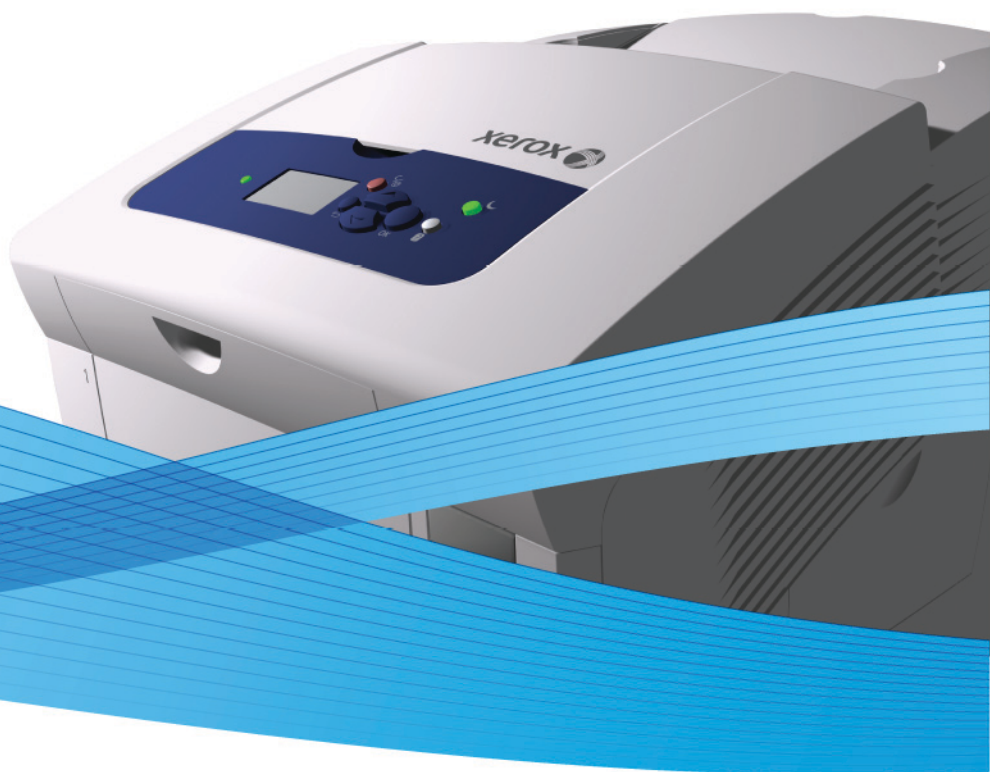


Xerox ColorQube

8570 / 8870

Color Printer



Xerox® ColorQube™ 8570 / 8870

User Guide

Guide d'utilisation

Italiano Guida dell'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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Index

Safety

1


This chapter includes:


- [Electrical Safety](#) on page 10
- [Operational Safety](#) on page 12
- [Maintenance Safety](#) on page 14
- [Printer Symbols](#) on page 15

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 ColorQube 8570/8870 printer.

Electrical Safety

General Guidelines

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

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

The following are hazards to your safety:


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

If any of these conditions occur, 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 properly-grounded electrical outlet. Make sure 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.

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

- Verify that the printer is plugged into an outlet that is capable of providing the correct voltage and power. Review the printer's electrical specification with an electrician if necessary.
- Do not place the printer in an area where people might step on the power cord.
- Do not place objects on the power cord.

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

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

See also:

[Electrical Specifications](#) on page 182

[Power Saver Settings](#) on page 48

Operational Safety

This section includes:

- [Printer Location](#) on page 12
- [Operational Guidelines](#) on page 12
- [Printer Supplies](#) on page 13

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

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

Printer Location

- 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 where there is adequate space for operation and servicing. For details, see [Clearance Requirements](#) on page 180.
- Place the printer in a dust-free area.
- Do not store or operate the printer in an extremely hot, cold, or humid environment. For optimum performance environmental specifications, see [Environmental Specifications](#) on page 181.
- 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 27.4 kg (60.5 lb.).
- Do not place the printer near a heat source.
- Do not place the printer where it is directly exposed to the cold air flow from an air conditioning system.
- Place the printer in an area within a temperature range of 10°–32°C / 50°–90°F and a relative humidity range of 10–80 % non-condensing.

Operational Guidelines

- Do not open or remove the paper source tray that you selected in either the printer driver or control panel while the printer is printing.
- Do not open the doors while the printer is printing.
- Do not move the printer while it is printing.
- Do not move the printer while the ink is still hot; wait 30 minutes for the printer to cool down after shutting down using the shutdown sequence. For details, see [Precautions for Moving the Printer](#) on page 137.
- Keep hands, hair, neckties, etc., away from the exit and feed rollers.
- Use the printer at elevations below 2480 m (8,000 ft.)

Printer Supplies

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



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

See also:

[Ordering Supplies](#) on page 134





Maintenance Safety

- Do not attempt any maintenance procedure that is not specifically described in the documentation supplied with your printer.
- Do not use aerosol cleaners. Clean the printer with a dry, lint-free cloth only unless otherwise specified.
- Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to:
 - ColorQube 8570 printer: www.xerox.com/gwa
 - ColorQube 8870 printer: www.xerox.com/gwa

See also:

[Maintenance and Cleaning](#) on page 120

Printer Symbols

Symbol	Description
	Warning or Caution: Ignoring this warning could cause serious injury or even death. Ignoring this caution could cause injury or damage to the property.
	Hot surface on or in the printer. Use caution to avoid personal injury.
	Avoid pinching fingers in the printer. Use caution to avoid personal injury.
	Allow 30 minutes for the printer to cool down before moving or packing it.

Features

2

This chapter includes:

- [Parts of the Printer](#) on page 18
- [Printer Configurations and Options](#) on page 21
- [Information Pages](#) on page 23
- [More Information](#) on page 26

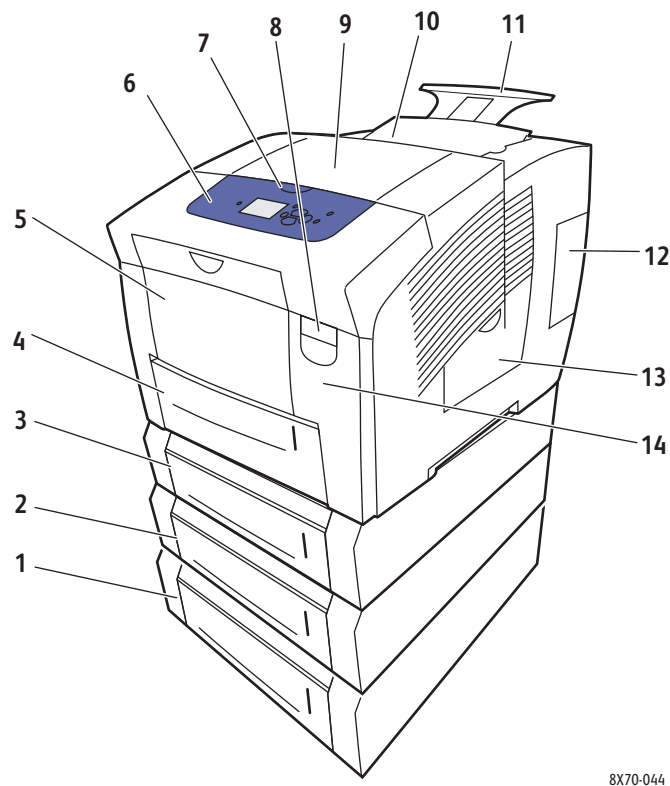
Parts of the Printer

This section includes:

- [Right-Front View](#) on page 18
- [Right-Side View](#) on page 19
- [Rear View](#) on page 19
- [Control Panel](#) on page 20

Right-Front View

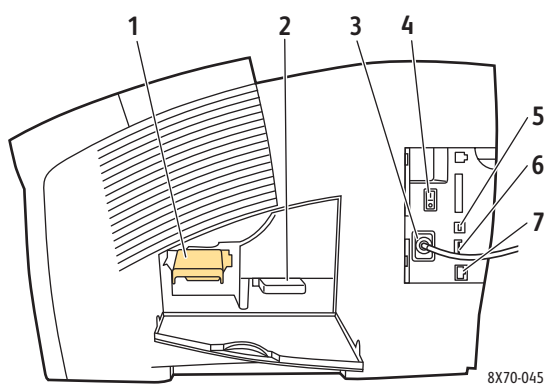
View shows the ColorQube 8570/8870 printer with all three optional feeder trays.



8X70-044

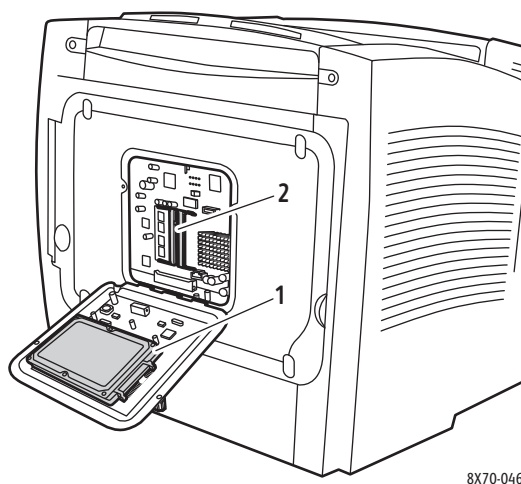
- | | |
|---------------------------------------|------------------------------------|
| 1. Optional 525-Sheet Feeder (Tray 5) | 8. Front door release |
| 2. Optional 525-Sheet Feeder (Tray 4) | 9. Exit door B |
| 3. Optional 525-Sheet Feeder (Tray 3) | 10. Ink loader door C |
| 4. Standard 525-Sheet Tray 2 | 11. Legal/A4 output tray extension |
| 5. Tray 1, 100-Sheet max. capacity | 12. Interface (I/O) door E |
| 6. Control panel | 13. Side door D |
| 7. Exit door release | 14. Front door A |

Right-Side View



1. Maintenance kit
2. Waste tray
3. Power cord connection
4. Power switch
5. USB connection
6. Configuration card
7. Ethernet 10Base-T/100/1000Base-TX connection

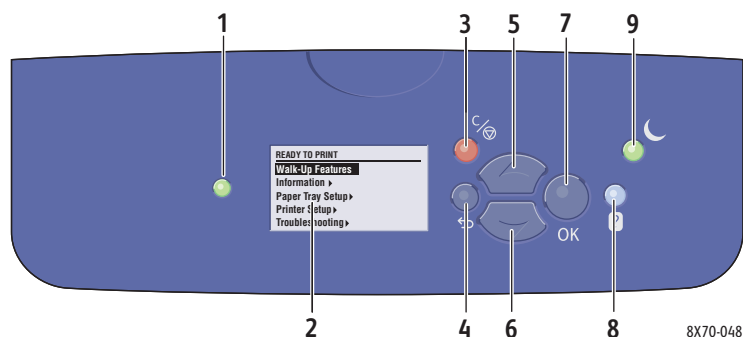
Rear View



1. Optional hard drive
2. Two RAM slots

Control Panel

The control panel displays the printer's operating status, for example, Warming up, Ready to Print, Printing, etc., printer errors and warnings, and prompts you to load paper, order and replace supplies, and clear jams. From the control panel, you access tools and information pages to help resolve problems, and to change printer and network settings.



1. **Status** indicator light:
Green: Printer is ready to print.
Yellow: Warning condition; printer continues to print.
Red: Startup sequence or error condition.
Blinking Green: Printer is busy or warming up.
2. **Graphic display:** Upper part displays status messages and, for menus, the menu title. Lower part displays menus and menu options.
3. **Cancel** button:
 Cancels the current print job.
4. **Back** button:
 Returns to the previous menu item.
5. **Up Arrow** button:
 Scrolls upward through the menus.
6. **Down Arrow** button:
 Scrolls downward through the menus.
7. **OK** button:
 Accepts the selected setting.
8. **Help (?)** button:
 Displays a help message with information about the printer, such as printer status, error messages, and maintenance information. Also describes control panel menu items.
9. **Power Saver** button/indicator light:
 Brings the printer out of, or puts the printer into, Power Saver mode.
On steady: Printer can be put in Power Saver mode at this time.
Off: Printer cannot be put in Power Saver mode at this time.
Blinking: Printer is in Power Saver mode.

Printer Configurations and Options

This section includes:

- [Standard Features](#) on page 21
- [Options and Upgrades](#) on page 22

Standard Features

The ColorQube 8570 and 8870 printers come with the following standard features:

- 1 GHz processor
- PostScript print-quality modes:
 - Fast Color: For previewing or rush jobs
 - Standard: General purpose mode for full-color printing
 - Enhanced: For superior text resolution and vibrant, saturated colors
 - Photo: High resolution for best detail, highest-quality color prints
- PCL driver print-quality modes:
 - PCL Standard Mode
 - PCL Enhanced Mode
- Tray 1 (multipurpose) that holds up to 100 sheets
- Tray 2 that holds up to 525 sheets
- 512 MB RAM memory, expandable to 2 GB, with two DDR2 SDRAM slots supporting 512 MB and 1 GB cards.
- PostScript and PCL fonts
- USB 2.0 and Ethernet 10Base-T/100/1000Base-TX connections
- RAM collation. Allows jobs to be stored in memory so that multiple copies can be printed in page sequence order: 123, 123, 123, 123, instead of copy number order: 1111, 2222, 3333.
- Cartridge-free solid ink

Options and Upgrades

You can order additional feeder trays, memory, and a hard drive if these items are not standard on your printer. To see which options are installed on your printer, print the Configuration page. For details, see [Configuration Page](#) on page 23.

- Hard drive
- Automatic 2-sided printing
- 1, 2, or 3 additional 525-sheet feeder trays
- Memory

For ordering options and upgrades, contact your local reseller or go to the Xerox Supplies website for your printer:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570supplies
- ColorQube 8870 printer: www.xerox.com/office/CQ8870supplies

Information Pages

This section includes:

- [Menu Map](#) on page 23
- [Configuration Page](#) on page 23
- [Other Information Pages](#) on page 24
- [Sample Pages](#) on page 25

Your printer comes with a set of information pages to help you track the printer's performance and diagnose problems so you can obtain the best results from your printer. You access these pages from the printer control panel. Print the Menu Map to see where these information pages are located in the control panel menu structure.

The Menu Map and Configuration page are two commonly-used information pages.

Menu Map

The Menu Map information page lists all main and second-level control panel menu headings. Use the Menu Map to help you navigate to each of the printer's functions and for getting to know your printer's capabilities and settings.

To print the Menu Map:

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

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

Configuration Page

The Configuration page lists information about the current configuration of your printer, including IP address, and is useful for network analysis and general troubleshooting.

To print the Configuration page:

1. On the printer control panel, select **Information** and then press the **OK** button.
2. Select **Information Pages > OK**.
3. Select **Configuration Page > OK**.

Note: You can also print Information pages from CentreWare Internet Services (CentreWare IS). For details, see [Using CentreWare Internet Services](#) on page 39.

See also:

[Supported Paper Sizes and Weights](#) on page 55

[Other Information Pages](#) on page 24

Other Information Pages

The following Information pages are available from the printer control panel. For the menu location of each page, print the Menu Map. For details, see [Menu Map](#) on page 23.

Information Page	Description
Paper Tips Page	Lists supported paper and gives tips on setting up and loading paper trays. For details, see Supported Paper Sizes and Weights on page 55.
Supplies Usage Page	Provides coverage information and part numbers for reordering supplies.
Connection Setup Page	Provides information about setting up your printer on a network, or connecting directly to your computer on a Windows or Macintosh system.
Startup Page	Contains basic printer configuration and network information. Prints during the Startup Sequence when enabled, or if the printer detects an error during the Power-On Self Test diagnostics.
Usage Profile	A summary page of printer-usage information.
PostScript Font List	List of PostScript fonts available within the printer, or installed on the printer's hard drive if the optional hard drive is installed.
PCL Font List	List of PCL fonts available within the printer, or installed on the printer's hard drive if the optional hard drive is installed.
Disk Directory	Requires optional printer hard drive. Prints pages listing all downloaded files on the hard drive, such as fonts and macros.
Troubleshooting Print Quality Page	Lists common print-quality problems and tips for solving them. For details, see Printing the Troubleshooting Print Quality Page on page 164.

