com/msds
- European Union
 - Phaser 6000 printer: www.xerox.com/environment_europe
 - Phaser 6010 printer: www.xerox.com/environment_europe

For Customer Support Center phone numbers, go to:

- Phaser 6000 printer: www.xerox.com/office/worldcontacts
- Phaser 6010 printer: www.xerox.com/office/worldcontacts

Recycling and Disposal

B

This chapter includes:

- [All Countries](#) on page 75
- [North America](#) on page 75
- [European Union](#) on page 75
- [Other Countries](#) on page 75

All Countries

If you are managing the disposal of your Xerox® product, please note that the product may contain lead, mercury, 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 the product was placed on the market. For recycling and disposal information, contact your local authorities. 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.

North America

Xerox® operates a program for equipment take back and reuse/recycle. Contact your Xerox® sales representative (1-800-ASK-XEROX) to determine whether this Xerox® product is part of the program. For more information about Xerox® environmental programs, visit

- Phaser 6000 printer: www.xerox.com/environment
- Phaser 6010 printer: www.xerox.com/environment

For recycling and disposal information, contact your local authorities.

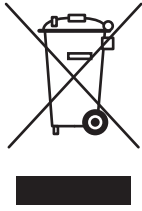
Other Countries

Please contact your local waste authorities and request disposal guidance.

European Union

Some equipment can 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 do 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 can 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 could be required to take back your old equipment free of charge. Please ask your retailer for information.

Professional/Business Environment

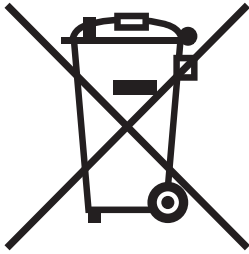


Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures.

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

Before disposal, please contact your local reseller or Xerox[®] representative for end of life datebook information.

Information for Users on Collection and Disposal of Old Equipment and Used Batteries



These symbols on the products and/or accompanying documents mean that used electrical and electronic products and batteries do not get mixed with general household waste.

For proper treatment, recovery and recycling of old products and used batteries, take them to applicable collection points. Dispose of them in accordance with your national legislation and the Directive 2002/96/EC and 2006/66/EC.

By disposing of these products and batteries correctly, you help to save valuable resources and prevent potential negative effects on human health and the environment. Inappropriate waste handling could have negative effects on human health and the environment.

For more information about collection and recycling old products and batteries, please contact your local authorities. These authorities include your local municipality, your waste disposal service, and the point of sale where you purchased the items.

Penalties could be applicable for incorrect disposal of this waste, in accordance with national legislation.

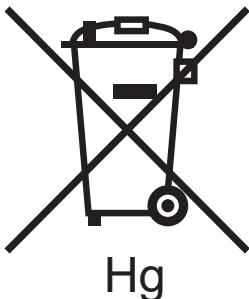
Business Users in the European Union

If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

Outside the European Union

These symbols are only valid in the European Union. If you wish to discard these items, please contact your local authorities or dealer and ask for the correct method of disposal.

Note for the Battery Symbol



This wheeled bin symbol can be used in combination with a chemical symbol. Use of this symbol establishes compliance with the requirements set out by the Directive.

Battery Removal

Have batteries replaced only by a MANUFACTURER approved service facility.