See also:

[Print-Quality Problems](#) on page 164

Sample Pages

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

Page	Description
Graphics Demonstration	Prints a page demonstrating the printer's ability to print a graphic image.
Office Demonstration	Prints a page demonstrating the printer's ability to print an office graphic image.
2-Sided Demonstration	Requires automatic 2-sided printing option. Prints two pages on one sheet to demonstrate the printer's 2-sided printing ability.
Print Mode Demonstration	Prints three copies of the Office Demonstration Page in each print-quality mode to demonstrate printer speed and resolutions.
CMYK Sampler Pages	Prints the multi-page CMYK Color Sampler chart.
RGB Sampler Pages	Prints the multi-page RGB Color Sample chart.
PANTONE Color Sampler Pages	Prints the multi-page PANTONE\256 Color Sampler chart.

To print Graphics, Office, or 2-Sided Demonstration sample pages:

1. On the printer control panel, select **Information** and then press the **OK** button.
2. Select **Sample Pages > OK**.
3. Select the desired sample page and then press **OK**.
4. Select one of the following:
 - **Single Print**: prints a single sample page.
 - **Continuous Print**: prints sample pages until you stop printing by pressing the **Cancel** button on the printer control panel.
5. Press **OK** to print.

Note: These pages can also be printed from CentreWare IS in the Print tab. For details, see [Using CentreWare Internet Services](#) on page 39.

See also:

[Using Color Sampler Pages](#) on page 167

More Information

This section includes:

- [ColorQube 8570 Printer](#) on page 26
- [ColorQube 8870 Printer](#) on page 27
- [Xerox Support Centre](#) on page 28

You can obtain more information about your printer and its capabilities from the sources and Web links listed in the following tables.

ColorQube 8570 Printer

Information	Source
<i>Installation Guide</i>	Packaged with printer
<i>Quick Use Guide</i>	Packaged with printer
<i>User Guide</i> (PDF)	Packaged with printer on <i>Software and Documentation disc</i> . Also available at: www.xerox.com/office/CQ8570docs
<i>System Administrator Guide</i>	www.xerox.com/office/CQ8570docs
Video Tutorials	www.xerox.com/office/CQ8570docs
Recommended Media List	United States: www.xerox.com/paper Europe: www.xerox.com/europaper
Online Support Assistant	www.xerox.com/office/CQ8570support
Technical Support	www.xerox.com/office/CQ8570support
PhaserSMART Technical Support	www.phasersmart.com
Information about menus or error messages	Control panel Help (?) button
Information pages	Print from the control panel menu

ColorQube 8870 Printer

Information	Source
<i>Installation Guide</i>	Packaged with printer
<i>Quick Use Guide</i>	Packaged with printer
<i>User Guide</i> (PDF)	Packaged with printer on <i>Software and Documentation disc</i> . Also available at: www.xerox.com/office/CQ8870docs
<i>System Administrator Guide</i>	www.xerox.com/office/CQ8870docs
Video Tutorials	www.xerox.com/office/CQ8870docs
Recommended Media List	United States: www.xerox.com/paper Europe: www.xerox.com/europaper
Online Support Assistant	www.xerox.com/office/CQ8870support
Technical Support	www.xerox.com/office/CQ8870support
PhaserSMART Technical Support	www.phasersmart.com
Information about menus or error messages	Control panel Help (?) button
Information pages	Print from the control panel menu

Xerox Support Centre

The Xerox Support Centre utility provides a central location for accessing the following information:

- User manuals and video tutorials
- Solutions to troubleshooting problems
- Printer and supplies status
- Supplies ordering and recycling
- Answers to frequently asked questions

Note: You can download and install the Xerox Support Centre utility from a link on the *Software and Documentation disc*, or from the Xerox Drivers and Downloads website:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570drivers
- ColorQube 8870 printer: www.xerox.com/office/CQ8870drivers

Xerox Support Centre is available for systems with Windows XP SP1 and later or Mac OS X, version 10.3 and higher.

To start the Xerox Support Centre utility:

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



Note: You must have an Internet connection to view manuals and videos on the website.

Installation and Setup

3

This chapter includes:

- [Installation and Setup Overview](#) on page 30
- [Assigning the Printer's IP Address](#) on page 32
- [Using CentreWare Internet Services](#) on page 39
- [Installing the Software](#) on page 41
- [Power Saver Settings](#) on page 48

Installation and Setup Overview

This section includes:

- [Choosing a Connection Method](#) on page 30
- [Connecting to a Network](#) on page 31
- [Connecting Directly Using USB](#) on page 31

Before you can use your printer, you must:

1. Make sure the printer is connected correctly and turned on.
2. Install software drivers and utilities. The software installation procedure depends on your connection type (network or USB).
3. Configure the software.

Choosing a Connection Method

You can connect to your printer over a network using an Ethernet cable, or directly using a USB cable. Hardware and cabling requirements vary for the different connection methods. Routers, network hubs, network switches, modems, Ethernet and USB cables are not included with your printer and must be purchased separately.

Printing the Connection Setup Page

Your printer comes with a Connection Setup information page, which includes illustrations, to help you with setup. The Connection Setup page is set to print the first time the printer is turned on if there is paper in one of the trays. If you need to print the page again, use the following instructions.

To print the Connection Setup page:

1. Plug in the printer, turn it on, then let it warm up.
2. On the printer control panel, select **Printer Setup** and then press the **OK** button.
3. Select **Connection Setup > OK**.
4. Select **Connection Setup Page > OK**.

Note: For more connection information and illustrations, refer to the *Installation Guide* that came packaged with your printer.

Connecting to a Network

If your computer is connected to an office network or a home network, whether a hard-wired connection or wireless, you will use an Ethernet cable to connect the printer to the network. An Ethernet network can be used for one or more computers and supports many printers and systems simultaneously. An Ethernet connection is recommended because it is typically faster than a USB connection and it allows you direct access to the printer's settings using CentreWare IS.

To connect the printer to a network:

1. Before turning on the printer, attach a Category 5 or better Ethernet cable from the printer to the network or router socket.
You will need an Ethernet hub, or a DSL or Cable router (direct or wireless), and two or more Category 5 or better Ethernet cables (one cable for each device). To connect using an Ethernet hub or router, first connect the computer to the hub/router with one cable and then connect the printer to the hub/router with the second cable. Connect to any port on the hub/router except the uplink port.
2. Attach the power cord and then plug in the printer and turn it on. For safety information, see [Electrical Safety](#) on page 10.
3. Either manually set or automatically discover the printer's IP (network) address. If your company has a system administrator, ask that person for the printer's IP address. For details, see [Assigning the Printer's IP Address](#) on page 32.

Connecting Directly Using USB

If you are connecting the printer to one computer and do not have a network, you can use a USB connection. To use USB, PC users must have Microsoft XP SP1/Server 2003 or later. Macintosh users must use Mac OS X, version 10.3 or higher.

Note: A USB connection does not provide access to CentreWare IS, nor does it allow bi-directional communication within the printer driver to provide, for example, information such as the status of paper loaded in the trays.

To connect the printer to the computer using a USB cable:

1. Attach the power cord and then plug in the printer and turn it on. For safety information, see [Electrical Safety](#) on page 10.
2. Connect one end of a standard A/B USB 2.0 cable to the printer's USB port. For the location of the USB port, see [Right-Side View](#) on page 19.
3. Connect the other end of the USB cable to the computer's USB port.
4. When the Windows Found New Hardware Wizard appears, cancel it.
5. You are ready to install the printer drivers. Go to [Installing the Software](#) on page 41.

Assigning the Printer's IP Address

This section includes:

- [Automatically Assigning the IPv4 Address](#) on page 32
- [Manually Assigning the IPv4 Address](#) on page 33
- [Configuring IPv6](#) on page 34
- [Resetting the TCP/IP Configuration](#) on page 38

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

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

The IP address can be assigned automatically by using the AutoIP protocol or the DHCP protocol, or manually by specifying a fixed address. Network addresses assigned by DHCP are temporary, however. After a specified time, the network may assign a new IP address to the printer, which may cause a connectivity problem for you. To fix this, or if your network administrator requires a static IP address for the printer, you can assign the IP address to the printer manually. For details, see [Manually Assigning the IPv4 Address](#) on page 33.

See also:

Online Support Assistant at:

ColorQube 8570 printer: www.xerox.com/office/CQ8570support

ColorQube 8870 printer: www.xerox.com/office/CQ8870support

Automatically Assigning the IPv4 Address

By default, your printer is set to be recognized automatically by the network to which it is connected, acquiring an IP address using DHCP. In this case, you do not need to do anything except write down the printer's IP address; you will need it for accessing CentreWare IS and installing the software. After the printer is connected to the network, it will automatically seek an available IP address.

Notes:

- For the automatic Installer to function, the printer must be connected to an established TCP/IP network.
- You can view your printer's IP address at any time from either the Configuration page or the printer control panel. For details, see [Finding the Printer's IP Address](#) on page 40.

If you need to assign the IP address using a method other than DHCP or for a protocol other than IPv4, such as IPv6, see [Configuring IPv6](#) on page 34, or refer to the CentreWare IS online help.

Manually Assigning the IPv4 Address

Notes:

- These instructions are for connecting using the IPv4 protocol. For details on IPv6, see [Configuring IPv6](#) on page 34, or refer to the CentreWare IS online help.
- Verify that your computer has a properly configured IP address for your network. Contact the network administrator for more information.

If you are on a network without a DNS server, or in an environment where the network administrator assigns printer IP addresses, you can use this method to manually set the IP address. If you are in a small office with a single PC and use a dialup modem connection, you can also manually set the IP address using this method.

Notes:

- When assigning the IP address manually, you will need to supply a Network Mask address. If you are unsure of what this is, leave it blank. The printer will choose an appropriate network mask address.
- When assigning the IP address manually, you will need to supply a default router or gateway address. The router address is required to communicate with the host device from anywhere other than the local network segment.

To manually set the IP address from the printer control panel using IPv4:

1. On the printer control panel, select **Printer Setup** and then press the **OK** button.
2. Select **Connection Setup** > **OK**.
3. Select **Network Setup** > **OK**.
4. Select **TCP/IPv4 Setup** > **OK**.
5. At **IPv4**, check the setting. If the setting is Off, press **OK** to change it to **On**.
6. Select **DHCP/BOOTP** > **OK** to set it to **Off**.
7. Select **AutoIP** > **OK** to set it to **Off**.
8. Select **IPv4 Address:** > **OK**.
9. Use the arrow buttons and the OK button to enter the IP address. The IP address is composed of four banks of numbers separated by periods: xxx.xxx.xxx.xxx. At the first bank of numbers, use the Up and Down Arrow buttons to select the first number in the address and then press **OK** to set the number and move to the next bank of numbers. Repeat the process for the remaining banks of numbers.
10. Press **OK**. The printer will display a message that it is checking for duplicate IP address numbers. If it does not find any, you are done. If the number you entered is already being used by the network, you will need to enter a different address.

Configuring IPv6

This section includes:

- [Enabling IPv6](#) on page 34
- [Setting the Interface ID](#) on page 35
- [Automatically Assigning the IPv6 Address](#) on page 35
- [Using DHCPv6](#) on page 36
- [Manually Assigning an IPv6 Address](#) on page 37
- [Setting Address Precedence](#) on page 38

Enabling IPv6

IPv6 can be enabled or disabled independently of IPv4.

Note: If you disable both IPv4 and IPv6, you will lose your connection to the printer. For information on restoring the default TCP/IP settings, see [Resetting the TCP/IP Configuration](#) on page 38.

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

- The printer control panel
- CentreWare IS

Enabling IPv6 Using the Control Panel

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

Enabling IPv6 Using CentreWare IS

1. Launch your computer's Web browser.
2. Type your printer's IP address in the browser's Address field.
3. At the CentreWare IS page, click **Properties**.
4. In the navigation pane on the left, select the **Protocols** folder, then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. Select the **TCP/IP v6 Enabled** check box to enable TCP/IP v6.
7. At the bottom of the page, click the **Save Changes** button.

Setting the Interface ID

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

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

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

To set the Interface ID using CentreWare IS:

1. Launch your computer's Web browser.
2. Type your printer's IP address in the browser's Address field.
3. At the CentreWare IS page, click **Properties**.
4. In the navigation pane on the left, expand the **Protocols** folder, then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. Do one of the following:
 - Select **User Interface ID from MAC address**.
 - Select **Use this Interface ID** and then type the address into the field provided.
7. At the bottom of the screen, click the **Save Changes** button.

Automatically Assigning the IPv6 Address

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

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

- The printer control panel
- CentreWare IS

Enabling or Disabling Automatic Address Assignment Using the Control Panel

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

Enabling or Disabling Automatic Address Assignment Using CentreWare IS

1. Launch your computer's Web browser.
2. Type your printer's IP address in the browser's Address field.
3. At the CentreWare IS page, click **Properties**.
4. In the navigation pane on the left, expand the **Protocols** folder, then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. In the Automatic Address Assignment section, select/deselect **Use router supplied prefixes**.
7. At the bottom of the page, click the **Save Changes** button.

Using DHCPv6

DHCPv6 is used to acquire TCP/IP information.

The following DHCPv6 options are available in CentreWare IS:

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

Setting DHCPv6 Options Using the Control Panel

1. On the printer control panel, select **Printer Setup** and then press the **OK** button.
2. Select **Connection Setup > OK**.
3. Select **Network Setup > OK**.
4. Select **TCP/IPv6 Setup > OK**.
5. Select **DHCPv6 Mode > OK**.
6. Select the **DHCPv6** option: **Router**, **Stateful**, **Stateless**, or **Never**.
7. Press **OK**.

Setting DHCPv6 Options Using CentreWare IS

1. Launch your computer's Web browser.
2. Type your printer's IP address in the browser's Address field.
3. At the CentreWare IS page, click **Properties**.
4. In the navigation pane on the left, expand the **Protocols** folder, then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. In the DHCPv6 section, select/deselect the desired DHCPv6 options.
7. At the bottom of the page, click the **Save Changes** button.

Manually Assigning an IPv6 Address

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

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

- The printer control panel
- CentreWare IS

Setting the IPv6 Address Using the Control Panel

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

Setting the IPv6 Address Using CentreWare IS

1. Launch your computer's Web browser.
2. Type your printer's IP address in the browser's Address field.
3. At the CentreWare IS page, click **Properties**.
4. In the navigation pane on the left, expand the **Protocols** folder, then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. In the Manual Address Assignment field, select the **Use this address** check box and then type the address in the field provided.
7. At the bottom of the page, click the **Save Changes** button.

Setting Address Precedence

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

To set address precedence using CentreWare IS:

1. Launch your computer's Web browser.
2. Type your printer's IP address in the browser's Address field.
3. At the CentreWare IS page, click **Properties**.
4. In the navigation pane on the left, expand the **Protocols** folder, then click **TCP/IP**.
5. Click the **TCP/IP (v6)** button.
6. In the Address Precedence section, select the desired option.
7. At the bottom of the page, click the **Save Changes** button.

Resetting the TCP/IP Configuration

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

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

Using CentreWare Internet Services

This section includes:

- [Accessing CentreWare IS](#) on page 39
- [Finding the Printer's IP Address](#) on page 40

CentreWare IS provides access to the printer's embedded Web server. It enables you to easily manage, configure, and monitor network printers using a Web browser on a network computer. CentreWare IS gives administrators access to printer status, configuration, security settings, and diagnostic functions. It also provides access to special printing functions such as printing saved jobs.

CentreWare IS enables you to:

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

CentreWare IS requires:

- A Web browser and a TCP/IP connection between the printer and the network (in Windows, Macintosh, or UNIX environments).
- JavaScript must be enabled in the Web browser. If JavaScript is disabled, a warning message appears and the pages do not function properly.
- TCP/IP and HTTP must be enabled in the printer.

Accessing CentreWare IS

1. Make sure your printer is turned on.
2. Launch your computer's Web browser and then type your printer's IP address in the Address field. Do not include "www" before the address. Type the address, separating the groups of numbers by periods.

For details on using CentreWare IS, click the **Help** button in CentreWare IS to go to the CentreWare IS online help.

Finding the Printer's IP Address

The printer's IP address is required to use CentreWare IS. If you do not know the IP address, print the Configuration page or locate the address on the printer control panel menu.

To print the Configuration page:

1. On the printer control panel, select **Information** and then press the **OK** button.
2. Select **Information Pages > OK**.
3. Select **Configuration Page > OK**.

To view the IP address from the printer control panel:

1. On the printer control panel, select **Information** and then press the **OK** button.
2. Select **Printer Identification > OK**.
3. To view the IP address, select whichever applies:
 - **TCP/IPv4 Address**
 - **TCP/IPv6 Addresses**

Installing the Software

This section includes:

- [Operating System Requirements](#) on page 41
- [Available Printer Drivers](#) on page 41
- [Installing the Printer Driver for Windows](#) on page 42
- [Installing the Printer Driver for Macintosh OS X](#) on page 43
- [Installing the Printer Driver for UNIX \(Linux\)](#) on page 45
- [Installing Other Drivers](#) on page 46
- [Installing Xerox Support Centre](#) on page 47

Operating System Requirements

- **PC:** Windows Vista, XP SP1 or later, Windows Server 2003 or later.
- **Macintosh:** OS X, version 10.3 or higher.
- **UNIX and Linux:**
Your printer supports connection to a variety of UNIX platforms through the network interface. The workstations currently supported by CentreWare for UNIX/Linux to a network-connected printer are:
 - Sun Solaris 8, 9, 10
 - IBM AIX 51 v5.3
 - Hewlett-Packard HP-UX 11.0 and 11i
 - Linux Intel

Available Printer Drivers

To access special printing options, use a Xerox printer driver. Xerox provides drivers for a variety of page description languages and operating systems. The following printer drivers are available for your printer. For more printer driver options and the latest printer drivers, go to the Xerox Drivers and Downloads website:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570drivers
- ColorQube 8870 printer: www.xerox.com/office/CQ8870drivers

Printer Driver	Source	Description
Windows PostScript Driver	CD/DVD and Web	The PostScript driver is recommended to take full advantage of your system's custom features and genuine Adobe PostScript. (Default printer driver.)
Windows PCL5c Driver	Web only	The Printer Command Language driver can be used for applications requiring PCL.

Printer Driver	Source	Description
Xerox Global Print Driver™ (Windows)	CD/DVD and Web	This driver enables printing from a PC to any Xerox PostScript-enabled printer. It configures itself for your individual printer upon installation.
Xerox Mobile Express Driver™ (Windows)	Web only	This driver enables printing from a PC to any Xerox PostScript-enabled printer. This is especially helpful for mobile professionals who travel to multiple locations and need to print to different printers.
Mac OS X (version 10.3 or higher) Driver	CD/DVD and Web	This driver enables printing from a Mac OS X (version 10.3 or higher) operating system.
UNIX PostScript Driver	Web only	This driver enables printing from a UNIX or Linux operating system.

Installing the Printer Driver for Windows

These instructions are for installing the PostScript driver from the *Software and Documentation disc* that came with your printer. For installing the Windows PCL5 printer driver, see [Installing Other Drivers](#) on page 46.

1. Insert the disc into the computer's CD or DVD drive. If the installer does not launch, do the following:
 - a. Click **Start** and then click **Run**.
 - b. In the Run window, type: **<CD or DVD drive>:\Setup.exe** and then click **OK**.
2. At the bottom of the install screen, click **Language** and select your language from the list, then click **OK**.
3. Click **Install Print Driver**.
4. Click **I Agree** to accept the license agreement.
5. In the Discovered Printers list, select your ColorQube printer and then click **Next**.

Note: If you are installing drivers for a network-connected printer and you do not see your printer displayed in the list, click the **IP Address or DNS Name** button near the top of the window. In the IP Address or DNS Name field, type your printer's IP address and then click **Search** to locate your printer. Select your printer and then click **Next**. If you do not have your printer's IP address, print the Configuration page from the control panel and then locate the printer IP address on it or ask your system administrator. To print the Configuration page, see [Finding the Printer's IP Address](#) on page 40.

6. In the Installation Options dialog box, accept the defaults and then click **Install**.
7. When the installation is complete, click **Finish**.

8. In the Information Forwarding dialog box, read the information provided and then do one of the following:
 - To enable Information Forwarding, verify that the **Enable Information Forwarding** check box is selected and then click **Close**.
 - To disable Information Forwarding, clear the **Enable Information Forwarding** check box and then click **Close**.
9. Register your printer or click **Close**.
A test page will print confirming the installation.

See also:

Online Support Assistant at:

ColorQube 8570 printer: www.xerox.com/office/CQ8570support

ColorQube 8870 printer: www.xerox.com/office/CQ8870support

Installing the Printer Driver for Macintosh OS X

This section includes:

- [Installing the Printer for Macintosh OS X Version 10.3](#) on page 43
- [Installing the Printer for Macintosh OS X Version 10.4 and 10.5](#) on page 44

For networking, you can set up your printer using Bonjour (Rendezvous), or connect using your printer's IP address for an LPD/LPR connection for Macintosh OS X version 10.3 or higher.

For a non-network printer, connect using USB. For details, see [USB Connection](#) on page 44.

See also:

Online Support Assistant at:

ColorQube 8570 printer: www.xerox.com/office/CQ8570support

ColorQube 8870 printer: www.xerox.com/office/CQ8870support

Installing the Printer for Macintosh OS X Version 10.3

Bonjour (Rendezvous) Connection

To install the printer driver from the *Software and Documentation disc*:

1. Insert the disc into your computer's CD or DVD drive and run the installation package.
2. After installing the printer driver, open the **Printer Setup Utility**.

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

3. Confirm that the first drop-down menu is set to **Bonjour (Rendezvous)**.
4. Select the printer in the window.

5. Select **Xerox** from the list of manufacturers in the lower drop-down menu.
6. Select your printer model from the list of Xerox printers and then click **Add**.

Note: If your printer was not detected, verify that the printer is on and that the Ethernet cable is connected properly. If you have verified that the printer is on and connected correctly and you are using an Ethernet cable to connect to a network, try adding the printer using the IP address. See the following set of instructions for details.

LPD/LPR Connection

1. Insert the *Software and Documentation disc* into your computer's CD or DVD drive and then run the installation package.
2. After installation is complete, open the **Printer Setup Utility**.

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

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

USB Connection

1. Insert the *Software and Documentation disc* into your computer's CD or DVD drive and then run the installation package.
2. After installation is complete, open the **Printer Setup Utility**.

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

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

Installing the Printer for Macintosh OS X Version 10.4 and 10.5

To install the printer driver from the *Software and Documentation disc*:

1. Insert the disc into your computer's CD or DVD drive.
2. At the Welcome screen, click **Continue**.
3. At the Software License Agreement screen, click **Continue**.
4. Read and accept the license agreement: click **I Agree**.
5. Click **Install**.
6. If prompted, enter your password and click **OK**.

7. After installation, at the Select Printer screen, do one of the following as needed:
 - Select your printer if it is displayed in the list.
 - If your printer is not displayed in the list and you have a network connection to the printer, click the **IP Address or DNS Name** button in the row at the top of the installation screen. In the field provided, type the printer's IP address.
8. Click **Continue**.
9. In the Select Printer Model drop-down list, select the printer model and then click **Continue**.
10. Click **OK**.
11. At the Finish Up installation screen, register your printer if desired at this time, then verify that the **Print a Test Page** option is selected. Click **Continue**.
12. At the Install Succeeded screen, click **Close**.

Installing the Printer Driver for UNIX (Linux)

1. At the printer, do the following:
 - a. Verify that both the TCP/IP protocol and the proper connector are enabled.
 - b. On the printer control panel, do one of the following for the IP address:
 - Allow the printer to set up a DHCP address.
 - Enter the IP address manually.
 - c. Print the Configuration page and keep it for reference. For details, see [Configuration Page](#) on page 23.
2. At your computer, do the following:
 - a. Go to the applicable Web page for your printer:
 - ColorQube 8570 printer: www.xerox.com/office/CQ8570drivers
 - ColorQube 8870 printer: www.xerox.com/office/CQ8870drivers
 - b. From the Operating System drop-down menu, select **UNIX** and then click **Go**.
 - c. Click the **CentreWare for Unix** package for the operating system this will be installed on. This is the core package and must be installed first before the printer package.
 - d. Click the **Start** button to begin downloading.
 - e. Repeat steps a and b, then click the **Printer Package for use with CentreWare for Unix installers** link.
 - f. Click the **Start** button to begin downloading.
 - g. In your browser, click the **Installation Guide** link, then follow the installation instructions.

Note: If print-quality problems exist, or your job did not print, access PhaserSMART Technical Support through CentreWare IS. See the following instructions for details.

To access PhaserSMART Technical Support:

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

Installing the Printer When Using CUPS as the Print Spooler

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

To install the PPD file:

1. Go to the applicable Web page for your printer:
 - ColorQube 8570 printer: www.xerox.com/office/CQ8570drivers
 - ColorQube 8870 printer: www.xerox.com/office/CQ8870drivers
2. From the Operating System drop-down menu, select **UNIX** and then click **Go**.
3. Click the **PPD Files using CUPS Printing Services** link.
4. Click the **Start** button to begin downloading.
5. In your browser, click the **README** link and then follow the installation instructions.

Installing Other Drivers

Other available drivers include the Xerox Mobile Express Driver, the PCL5c printer driver for Windows, and driver versions for different Windows operating systems such as Windows Vista x64. These drivers can be downloaded from the Web.

To install other drivers:

1. Insert the *Software and Documentation disc* into the computer's CD or DVD drive. If the installer does not launch, do the following:
 - a. Click **Start** and then click **Run**.
 - b. In the Run window, type: **<CD or DVD drive>:\Setup.exe** and then click **OK**.
2. Click **Alternative Drivers** (this requires an Internet connection).
3. At the website for your printer, in the Operating System box, select your operating system and then, if necessary, select your language from the Language box. Click **Go** to search for drivers.
4. Locate the desired driver in the list of drivers, click the link, then follow the instructions for downloading and installing the driver.

Installing Xerox Support Centre

Download and install the Xerox Support Centre. A link to the files is located on the *Software and Documentation disc*.

1. Insert the disc into the computer's CD or DVD drive. If the installer does not launch, do the following:
 - a. Click **Start** and then click **Run**.
 - b. In the Run window, type: **<CD or DVD drive>:\Setup.exe** and then click **OK**.
2. Click **Guides and Tutorials**.
3. Click **Install Xerox Support Centre from Internet**.
4. In the File Download dialog box, click **Save** and then save the Support Centre file to your computer.
5. Double-click the saved file. At the installation window, click **Continue**.
6. When the installation is complete, click **Finish**.

Power Saver Settings

This section includes:

- [Power Saver Mode](#) on page 48
- [Fast Resume](#) on page 49

Power saver settings control the printer's Power Saver mode behavior.

Power Saver Mode

This section includes:

- [Configuring Power Saver Mode](#) on page 48
- [Enabling and Disabling Power Saver Mode](#) on page 49

The ColorQube 8570/8870 printer comes with Power Saver settings designed to reduce energy consumption without the printer having to be shut off. These settings can be set at the printer control panel or in CentreWare IS. The Power Saver button on the control panel can be used to put the printer in, or bring it out of, Power Saver mode.

Configuring Power Saver Mode

To configure Power Saver mode from the printer control panel:

1. Select **Printer Setup** and press the **OK** button.
2. Select **Printer Controls** > **OK**.
3. Select **Warmup Mode** > **OK**.
4. Select the desired Warmup mode:
 - **Job Activated:** The printer warms up when it receives a print job.
 - **Scheduled:** The printer warms up at scheduled times. If you select this option, set the warmup options in CentreWare IS. Go to CentreWare IS and then click the **Help** button for details.
 - **Intelligent Ready:** The printer automatically monitors your printer-usage patterns and follows a warmup schedule based on your printer usage.
5. Press **OK**.

Enabling and Disabling Power Saver Mode

1. On the printer control panel, if the Power Saver button is blinking slowly, the printer is in Power Saver mode. Press the blinking button to bring the printer out of Power Saver mode.
2. If the Power Saver button is off, the printer is not ready to be put in Power Saver mode. Wait until the button is on, then press it.

Note: You cannot put the printer into Power Saver mode if it is processing a job, in warmup mode, cleaning, or shutting down. The Power Saver button is off when the printer cannot be put in Power Saver mode.

See also:

[Control Panel](#) on page 20

Fast Resume

When Fast Resume is enabled, it brings the printer out of Power Saver and Standby modes more quickly. However, this changes the default power saver timeouts and increases energy usage.

To enable or disable Fast Resume from the printer control panel:

1. Select **Printer Setup** and press the **OK** button.
2. Select **Printer Controls** > **OK**.
3. Select **Fast Resume** > **OK**. To change the setting, press **OK** again.

Note: You can also set Fast Resume from CentreWare IS. For details, click the **Help** button in CentreWare IS.

Printing

4

This chapter includes:

- [Printing Overview](#) on page 52
- [Supported Media](#) on page 53
- [Loading Media](#) on page 56
- [Setting Paper Handling Options](#) on page 63
- [Printing on Specialty Media](#) on page 66
- [Using Custom Paper Sizes](#) on page 81
- [Creating Custom Paper Types](#) on page 84
- [Selecting Print Options](#) on page 85
- [Printing on Both Sides of the Paper](#) on page 93
- [Printing Multiple Pages on a Single Sheet \(N-Up\)](#) on page 97
- [Printing Booklets](#) on page 98
- [Enlarging and Reducing Pages](#) on page 100
- [Using Color Corrections](#) on page 102
- [Printing in Black and White](#) on page 105
- [Printing Separators](#) on page 106
- [Printing Cover Pages](#) on page 107
- [Printing Watermarks](#) on page 109
- [Printing Mirror Images](#) on page 111
- [Printing Special Job Types](#) on page 113

Printing Overview

1. Select media appropriate for your printer. For details, see [Supported Media](#) on page 53.
2. Load the media in the desired tray and then, if prompted, specify the paper size and type on the printer control panel.
3. In the application you are printing from, open the print settings dialog box.
4. Select your printer from the list.
5. Open the driver properties dialog box.
6. Modify the printer driver settings as desired and then do the following:
Windows: Click **OK** and then click **Print**.
Macintosh: Click **Print**.

See also:

[Loading Media](#) on page 56

[Selecting Print Options](#) on page 85

[Printing on Specialty Media](#) on page 66

Supported Media

This section includes:

- [Recommended Media Lists](#) on page 53
- [Ordering Media](#) on page 53
- [General Media Loading Guidelines](#) on page 54
- [Media That Can Damage Your Printer](#) on page 54
- [Paper Storage Guidelines](#) on page 55
- [Supported Paper Sizes and Weights](#) on page 55

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

For best results, use Xerox printing media specified for your ColorQube 8570/8870 printer.

Recommended Media Lists

A complete, regularly updated list of recommended media types is available:

- **ColorQube 8570 printer:**
Recommended Media List (United States): www.xerox.com/paper
Recommended Media List (Europe): www.xerox.com/europaper
- **ColorQube 8870 printer:**
Recommended Media List (United States): www.xerox.com/paper
Recommended Media List (Europe): www.xerox.com/europaper

You can also print the Paper Tips page, which provides a convenient list of the common paper types and sizes that can be printed from each tray. For details, see [Supported Paper Sizes and Weights](#) on page 55.

Ordering Media

To order paper, transparencies, or other specialty media, contact your local reseller or go to the Xerox Supplies website for your printer:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570supplies
- ColorQube 8870 printer: www.xerox.com/office/CQ8870supplies



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

See also:

[Ordering Supplies](#) on page 134

General Media Loading Guidelines

Follow these guidelines when loading paper and media in the trays:

- Use only recommended transparencies; print quality may vary with other transparencies.
- Do not print on sheets of label stock that have labels removed.
- Do not print CD labels with this printer.
- Use only paper envelopes. Print envelopes 1-sided only.
- Do not overload the paper trays.
- Adjust the paper guides to fit the media size.

See also:

[Printing on Transparencies](#) on page 66

[Printing on Envelopes](#) on page 70

[Printing on Labels](#) on page 74

[Printing on Glossy Paper](#) on page 77

[Printing on Custom-size Paper](#) on page 83

Media That Can Damage Your Printer

Your printer is designed to use a variety of media types for print jobs. However, some media can cause poor output quality, increased paper jams, or damage to your printer.

Do not use the following:

- Rough or porous media
- Plastic media other than supported transparencies
- Paper with cutouts or perforations
- Paper with a prepunched hole in the center of the short edge
- Paper with staples attached
- Envelopes with windows, clasps of any type, side seams, or adhesives with release strips

Paper Storage Guidelines

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

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

Supported Paper Sizes and Weights

The Paper Tips page lists supported papers, transparencies, and other specialty media, along with sizes, supported in each tray for 1-sided and automatic 2-sided printing.

To print the Paper Tips page:

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

The Paper Tips page prints.

See also:

[Recommended Media Lists](#) on page 53

Loading Media

This section includes:

- [Loading Paper in Tray 1](#) on page 56
- [Using Manual Feed](#) on page 58
- [Loading Paper in Tray 2, 3, 4, or 5](#) on page 59

Loading Paper in Tray 1

Note: For instructions on loading specialty media, refer to the individual sections in [Printing on Specialty Media](#) on page 66.

You can use the following media types in Tray 1. For supported paper weights, print the Paper Tips page. For details, see [Supported Paper Sizes and Weights](#) on page 55:

- Plain paper (bond)
- Letterhead
- Colored paper
- Card stock
- Index card stock
- Custom-size paper
- Glossy paper
- Hole-punched (long edge)
- Labels
- Envelopes
- Transparencies
- Pre-printed paper (paper already printed on one side)
- Specialty media including business cards, photo paper, postcards, prepunched paper, Xerox Digital Color Duradocument paper, and trifold brochures

Tray 1 holds a maximum of:

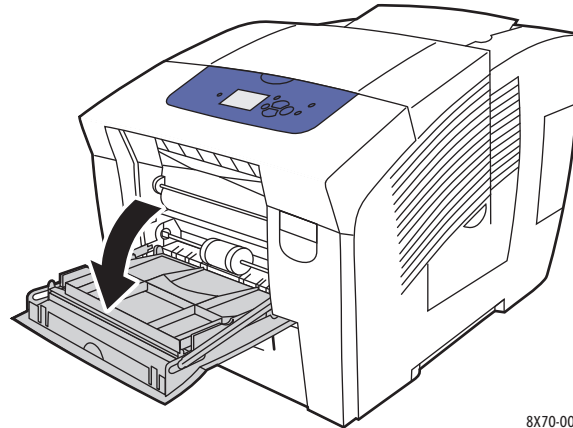
- 100 sheets of plain paper (20 lb. Bond)
- 50 transparencies, postcards, sheets of labels, or sheets of glossy paper
- 10 envelopes

See also:

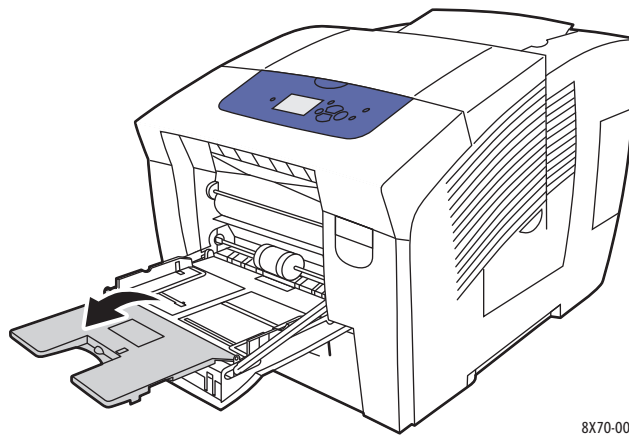
[Using Custom Paper Sizes](#) on page 81

To load paper in Tray 1:

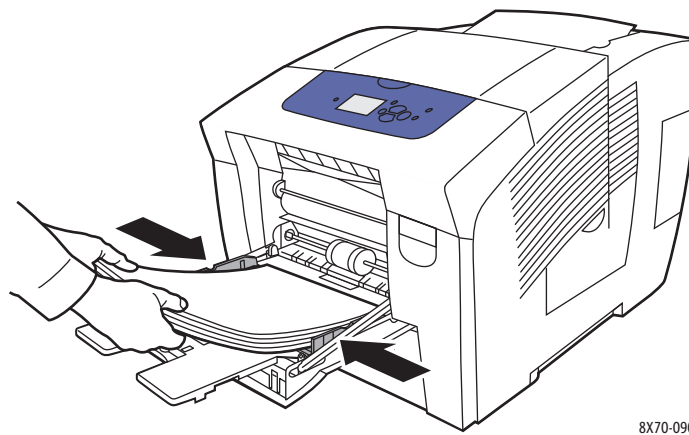
1. Pull out and down on the handle to open Tray 1.



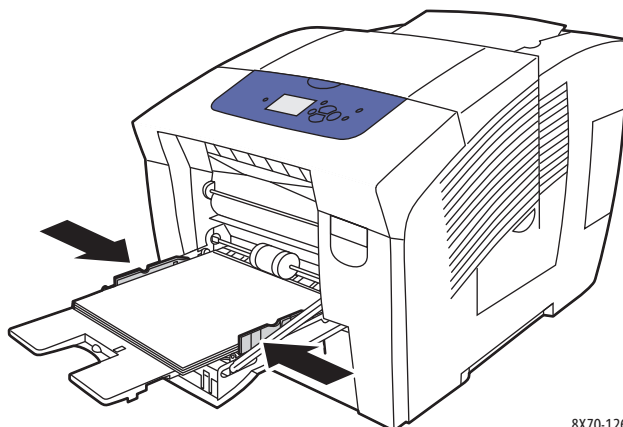
2. Open the tray extension.



3. Insert the paper into the tray. For 1-sided printing, insert the side to be printed facedown with the top of the page entering the printer first.



4. Adjust the paper guides to fit the paper loaded in the tray.



5. To use the current tray setup, on the printer control panel, press **OK**.
If you load a new paper size or type in the tray, do the following:
 - a. On the printer control panel, select **Paper Tray Setup > OK**.
 - b. Select **Tray 1 Paper > OK**.
 - c. Select **Change Setup > OK**.
 - d. Select the paper size and then press **OK**.
 - e. Select the paper type and then press **OK**.

See also:

[Printing on Specialty Media](#) on page 66

[Using Custom Paper Sizes](#) on page 81

Using Manual Feed

Tray 1 can be used as a manual feeder. If you are using paper such as letterhead and do not want others to use it by mistake, you can set the printer to prompt you when it is time to load the paper for your print job.

To select manual feed in Windows:

1. In the application you are printing from, open the Print dialog box, select your printer and then open the printer driver settings.
2. In the Paper/Output tab, click the **arrow** button to the right of the Paper summary section and select **Select By Tray** and then select **Manual Feed (Tray 1)**.
3. In the Manual Feed dialog box that appears, click **Yes**.
4. Click **OK** to save the driver settings.
5. Send your print job.
6. When prompted on the printer control panel, remove any paper in Tray 1 and then load the appropriate media for your job into the tray. The job prints.

To select manual feed using Macintosh OS X version 10.3 and higher:

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Paper Feed**.
3. From the All Pages From menu, select **Manual Feed Tray 1 (MPT)**.
4. Click **Print**.
5. At the printer, when prompted on the control panel, remove any paper from Tray 1 and then load the appropriate paper for your job into the tray. The job prints.

See also:

[Loading Paper in Tray 1](#) on page 56

Loading Paper in Tray 2, 3, 4, or 5

Note: For instructions on loading specialty media, refer to the individual sections in [Printing on Specialty Media](#) on page 66.

You can use the following media types in Trays 2–5. For supported paper weights, print the Paper Tips page. For details, see [Supported Paper Sizes and Weights](#) on page 55.

- Plain paper
- Letterhead
- Pre-printed paper (paper already printed on one side)
- Glossy paper
- Colored paper
- Card stock
- Envelopes: #10 Commercial, C5 (side-flap only), and DL
- Labels
- Specialty media including postcards, prepunched paper, solid ink high-resolution photo paper, and trifold brochures
- Transparencies

Trays 2–5 each hold a maximum of:

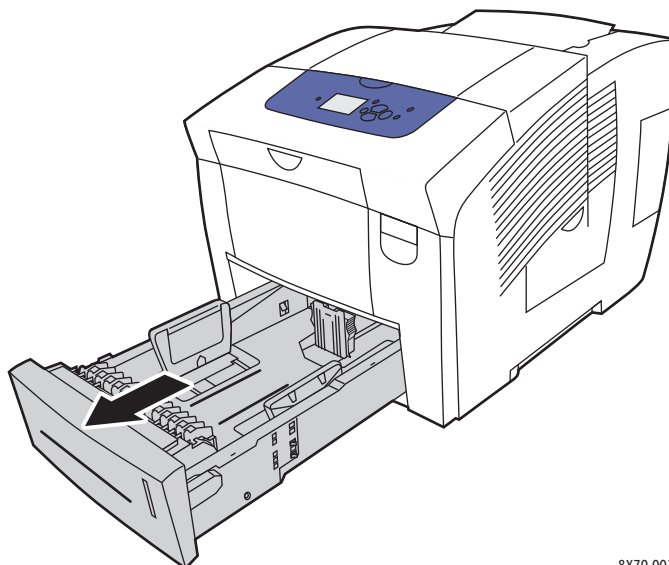
- 525 sheets of plain paper (20 lb. Bond)
- 120 transparencies, postcards, sheets of labels, or sheets of glossy paper
- 40–60 envelopes

See also:

[Using Custom Paper Sizes](#) on page 81

To load paper in Tray 2, 3, 4, or 5:

1. Remove the tray from the printer.

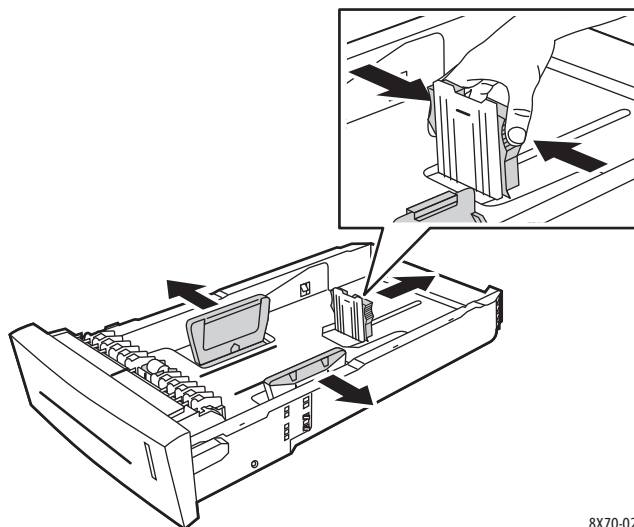


8X70-002

2. Expand the paper guides if necessary to accommodate the size of the paper to be used.

Note: The paper guides detect the size of the paper based on where they are positioned in the tray. This is important because some settings require that the paper in the tray match the size and type selected on the control panel. Also, if Automatically Select is set in the printer driver's Paper field, the printer needs to detect what paper size it contains in its trays so it can match the right paper to the incoming job.

- **Length guide:** Press the sides of the guide as shown and slide the guide until the arrow on the guide points to the appropriate paper size imprinted on the bottom of the tray. When properly positioned, the guide clicks into place.

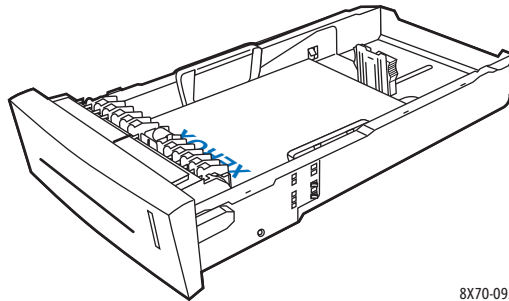


8X70-029

- **Width guides:** Slide the width guides until the arrows on the guides point to the appropriate paper size labeled on the bottom of the tray. When properly positioned, the guides click into place.

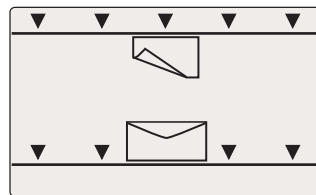
3. Insert the media into the tray.

For 1-sided printing, insert the side to be printed faceup with the top of the page toward the front of the tray.



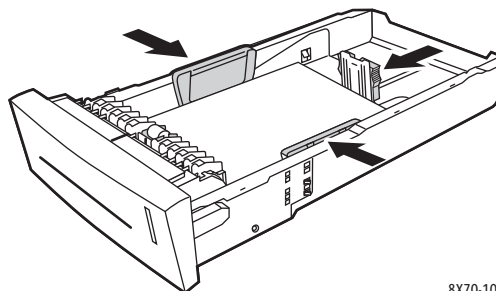
8X70-092

CAUTION: There are separate fill lines inside the tray for various media. Do not load the tray above the appropriate fill line. Overloading the tray can cause jams.



8X70-113

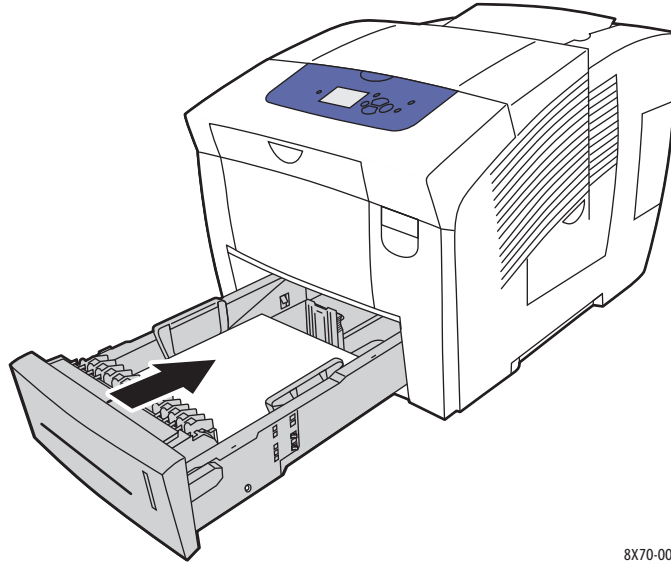
4. If needed, adjust the paper guides to fit the media loaded in the tray.



8X70-108

Note: When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

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



8X70-005

6. On the printer control panel:
 - a. Select **Paper Tray Setup** and then press the **OK** button.
 - b. Select the tray you are using: **Tray 2 Paper Type**, **Tray 3 Paper Type**, **Tray 4 Paper Type** or **Tray 5 Paper Type**.
 - c. Press **OK**.
 - d. Select the desired paper type and then press **OK**.

Setting Paper Handling Options

This section includes:

- [Selecting the Tray 1 Mode](#) on page 63
- [Setting the Tray 1 Prompt](#) on page 64
- [Selecting the Tray 2–N Mode](#) on page 65

Paper handling refers to how the printer determines which tray to use when it receives a print job, and whether the printer control panel prompts you to specify the paper type and size when loading paper.

Selecting the Tray 1 Mode

The Tray 1 Mode setting specifies:

- How Tray 1 paper type and size are determined for print jobs when you load paper in the tray.
- Whether or not Tray 1 is used automatically for print jobs when it contains paper.

Tray 1 Mode Setting	Description
Permanent	Paper size and type are set from the control panel using the Paper Tray Setup > Tray 1 Paper menu. Tray 1 is not automatically used whenever it has paper and no other tray is specifically selected by the print job.
Static	Same as Permanent, plus paper size and type can be set when paper is inserted into Tray 1 if: <ul style="list-style-type: none"> • The Tray 1 Prompt is not set to None. • An error message on the control panel instructs you to load paper.
Dynamic (default)	Same as Static, plus the paper size and type can be set by the first print job that uses the tray after paper has been loaded. The size and type are determined by the settings in the print job.
Automatic	Same as Dynamic, plus the printer will print from Tray 1 when paper is loaded, unless a different tray is specified by the print job.

Set tray modes from the printer control panel or from CentreWare IS.

To set the Tray 1 Mode from the control panel:

1. On the printer control panel, select **Paper Tray Setup** and then press the **OK** button.
2. Select **Tray 1 Mode > OK**.
3. Use the **Up** and **Down Arrow** buttons to make a selection and then press **OK**.
4. To exit the menu, press the **Back** button until you return to the main menu.

To set the Tray 1 Mode from CentreWare IS:

1. Launch your Web browser and then type the printer's IP address in the browser's Address field. For details on finding your printer's IP address, see [Finding the Printer's IP Address](#) on page 40.
2. At the CentreWare IS page, click **Properties**.
3. In the navigation pane on the left, expand the **General** folder and then click the **Printer Defaults** link.
4. In the User Preferences section, select the desired setting in the Tray 1 Mode list.
5. Scroll to the bottom of the page and click the **Save Changes** button.

Setting the Tray 1 Prompt

The Tray 1 prompt asks you to confirm the current tray setup or to specify the correct paper type and size for the print job. Use the Tray 1 prompt setting to turn the control panel prompt on or off for Tray 1, and to set the length of time that the prompt displays on the control panel.

To set the Tray 1 prompt at the control panel:

1. On the printer control panel, select **Paper Tray Setup** and then press the **OK** button.
2. Select **Tray 1 Prompt > OK**.
3. Select one of the following:
 - **None**: No prompt will display for loading paper into Tray 1.
 - **30 Seconds**: The prompt will display for 30 seconds when paper needs to be loaded into Tray 1.
 - **Infinite**: The prompt will not time-out when paper needs to be loaded into Tray 1.
4. Press **OK**.

To set the Tray 1 prompt from CentreWare IS:

1. Launch your Web browser and then type the printer's IP address in the browser's Address field. For details on finding your printer's IP address, see [Finding the Printer's IP Address](#) on page 40.
2. At the CentreWare IS page, click **Properties**.
3. In the navigation pane on the left, expand the **General** folder and then click the **Printer Defaults** link.
4. In the User Preferences section, select the desired behavior from the Tray 1 Prompt field:
 - **None**: No prompt will display for loading paper into Tray 1.
 - **30 Seconds**: The prompt will display for 30 seconds when paper needs to be loaded into Tray 1.
 - **Infinite**: The prompt will not time-out when paper needs to be loaded into Tray 1.
5. At the bottom of the page, click the **Save Changes** button.

Selecting the Tray 2–N Mode

The Tray 2–N Mode setting specifies how paper size and type are determined for the feeder trays if size and type are not set at the control panel when new paper is loaded.

Note: If you do not have any optional feeder trays in your printer configuration, only Tray 2 Mode displays. If you have optional feeder trays, “N” represents the highest installed tray number.

Tray 2 Mode Setting	Description
Permanent	Paper size and type are set from the control panel using the Paper Tray Setup > Tray 2 Paper menu.
Static	Same as Permanent, plus paper size and type can be set when paper is loaded into Tray 2 when an error message on the control panel instructs you to load paper.
Dynamic (default)	Same as Static, plus the paper size and type can be set by the first print job that uses the tray after paper has been loaded. The size and type are determined by the settings in the print job.

Tray modes can be set from the control panel or from CentreWare IS.

To set the Tray 2–N mode from the control panel:

1. On the printer control panel, select **Paper Tray Setup** and then press the **OK** button.
2. Select **Tray 2 Mode > OK**.
3. Use the **Up** and **Down Arrow** buttons to make a selection and then press **OK**.
4. To exit the menu, press the **Back** button until you return to the main menu.

To set the Tray 2–N Mode from CentreWare IS:

1. Launch your Web browser and then type the printer’s IP address in the browser’s Address field. For details on finding your printer’s IP address, see [Finding the Printer’s IP Address](#) on page 40.
2. At the CentreWare IS page, click **Properties**.
3. In the navigation pane on the left, expand the **General** folder and then click the **Printer Defaults** link.
4. In the User Preferences section, select the desired setting in the Tray 2–N Mode list.
5. Scroll to the bottom of the page and click the **Save Changes** button.

See also:

[Printing on Specialty Media](#) on page 66

Printing on Specialty Media

This section includes:

- [Printing on Transparencies](#) on page 66
- [Printing on Envelopes](#) on page 70
- [Printing on Labels](#) on page 74
- [Printing on Glossy Paper](#) on page 77
- [Printing on Prepunched Paper](#) on page 79

To order paper, transparencies, or other specialty media, contact your local reseller or go to the Xerox Supplies website for your printer:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570supplies
- ColorQube 8870 printer: www.xerox.com/office/CQ8870supplies

See also:

ColorQube 8570 printer:

Recommended Media List (United States): www.xerox.com/paper

Recommended Media List (Europe): www.xerox.com/europaper

ColorQube 8870 printer:

Recommended Media List (United States): www.xerox.com/paper

Recommended Media List (Europe): www.xerox.com/europaper

Printing on Transparencies

This section includes:

- [Transparency Printing Guidelines](#) on page 67
- [Printing on Transparencies from Tray 1](#) on page 67
- [Printing on Transparencies from Tray 2, 3, 4, or 5](#) on page 68

Transparencies can be printed from any tray. They should be printed on one side only. Use only transparencies recommended for solid ink printers.



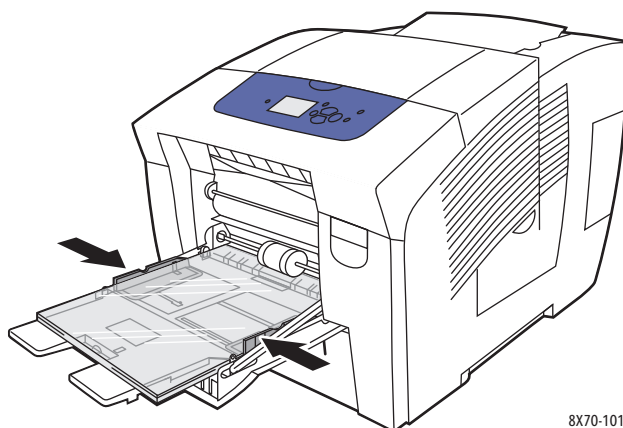
CAUTION: Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas;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

Transparency Printing Guidelines

- Remove all paper before loading transparencies in the tray.
- Do not load more than 50 transparencies in Tray 1. Do not load more than 400 transparencies in trays 2–5. Overloading the tray can cause the printer to jam.
- Handle transparencies by the edges using both hands. Fingerprints or creases can cause poor print quality.
- Use only recommended transparencies.
- After loading transparencies, change the paper type at the printer control panel to **Transparencies**.

Printing on Transparencies from Tray 1

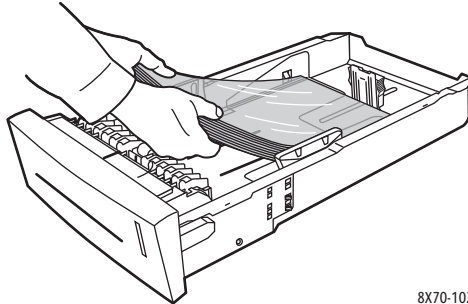
1. Open Tray 1 and its tray extension. For details, see [Loading Paper in Tray 1](#) on page 56.
2. Insert transparencies into the tray and adjust the paper guides to fit the transparencies.



3. On the printer control panel, if the correct paper size and type (Transparency) are displayed as the current setup, press the **OK** button. Go to step 5.
4. If the correct paper size and type are not displayed, do the following:
 - a. Select **Change setup > OK**.
 - b. At the Tray 1 Paper Size menu, select the paper size and then press **OK**.
 - c. At the Tray 1 Paper Type menu, select **Transparency > OK**.
5. In the printer driver, select either **Transparency** as the paper type or **Tray 1** as the paper source.

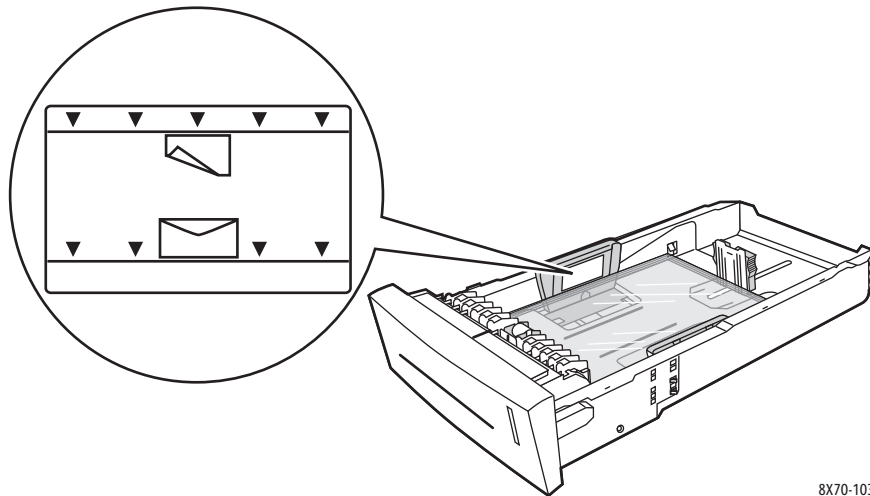
Printing on Transparencies from Tray 2, 3, 4, or 5

1. Remove the tray from the printer and position its paper guides. For details, see [Loading Paper in Tray 2, 3, 4, or 5](#) on page 59.
2. Insert transparencies into the tray.



8X70-102

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

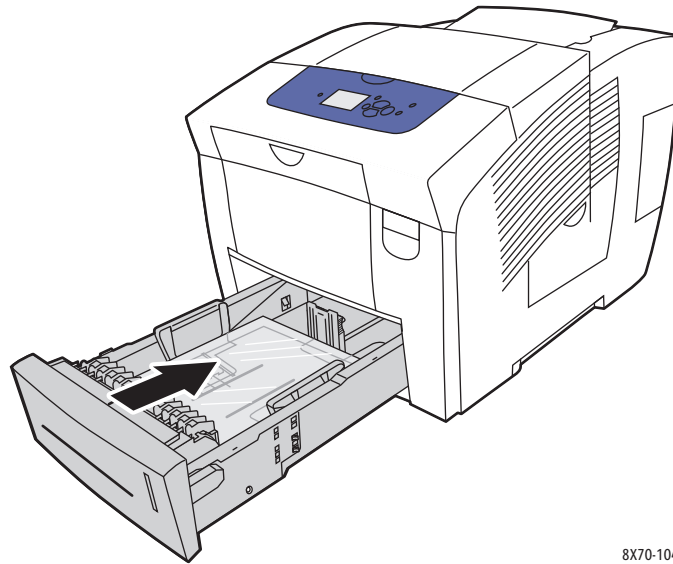


8X70-103

3. If necessary, adjust the paper guides to fit the transparencies.

Note: When the paper guides are adjusted correctly, there may be a small space between the transparencies and the guides.

4. Insert the tray into the tray slot and then push it completely into the printer.



8X70-104

5. On the printer control panel:
 - a. Select **Paper Tray Setup** and then press the **OK** button.
 - b. Select the tray you are using: **Tray 2 Paper Type**, **Tray 3 Paper Type**, **Tray 4 Paper Type**, or **Tray 5 Paper Type**.
 - c. Press **OK**.
 - d. Select **Transparency** as the paper type and then press **OK**.
6. In the printer driver, select either **Transparency** as the paper type, or the tray containing the transparencies as the paper source.

Printing on Envelopes

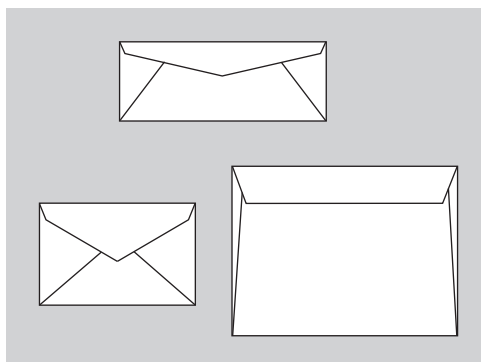
This section includes:

- [Envelope Printing Guidelines](#) on page 70
- [Printing on Envelopes from Tray 1](#) on page 71
- [Printing on Envelopes from Tray 2, 3, 4, or 5](#) on page 72

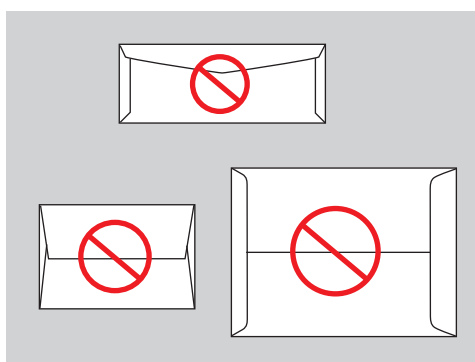
Envelopes can be printed from any tray as long as the tray supports the type of envelope you are using. For information on supported envelope types by tray, see [Supported Media](#) on page 53.

Envelope Printing Guidelines

- Successful envelope printing is highly dependent on the quality and construction of the envelopes. Use only paper envelopes specified for use with your printer. For details, see [Supported Paper Sizes and Weights](#) on page 55.
- Maintain constant temperatures and relative humidity where envelopes are stored and used.
- Store unused envelopes in their packaging to avoid the effects of moisture and dryness, which can affect print quality and cause wrinkling. Excessive moisture can cause the envelopes to seal before or during printing.
- Avoid padded envelopes; purchase envelopes that lie flat on a surface.
- Remove air bubbles from the envelopes before loading them into the tray by setting a heavy book on top of the envelopes.
- Do not use envelopes with windows or clasps.
- Use envelopes with diagonal seams, not side seams.



8X70-088



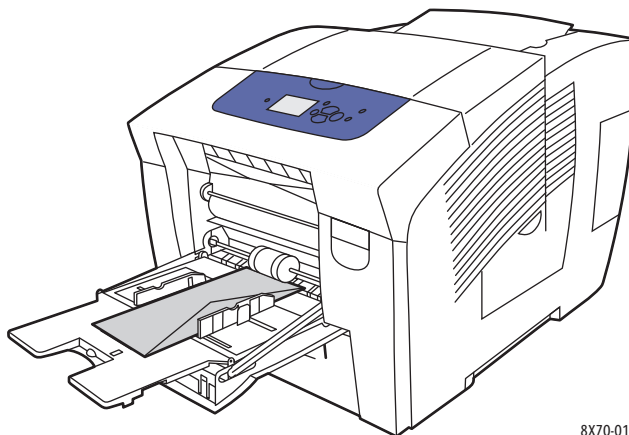
8X70-089



CAUTION: Never use envelopes with windows or metal clasps; they can damage the printer. Damage caused by using unsupported envelopes is not covered under the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

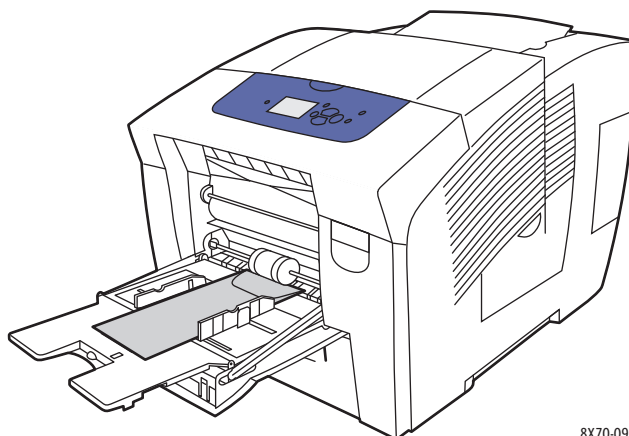
Printing on Envelopes from Tray 1

1. Open Tray 1 and its tray extension. For details, see [Loading Paper in Tray 1](#) on page 56.
2. Insert no more than 10 envelopes into the tray and then adjust the paper guides to fit the envelopes:
 - **Side-flap envelopes:** Insert the envelopes with the flap side up and the flap of the envelopes toward the right side of the tray as shown.



8X70-010

- **End-flap envelopes:** Fold down the flaps before placing them in the tray. Insert the envelopes with the flap side up and the flap entering the printer first as shown.



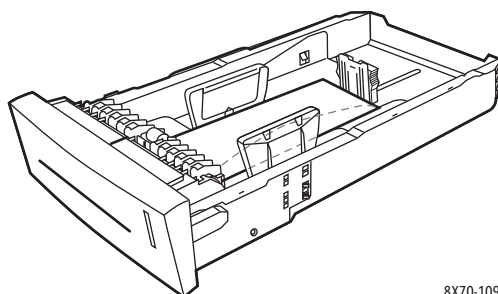
8X70-091

3. On the printer control panel, if the correct envelope size and type are displayed as the current setup, select **Use current setup** and then press the **OK** button. Go to step 9.
4. If the correct size and type are not displayed, select **Change setup > OK**.
5. At the Tray 1 Paper Size menu, do the following:
 - If your envelope size is displayed in the list, select it and then press **OK**. Go to step 8.
 - If your envelope size is not displayed in the list, select **New Custom Size > OK**.

6. At the Short Edge menu, do the following:
 - If the correct short edge size is displayed as the current setup, press **OK**. Go to step 8.
 - If the correct short edge size is not displayed, select **Change > OK**. To enter a new short edge size, use the **Up** and **Down Arrow** buttons to specify the envelope's short edge size and then press **OK**.
7. At the Long Edge menu, do the following:
 - If the correct long edge size is displayed as the current setup, press **OK**. Go to step 8.
 - If the correct long edge size is not displayed, select **Change > OK**. To enter a new long edge size, use the **Up** and **Down Arrow** buttons to specify the envelope's long edge size and then press **OK**.
8. At the Tray 1 Paper Type menu, select **Envelope > OK**.
9. In the printer driver, select either **Envelope** as the paper type or **Tray 1** as the paper source.

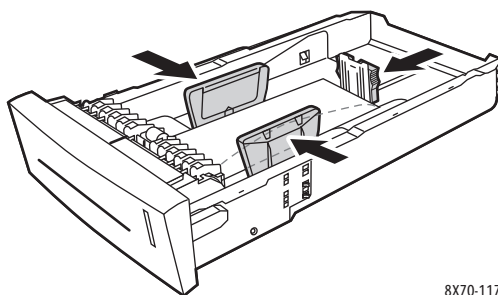
Printing on Envelopes from Tray 2, 3, 4, or 5

1. Remove the tray from the printer and position its paper guides. For details, see [Loading Paper in Tray 2, 3, 4, or 5](#) on page 59.
2. Insert no more than 40 envelopes into the tray, flap side down with the flap toward the right side of the tray as shown.



8X70-109

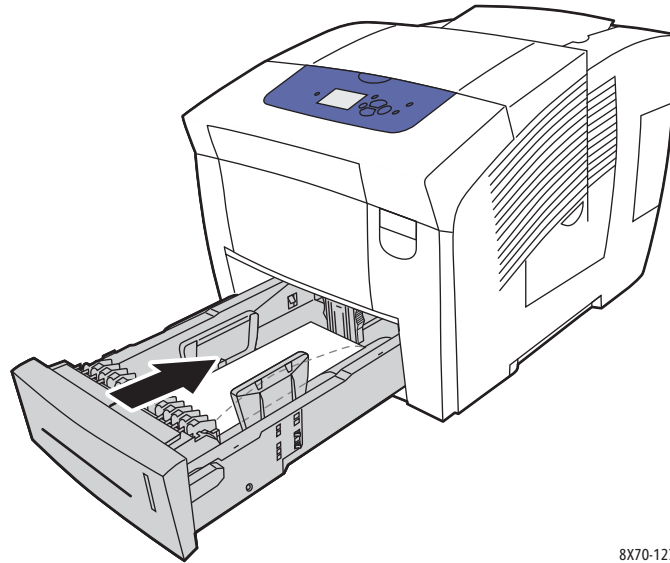
3. Adjust the paper guides to fit the envelopes.



8X70-117

Note: When the paper guides are adjusted correctly, there may be a small space between the envelopes and the guides.

4. Insert the tray into the tray slot and then push it completely into the printer.



5. On the printer control panel:
 - a. Select **Paper Tray Setup** and then press the **OK** button.
 - b. Select the tray you are using: **Tray 2 Paper Type**, **Tray 3 Paper Type**, **Tray 4 Paper Type**, or **Tray 5 Paper Type**.
 - c. Press **OK**.
 - d. Select **Envelope** as the paper type and then press **OK**.
6. In the printer driver, select either **Envelope** as the paper type or the appropriate tray as the paper source.

Printing on Labels

This section includes:

- [Label Printing Guidelines](#) on page 74
- [Printing on Labels from Tray 1](#) on page 74
- [Printing on Labels from Tray 2, 3, 4, or 5](#) on page 75

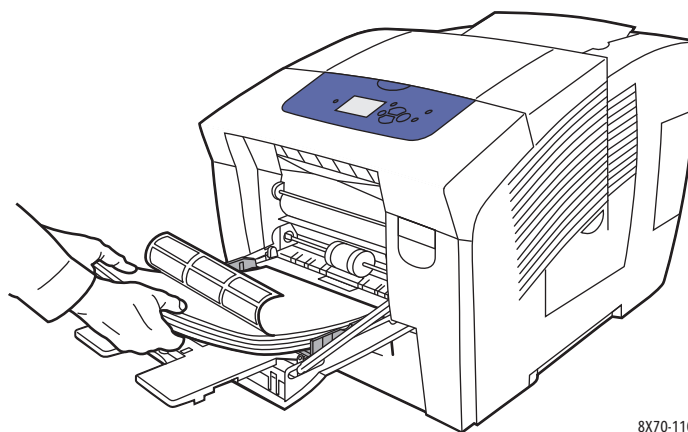
Labels can be printed from any tray.

Label Printing Guidelines

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

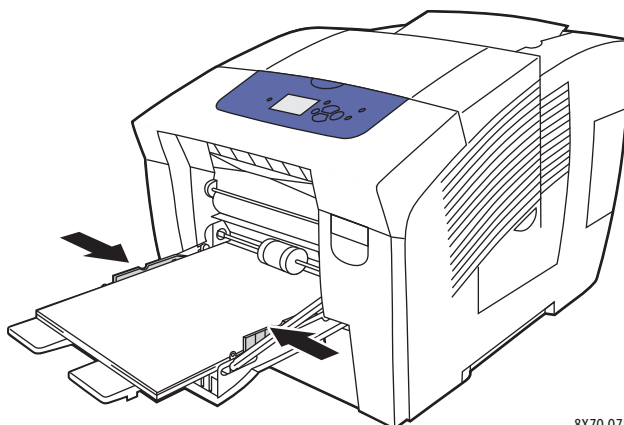
Printing on Labels from Tray 1

1. Open Tray 1 and its extension. For details, see [Loading Paper in Tray 1](#) on page 56.
2. Insert no more than 50 sheets of labels into the tray with the side to be printed facedown and the top of the page entering the printer first.



8X70-110

3. Adjust the paper guides to fit the labels loaded in the tray.

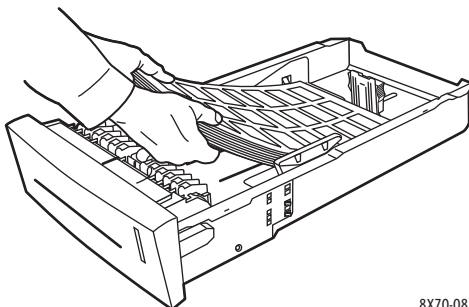


8X70-075

4. On the printer control panel, if the correct paper size and type (Labels) are displayed as the current setup, press the **OK** button. Go to step 6.
5. If the correct size and type are not displayed, do the following:
 - a. Select **Change setup > OK**.
 - b. At the Tray 1 Paper Size menu, select the paper size and then press **OK**.
 - c. At the Tray 1 Paper Type menu, select **Labels > OK**.
6. In the printer driver, select either **Labels** as the paper type or **Tray 1** as the paper source.

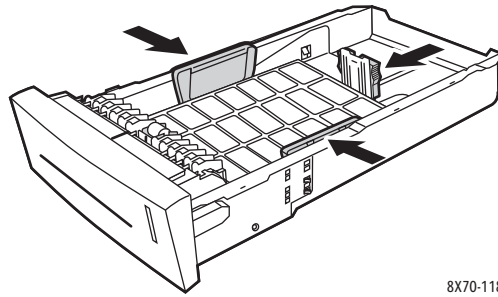
Printing on Labels from Tray 2, 3, 4, or 5

1. Remove the tray from the printer. For details, see [Loading Paper in Tray 2, 3, 4, or 5](#) on page 59.
2. Insert no more than 400 sheets of labels into the tray with the side to be printed faceup and the top of the page toward the front of the tray.



8X70-081

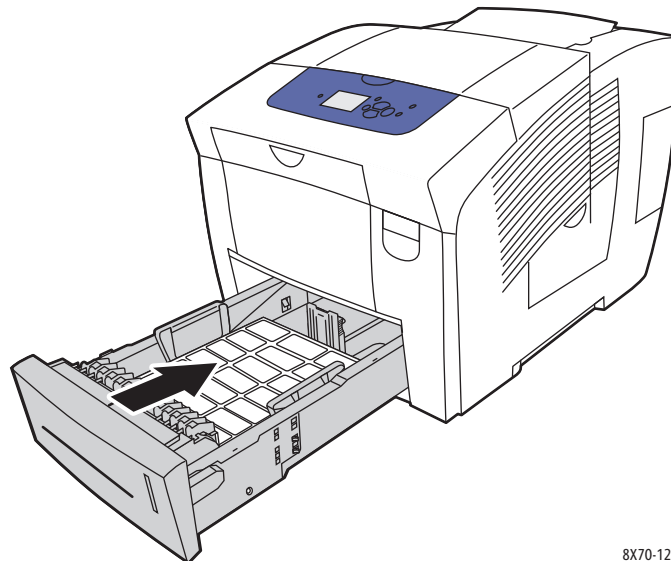
3. If necessary, adjust the paper guides to fit the labels.



8X70-118

Note: When the paper guides are adjusted correctly, there may be a small space between the labels and the guides.

4. Insert the tray into the tray slot and then push it completely into the printer.



8X70-120

5. On the printer control panel:
 - a. Select **Paper Tray Setup** and then press the **OK** button.
 - b. Select the tray you are using: **Tray 2 Paper Type**, **Tray 3 Paper Type**, **Tray 4 Paper Type**, or **Tray 5 Paper Type**.
 - c. Press **OK**.
 - d. Select **Labels** as the paper type and then press **OK**.
6. In the printer driver, select either **Labels** as the paper type or the appropriate tray as the paper source.

Printing on Glossy Paper

This section includes:

- [Glossy Paper Printing Guidelines](#) on page 77
- [Printing on Glossy Paper from Tray 1](#) on page 77
- [Printing on Glossy Paper from Tray 2, 3, 4 or 5](#) on page 78

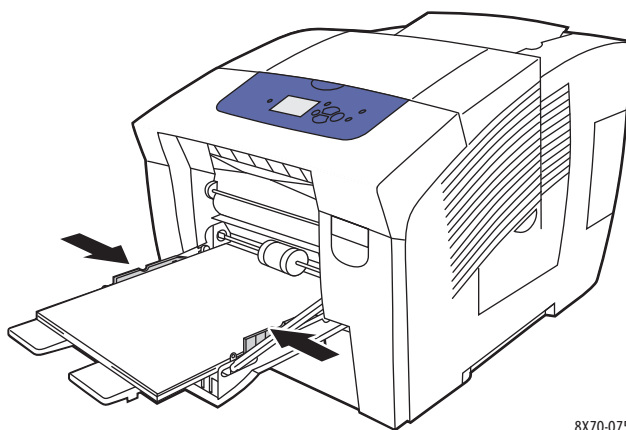
Glossy paper can be printed from any tray.

Glossy Paper Printing Guidelines

- Do not open sealed packages of glossy paper until you are ready to load the paper into the printer.
- Leave glossy paper in the original wrapper, and leave the packages in the shipping carton until ready to use.
- Remove all other paper from the tray before loading glossy paper.
- Load only the amount of glossy paper you plan to use. Do not leave glossy paper in the tray when you are finished printing. Reinsert unused glossy paper in the original wrapper and seal it.
- Rotate stock frequently. Long periods of storage in extreme conditions can cause glossy paper to curl and jam the printer.

Printing on Glossy Paper from Tray 1

1. Open Tray 1 and its extension. For details, see [Loading Paper in Tray 1](#) on page 56.
2. Insert no more than 50 sheets of glossy paper in the tray. Adjust the paper guides to fit the paper.

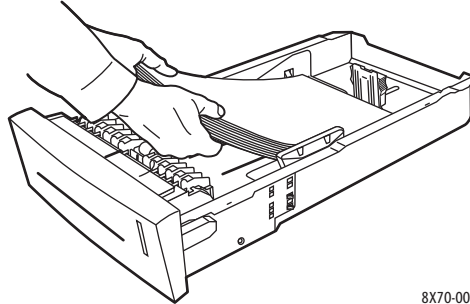


8X70-075

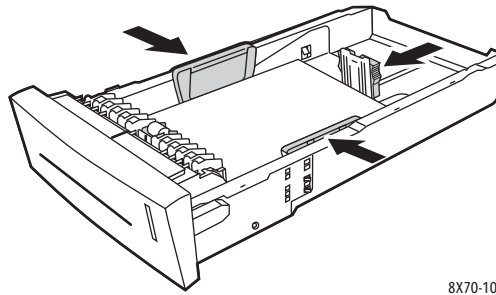
3. On the printer control panel, if the correct paper size and type are displayed as the current setup, press the **OK** button. Go to step 5.
4. If the correct paper size and type are not displayed, do the following:
 - a. Select **Change setup > OK**.
 - b. At the Tray 1 Paper Size menu, select the paper size and then press **OK**.
 - c. At the Tray 1 Paper Type menu, select **Glossy Paper > OK**:
5. In the printer driver, select **Glossy Paper** as the paper type, or **Tray 1** as the paper source.

Printing on Glossy Paper from Tray 2, 3, 4 or 5

1. Remove the tray from the printer and adjust the paper guides. For details, see [Loading Paper in Tray 2, 3, 4, or 5](#) on page 59.
2. Insert no more than 400 sheets of glossy paper into the tray.

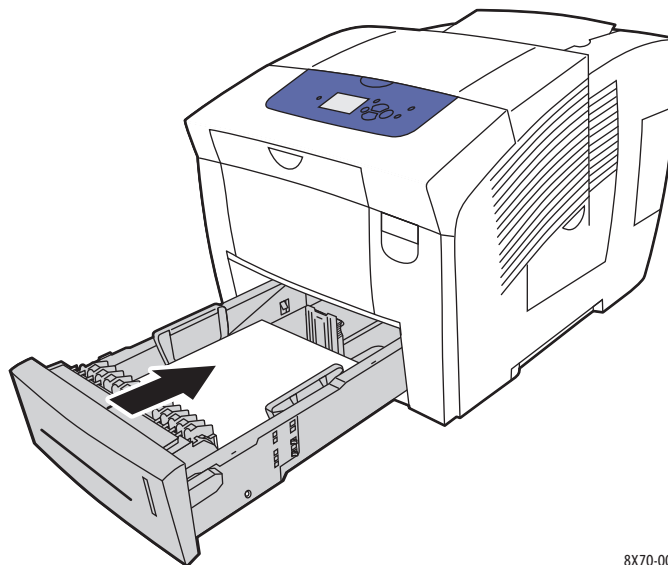


3. If necessary, adjust the paper guides to fit the glossy paper.



Note: When the paper guides are adjusted correctly, there may be a small space between the paper and the guides.

4. Insert the tray into the tray slot and then push it completely into the printer.



5. On the printer control panel:
 - a. Select **Paper Tray Setup** and then press the **OK** button.
 - b. Select the tray you are using: **Tray 2 Paper Type**, **Tray 3 Paper Type**, **Tray 4 Paper Type**, or **Tray 5 Paper Type**.
 - c. Press **OK**.
 - d. Select **Glossy Paper** as the paper type and then press **OK**.
6. In the printer driver, select **Glossy Paper** as the paper type, or select the tray you are using as the paper source.

Printing on Prepunched Paper

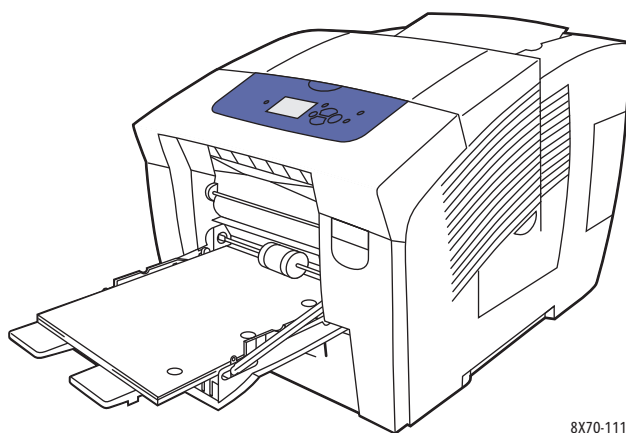
This section includes:

- [Printing on Prepunched Paper from Tray 1](#) on page 79
- [Printing on Prepunched Paper from Tray 2, 3, 4, or 5](#) on page 80

Use the same printing guidelines as for regular paper, except take care not to print over the holes. Printing over the holes may cause ink to transfer onto subsequent pages.

Printing on Prepunched Paper from Tray 1

1. Open Tray 1 and its extension. For details, see [Loading Paper in Tray 1](#) on page 56.
2. Insert the side to be printed facedown with the holes toward the right side of the tray as shown.

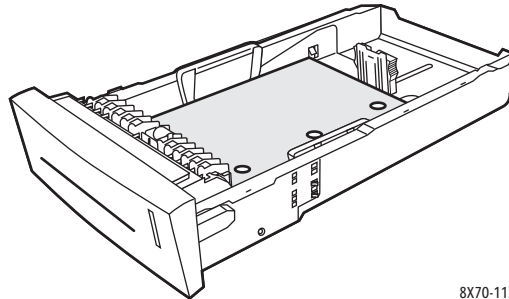


8X70-111

3. Adjust the print margins to accommodate the holes. A minimum margin of 19 mm (0.75 in.) is recommended.
4. On the printer control panel, if the correct paper size and type are displayed as the current setup, press the **OK** button. Go to step 6.
5. If the correct paper size and type are not displayed, do the following:
 - a. Select **Change setup** > **OK**.
 - b. At the Tray 1 Paper Size menu, select the paper size and then press **OK**.
 - c. At the Tray 1 Paper Type menu, select **Prepunched** > **OK**.
6. In the printer driver, select **Prepunched** as the paper type, or **Tray 1** as the paper source.

Printing on Prepunched Paper from Tray 2, 3, 4, or 5

1. Remove the tray from the printer and adjust the paper guides. For details, see [Loading Paper in Tray 2, 3, 4, or 5](#) on page 59.
2. Insert the side to be printed faceup with the holes toward the right side of the tray as shown.



8X70-112

3. Adjust the print margins to accommodate the holes. A minimum margin of 19 mm (0.75 in.) is recommended.
4. On the printer control panel:
 - a. Select **Paper Tray Setup** and then press the **OK** button.
 - b. Select the tray you are using: **Tray 2 Paper Type**, **Tray 3 Paper Type**, **Tray 4 Paper Type**, or **Tray 5 Paper Type**.
 - c. Press **OK**.
 - d. Select **Prepunched** for the paper type and then press **OK**.
5. In the printer driver, select **Prepunched** as the paper type, or select the desired tray as the paper source.

Using Custom Paper Sizes

This section includes:

- [Defining a Custom Paper Size at the Printer](#) on page 81
- [Defining a Custom Paper Size in the Printer Driver](#) on page 82
- [Printing on Custom-size Paper](#) on page 83

The ColorQube 8570/8870 printer can print on custom-size paper from Tray 1. You can save custom-size paper settings in the printer and in a supported printer driver. Use custom sizes saved in the driver when you print from your computer's applications.

You can print on custom-size paper within the dimensions listed in the following table.

	1-sided Printing	2-Sided Printing
Short edge	76–216 mm (3.0–8.5 in.)	140–216 mm (5.5–8.5 in.)
Long edge	127–356 mm (5.0–14.0 in.)	210–356 mm (8.3–14.0 in.)
Weight	60–220 g/m ² (16–55 lb. Bond, 80 lb. Cover)	60–120 g/m ² (16–32 lb. Bond, 22–44 lb. Cover)

You can print on custom-size paper two ways: define the custom paper size at the printer control panel and then select Tray 1 in the printer driver, or you can load the custom paper in Tray 1 and then select the custom paper size in the printer driver.

For best results when using custom-size paper:

1. Load the custom-size paper in Tray 1 and select or define the custom size at the printer control panel.
2. Define the custom size in the printer driver or application.
3. Send the print job.

Defining a Custom Paper Size at the Printer

Note: When you define a new custom size at the printer, it is stored in the printer so it can be used again. The printer can store up to five custom sizes. Custom sizes display on the control panel in the order of frequency of use. Each time you select a custom size, it goes to the top of the custom-size list. If you define a new custom size after five custom sizes have been stored, the new custom size replaces the least-used custom size, the one at the bottom of the list.

To define a custom size at the printer:

1. Load the paper into Tray 1. For details, see [Loading Paper in Tray 1](#) on page 56.
2. When the printer control panel prompts you to confirm the type of paper in the tray, select **Change setup** and then press the **OK** button.
3. At the Tray 1 Paper Size menu, select **New Custom Size > OK**.

4. At the Short Edge menu, do one of the following:
 - If the correct short edge size is displayed as the current setup, press **OK**.
 - If the correct short edge size is not displayed, select **Change > OK** and use the arrow buttons to enter a new short edge size. Press **OK**.
5. At the Long Edge menu, do one of the following:
 - If the correct long edge size is displayed as the current setup, press **OK**.
 - If the correct long edge size is not displayed, select **Change > OK**, then use the arrow buttons to enter a new long edge size. Press **OK**.
6. At the Tray 1 Paper Type menu, select the paper type and then press **OK**.

Defining a Custom Paper Size in the Printer Driver

To define a custom size in the printer driver in XP SP1 or later:

1. Navigate to your computer's list of printers, select your printer driver and open the Printing Preferences dialog box.
2. In the Paper/Output tab, click the **arrow** button to the right of the Paper summary section and select **Other Size**.
3. In the Paper Size dialog box, select **New** from the Output Paper Size list.
4. In the New Custom Size dialog box, type a name for this size in the Name field, then define the dimensions in the Width and Height fields.
5. If you need to change the units of measurement, select the desired unit in the Units section.
6. Click **OK**.
7. In the Paper Size dialog box, click **OK**.

To define a custom size in Macintosh OS X version 10.3 or higher:

1. In the application you are printing from, select **Page Setup** (or equivalent) from the File menu.
2. In the Page Setup dialog box, select your ColorQube 8570/8870 printer from the Format For menu.
3. In the Paper Size list, select **Manage Custom Sizes**.
4. Click the plus (+) button to add a new custom page size.
5. In the Untitled field, type a name for the custom page size.
6. Specify page size and margin information.

Printing on Custom-size Paper

Notes:

- Print custom-size paper from Tray 1 only.
- You must create a custom size in the printer driver before printing on custom-size paper. If you have not created a custom size, see [Defining a Custom Paper Size in the Printer Driver](#) on page 82.

1. Open Tray 1 and its tray extension. For details, see [Loading Paper in Tray 1](#) on page 56.
2. Insert the custom-size paper into the tray.
3. Adjust the paper guides to fit the custom-size paper.
4. On the printer control panel, select the custom size. If the custom size has not been defined, see [Defining a Custom Paper Size at the Printer](#) on page 81.
5. At the Tray 1 Paper Type menu, select the paper type and then press **OK**.
6. Do the following:

Windows:

- a. In the application you are printing from, open the Print dialog box, select the printer driver and then open the printer driver Properties.
- b. In the Paper/Output tab, click the **arrow** button to the right of the Paper summary section and select **Other Size**.
- c. In the Paper Size dialog box, select the custom size from the Output Paper Size list.
- d. Click **OK**, then click **OK** in the Paper/Output tab and then send the print job.

Macintosh:

- a. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
- b. From the pull-down menu, select **Paper Handling**.
- c. Select the **Scale to fit paper size** check box.
- d. From the Destination Paper Size list, select the name of your custom size.
- e. Select other options as desired and then click **Print** to send the print job.

Creating Custom Paper Types

Using CentreWare IS, you can create your own custom paper type with specific settings that you can reuse for routine print jobs, such as monthly reports. You can then access these custom types in the printer driver, control panel, and CentreWare IS.

To create custom paper types:

1. Launch your Web browser and then type the printer's IP address in the browser's Address field. To find your printer's IP address, see [Finding the Printer's IP Address](#) on page 40.
2. At the CentreWare IS page, click **Properties**.
3. In the navigation pane on the left, expand the **General** folder.
4. Click the **Custom Paper Types** link.
5. Enter or modify the settings and then scroll to the bottom of the page and click the **Save Changes** button.

Note: For more information about creating custom paper types, click the **Help** button at the top of the CentreWare IS page.

Selecting Print Options

This section includes:

- [Setting Default Print Options in Windows](#) on page 85
- [Selecting Print Options for an Individual Job in Windows](#) on page 86
- [Print Options for Windows](#) on page 87
- [Saving a Set of Commonly-Used Print Options in Windows](#) on page 89
- [Selecting Print Options for an Individual Job in Macintosh](#) on page 89
- [Print Options for Macintosh](#) on page 90
- [Saving a Set of Commonly-Used Print Options in Macintosh](#) on page 90
- [Job Completion Notification](#) on page 91
- [Using Earth Smart Features](#) on page 91

Note: This section covers basic steps for selecting printer driver options available in Windows and Macintosh.

Setting Default Print Options in Windows

Printing Preferences control all of your print jobs unless you override them for a specific job at the time of printing. When you print from a software application, the printer uses the print job settings specified in the driver Properties dialog box. The driver Properties dialog box gets defaults from the settings in the driver's Printing Preferences. You can select your most commonly-used printing options and save them as defaults so that you do not have to select them every time you print. For example, if you want to use automatic 2-sided printing for most jobs, set this option in the Printing Preferences dialog box.

To select printing preferences:

1. Navigate to your computer's list of printers:
 - For Windows XP SP1 or later, click **Start > Settings > Printers and Faxes**.
 - For Windows Vista, click **Start > Control Panel > Hardware and Sound > Printers**.
 - For Windows Server 2003, click **Start > Settings > Printers**.
 - For Windows Server 2008, click **Start > Settings > Printers**.
2. In the Printers folder, right-click the name of your printer and select **Printing Preferences**.
3. Make selections in the driver tabs as desired and then click **OK** to save your selections.

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

Selecting Print Options for an Individual Job in Windows

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

1. In the application you are printing from, open the Print dialog box, select the printer driver and then open the printer driver settings.
2. To select the paper and tray settings, in the Paper/Output tab, click the **arrow** button to the right of the Paper summary section and then select as desired:
 - To specify a tray, select the tray from the Select By Tray menu.
 - To specify a paper type, select the type from the Other Type menu.
 - To specify a paper size, click **Other Size** and then, in the Paper Size dialog box, select the desired Output Paper Size and click **OK**.
 - To specify both a paper type and tray, select **Advanced Paper Selection** and then make the desired selections in the Advanced Paper Selection dialog box and click **OK**.
3. Select other options as desired from the driver tabs. See [Print Options for Windows](#) on page 87 for specific printing options.
4. Click **OK** to save your selections.
5. Send the print job.

The following table lists specific printing options for the PostScript and PCL drivers. For details, click the Help (?) button in the printer driver to view the online help.

Print Options for Windows

Driver Tab	Printing Options
Paper/Output	<p>Job Type (all except Normal Print require the optional printer hard drive): Normal Print, Proof Print, Saved Print, Secure Print, Personal Print, Personal Saved Print, Print With (requires network connection)</p> <p>Paper:</p> <ul style="list-style-type: none"> • Other Size: Output Paper Size, Scale Options, Original Document Size, Original Document Orientation • Other Type: Select from a list of paper types. • Select By Tray: Select the tray to print from. • Advanced Paper Selection: Paper in the Trays (requires network connection), Paper Tray, Paper Size, Output Paper Type • Separators: Location in print job, and source tray to use. • Covers: Location in print job, and source tray to use. <p>2-Sided Printing: 1-Sided Print; 2-Sided Print; 2-Sided Print, Flip on Short Edge</p> <p>Print Quality (PostScript driver only): Automatic, Fast Color, Standard, Enhanced, Photo</p>
Color Options	<p>PostScript driver:</p> <ul style="list-style-type: none"> • Color correction: Automatic Color (Recommended), Vivid Color, Black and White, Color Adjustments (color correction methods) • Print Settings On Page: Prints color settings, print-quality mode, and file name on page. <p>PCL driver:</p> <ul style="list-style-type: none"> • Color correction: Color, Black and White
Layout/Watermark	<p>Page Layout: Pages Per Sheet (N-Up), Booklet Layout, Booklet Options (PostScript driver only), Page Layout Options</p> <p>Watermark: None, Draft, Confidential, Copy, Options, New, Edit, Delete</p>

Driver Tab	Printing Options
Advanced	<p>PostScript driver:</p> <ul style="list-style-type: none"> • Paper/Output: Copies (number of), Collate • Image Options: Application Reduction/Enlarge, Printing Optimization, Mirrored Output, PostScript Pass-Through, RGB Neutral Gray, Halftones, Spot Colors, Color Configuration • Booklet Layout: Booklet Image Order • Xerox Job Ticket: Send Xerox Job Ticket When Printing (Enabled, Disabled) • Driver Defaults (available from Printing Preferences only): Restore Original Driver Defaults; Earth Smart Settings (available from Printing Preferences only): Setup: Hide Earth Smart Settings Button • Advanced Printing Features: Enabled, Disabled • TrueType Font: Substitute with Device Font, Download as Softfont • TrueType Font Download Option: Automatic, Outline, Bitmap, Native TrueType • PostScript Output Option: Optimize for Speed, Optimize for Portability, Encapsulated PostScript (EPS) • PostScript Language Level: 2, 3 • Send PostScript Error handler: Yes, No • About: Printer driver version • Xerox Web Links: Various support links (Internet connection required) <p>PCL driver:</p> <ul style="list-style-type: none"> • Paper/Output: Copies (number of), Collate • Image Options: Application Reduction/Enlarge, Printing Optimization, Graphics Mode • Xerox Job Ticket: Send Xerox Job Ticket When Printing (Enabled, Disabled) • Driver Defaults (available from Printing Preferences only): Restore Original Driver Defaults; Earth Smart Settings (available from Printing Preferences only): Setup: Hide Earth Smart Settings Button • Advanced Printing Features: Enabled, Disabled • Print Optimization: Enabled, Disabled • TrueType Font: Substitute with Device Font, Download as Softfont • TrueType Font Download Option: Download as TrueType, Download as Bitmap, Print as Graphics (None)
All tabs	<p>More Status button (network connection required): Opens PrintingScout Status dialog box where you can track supply status, active jobs, and completed jobs. Also provides a link to PhaserSMART troubleshooting website.</p> <p>Help (?) button: Opens printer driver online help.</p> <p>Earth Smart Settings button: Opens Earth Smart Settings.</p> <p>Saved Settings: Opens saved sets of printing options.</p>

Saving a Set of Commonly-Used Print Options in Windows

You can save and name a set of printing options so that you can quickly apply them to future print jobs.

To save a set of printing options:

1. In the printer driver, select the settings to save.
2. At the bottom of the driver dialog box, in the Saved Settings field, click the **arrow** to the right of the field and select **Save As**.
3. In the Save As dialog box, type a name for this set of options and then click **OK**.
The set of options is saved and will appear in the Saved Settings list. The next time you want to print using these options, select the name from the list and click **OK**.

Selecting Print Options for an Individual Job in Macintosh

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

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. To select paper size and type, select **Paper Feed** from the pull-down menu.
3. From the All Pages From list, select **Auto Select** to select paper based on your application settings, or select a specific paper type or tray.
4. Select other options as desired from the menus and lists displayed.
Note: In Macintosh OS X version 10.3 or higher, you can create multiple presets and save each with its own distinctive name and printer settings. For details, see [Saving a Set of Commonly-Used Print Options in Macintosh](#) on page 90.
5. Click **Print** to send the print job.

Print Options for Macintosh

The following tables list specific printing options available from the Xerox Features pull-down menu in the printer driver.

Xerox Features Menu	Printing Options
Paper/Output	<p>Job Type: Specifies the type of print job. Normal Print, Secure Print, Personal Print, Personal Saved Print, Proof Print, Saved Print, Print With (requires network connection)</p> <p>Paper: Size, Other Type, Paper Mismatch Policy, Separators, Covers</p> <p>2-Sided Printing: 1-Sided Print; 2-Sided Print; 2-Sided Print, Flip on Short Edge</p> <p>Print Quality: Automatic, Fast Color, Standard, Enhanced, Photo</p>
Color Options	<p>Color correction: Automatic Color (Recommended), Vivid Color, Black and White, Color Adjustments (color correction methods)</p> <p>Print Settings On Page: Prints color settings, print-quality mode, and file name on page.</p>
Booklet/Watermark	<p>Booklet Layout: Disabled, Enabled</p> <p>Booklet Options: Scale to New Paper Size, Gutter, Creep</p> <p>Draw Page Borders: Select to print borders around pages.</p> <p>Watermark: Specifies watermark to use, watermark options, and settings for creating and editing watermarks.</p>
Advanced	<p>Booklet Image Order: Left To Right, Right To Left</p> <p>Mirrored Output: Disabled, Enabled</p> <p>Print Optimization: Optimize for Speed, Optimize for Economy</p> <p>sRGB Neutral Gray: Automatic Black, Pure Black, Composite Black</p> <p>Use Printer Halftones or Use Application Halftones</p> <p>Allow Printer to Manage Spot Color or Allow Software to Manage Spot Color</p>

Saving a Set of Commonly-Used Print Options in Macintosh

You can save and name a set of printing options to apply to future print jobs.

To save a set of printing options:

1. Select the desired printing options from the menus in the Print dialog box.
2. From the Presets menu, select **Save As**.
3. In the Save Preset As dialog box, type a name for the preset and then click **OK**.

The set of options is saved and will appear in the Presets list. You can print using these options next time by selecting the name from the list.

Job Completion Notification

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

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

To select job completion notification in a supported driver in Windows:

1. Open the printer driver settings.
2. At the bottom of the dialog box, click the **More Status** button.
3. In the PrintingScout Status window, click the **PrintingScout** menu and select the desired notification:
 - **Notify me when jobs have completed**
 - **Notify me when jobs have completed or failed**
4. Close the PrintingScout Status window.

To select job completion notification in Macintosh OS X version 10.3 or higher:

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Xerox Features**.
3. From the next pull-down menu, select **Advanced**.
4. In the Configuration list, select **Bi-Directional Communication**.
5. In the Bi-Directional Communication field, select **On**.
6. In the PrintingScout Job Notification field, select **Notify me when job has completed**.
7. Click **OK**.
8. Click **Print** to send the print job.

Using Earth Smart Features

Note: These features are only available in Windows drivers.

The ColorQube 8570/8870 printer provides options that reduce ink and paper used by each print job. You can use the Earth Smart features as desired when you select printing options for individual print jobs, or you can enable or disable the Earth Smart driver settings as part of the printer driver defaults.

Note: Some of the Earth Smart features require the printer to have automatic 2-sided printing capability or the optional printer hard drive installed.

To select Earth Smart features in a supported driver:

1. Open the printer driver settings.
2. At the bottom of the dialog box, click the green **Earth Smart Settings** button.

3. In the Earth Smart Settings dialog box, select any or all of the features:
 - **Set 2-Sided Print:** Select to have 2-sided printing be the printer's default output type. This option requires that your printer have automatic 2-sided printing enabled.
 - **Set 2-Up as my Layout / Enable Earth Smart 2-Up:** Select to automatically choose the best way to print a job without wasting paper. When the document has more pages than will fit on one sheet, the printer driver chooses Pages Per Sheet N-Up to print two reduced-size images on both sides of the paper, or on one side of one sheet if you do not have automatic 2-sided printing enabled for your printer.

Note: For details, see the printer driver online help. In the printer driver, click the **Earth Smart Settings** button and then in the Earth Smart Settings dialog box, click the Help (?) button.

- **Set Proof Print as my Job Type / Enable Earth Smart Proof Print:** Automatically uses the Proof Print feature. When you print more than one copy of a job, only one sample copy prints. The printer holds the remaining copies. After you review the proof copy, you can print or delete the remaining copies.

Note: From the Printing Preferences dialog box, you have the option to hide Earth Smart features settings by selecting the **Hide Earth Smart Settings Button** check box in the Earth Smart Settings dialog box. This removes the Earth Smart Settings button from the driver dialog box. To enable Earth Smart features and make the button available again, enable Earth Smart Settings from the Advanced tab of the Printing Preferences dialog box. For details, see [Enabling or Disabling Earth Smart Features](#) on page 92.

4. Click **OK**.

Enabling or Disabling Earth Smart Features

1. Navigate to your computer's list of printers:
 - For Windows XP SP1 or later, click **Start > Settings > Printers and Faxes**.
 - For Windows Vista, click **Start > Control Panel > Hardware and Sound > Printers**.
 - For Windows Server 2003, click **Start > Settings > Printers**.
 - For Windows Server 2008, click **Start > Settings > Printers**.
2. In the list of printers, right-click the name of your printer and select **Printing Preferences**.
3. Select the **Advanced** tab.
4. Under Advanced Settings, click the plus sign (+) to the left of the Driver Defaults folder to expand the options.
5. Under Earth Smart Settings, click **Setup**. In the Earth Smart Settings dialog box, select the **Hide Earth Smart Settings Button** to disable selecting Earth Smart features. To enable selecting the features, clear the check box.
6. Click **OK**.

Printing on Both Sides of the Paper

This section includes:

- [Automatic 2-Sided Printing Guidelines](#) on page 93
- [Binding Edge Options](#) on page 94
- [Printing a 2-Sided Document Automatically](#) on page 94
- [Printing a 2-Sided Document Manually](#) on page 95

Automatic 2-sided printing is available from all trays in the ColorQube 8870 printer, and in ColorQube 8570 printer configurations with the automatic 2-sided printing option.

Automatic 2-Sided Printing Guidelines

- Before printing a 2-sided document automatically, verify that the paper is a supported size and type for the tray. For a list of supported paper sizes, see [Supported Media](#) on page 53.
- For a list of paper types and weights that can be used for automatic 2-sided printing, print the Paper Tips page from the control panel. For details, see [Supported Paper Sizes and Weights](#) on page 55.
- The paper's short edge (the edge that gets loaded into the printer first) must have a length within the range of 140–216 mm (5.5–8.5 in.).
- The paper's long edge must have a length within the range of 211–356 mm (8.3–14 in.).
- The paper must have a weight within the range of 60–120 g/m² (16–32 lb. Bond only).
- For Trays 2–5, load paper facedown with the top of the paper pointed away from the printer.
- For Tray 1, load paper faceup with the top of the paper pointed away from the printer.

The following paper and media cannot be used for automatic 2-sided printing:





- Transparencies
- Envelopes
- Labels
- Index Cards (3 x 5 in.)
- A6 paper
- Coated/glossy paper
- Custom-size paper with a short edge under 5.5 inches or a long edge under 8.3 inches
- Media of weights greater than 120 g/m² (32 lb.)

See also:

[Printer Configurations and Options](#) on page 21

Binding Edge Options

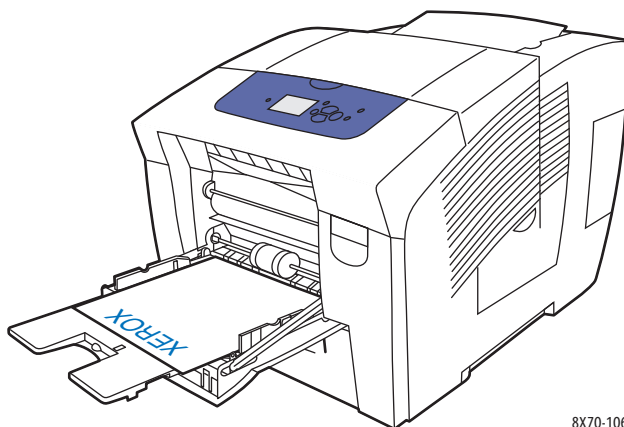
When you select automatic 2-sided printing, you can select the binding edge. The binding edge determines how the pages turn. The actual outcome depends on the orientation (portrait or landscape) of images on the page, as displayed in the following illustrations.

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

The default is for the binding to be on the side edge (long end). You can also select short edge as the binding edge.

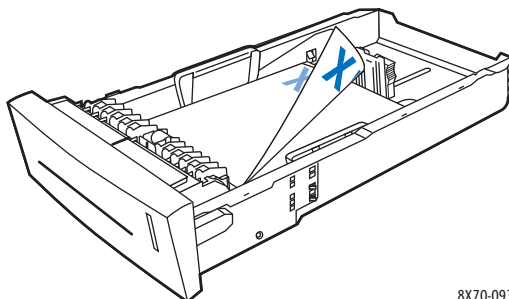
Printing a 2-Sided Document Automatically

1. Insert paper in the tray.
 - If you are using Tray 1: Insert side one faceup with the bottom of the page entering the printer first.



8X70-106

- If you are using Tray 2, 3, 4, or 5: Insert side one facedown with the top of the page toward the back of the tray.



8X70-093

2. In the printer driver, select automatic 2-sided printing:

In Windows:

In the Paper/Output tab, select an option under 2-Sided Printing:

- **2-Sided Print**
- **2-Sided Print, Flip on Short Edge**

In Macintosh OS X version 10.3 or higher:

- a. From the pull-down menu, select **Xerox Features**.
- b. From the next pull-down menu, select **Paper/Output**.
- c. From the 2-Sided Printing list, select **2-Sided Print** or **2-Sided Print, Flip on Short Edge**.

See also:

[Loading Paper in Tray 1](#) on page 56

[Loading Paper in Tray 2, 3, 4, or 5](#) on page 59

Printing a 2-Sided Document Manually

You can manually print on both sides of the paper when you are using paper types that are either too small or too heavy for automatic 2-sided printing. If your printer does not support automatic 2-sided printing, manual 2-sided printing is available from Tray 1.

You can also manually print on the second side of paper that is pre-printed on side one. See [Printing Side Two](#) on page 96 for instructions on loading pre-printed paper and selecting the 2nd Side option on the control panel.

Notes:

- Before printing the second side of your paper, always select **2nd Side** as the paper type on the printer control panel and in the printer driver. Selecting 2nd Side ensures good print quality for manual 2-sided printing.
- Manual 2-sided printing can be done from Tray 1 only.

The following paper and media cannot be used for manual 2-sided printing:

- Transparencies
- Envelopes
- Labels
- Coated/glossy paper
- Media of weights greater than 120 g/m² (32 lb.)

See also:

[Supported Paper Sizes and Weights](#) on page 55

Printing Side One

1. Load paper in Tray 1. Insert side one facedown with the top of the page entering the printer first.
2. On the printer control panel, select the paper size and type.
3. In the printer driver, select the options for paper size and paper type and then print side one to Tray 1.

Printing Side Two

1. Remove the paper from the output tray and reload it in Tray 1 with side two facedown with the top of the page entering the printer first.
2. On the printer control panel, do the following:
 - a. Select **Change setup** and then press the **OK** button.
 - b. At the Tray 1 Paper Size menu, select the paper size and then press **OK**.
 - c. At the Tray 1 Paper Type menu, select **2nd Side > OK**.
3. In the printer driver, do the following:

Windows:

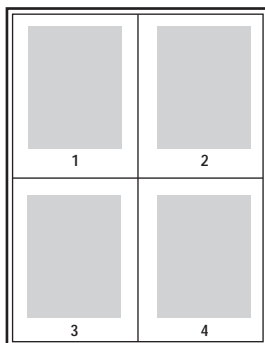
 - a. In Paper/Output tab, click the **arrow** to the right of the Paper summary section and select **Other Type** and then select **2nd Side**.
 - b. Click **OK**.

Macintosh:

 - a. From the pull-down menu, select **Xerox Features**.
 - b. From the next pull-down menu, select **Paper/Output**.
 - c. From the Paper summary menu, select **Other Type** and then select **2nd Side**.
4. Send the print job.

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

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



Printing N-Up in a Supported Driver

Note: In Windows, you can print N-Up using both PostScript and PCL printer drivers.

Printing N-Up in Windows XP SP1 or Later

1. In the printer driver settings, select the **Layout/Watermark** tab.
2. In the Page Layout section, select the **Pages Per Sheet (N-Up)** option.
3. Click the button for the number of pages you want to print on each side of the sheet. The sample image changes to reflect your selection.
4. In the Page Layout Options section, select other desired page layout options such as page orientation, 1-sided or 2-sided, and page borders.
5. In the Paper/Output tab, select the paper size and type. If you are selecting the paper tray, make sure the paper tray settings on the printer control panel match those selected in the printer driver.
6. Click **OK**.
7. Send the print job.

Printing N-Up in Macintosh OS X Version 10.3 or Higher

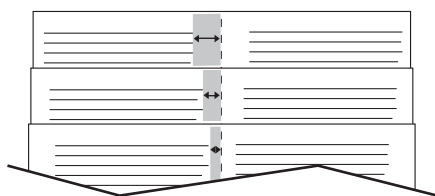
1. In the application you are printing from, open the Print dialog box and then select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Layout**.
3. Select the number of Pages Per Sheet and the Layout Direction.
4. If desired, select a page border type from the Border menu.
5. Click **Print** to send the print job.

Printing Booklets

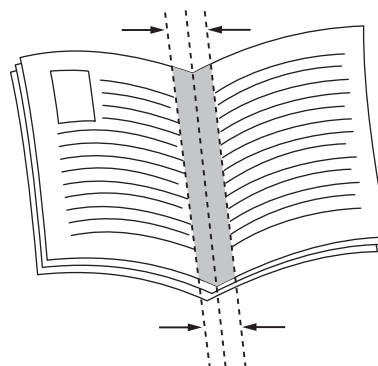
With automatic 2-sided printing, you can print a document in the form of a small book. Create booklets for any paper size supported for automatic 2-sided printing. The driver automatically reduces each page image and prints four pages per sheet of paper (two on each side). The pages are printed in the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

When you print booklets, you can also specify the creep and gutter.

- **Creep:** Specifies how much the page images are shifted outward (in 10ths of a point). This compensates for the thickness of the folded paper, which otherwise would cause the page images to shift slightly outward when folded. You can select a value from zero to 1.0 points.
- **Gutter:** Specifies the horizontal distance in points between the page images. A point is 0.35 mm (1/72 in.).



Creep



Gutter

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

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

Selecting Booklet Printing in a Supported Driver

Printing Booklets in Windows XP SP1 or Later

1. In the application you are printing from, open the Print dialog box, select your printer and then open the printer driver settings.
2. Select the **Layout/Watermark** tab.
3. Select the **Booklet Layout** option.
4. If you are using the PostScript driver, click the **Booklet Options** button and then select the booklet paper size, margins, gutter and creep settings, then click **OK**.
5. In the Page Layout Options section, select the page orientation (**Portrait** or **Landscape**), 1-sided or 2-sided printing, and page borders if desired.
6. Select additional desired settings and then click **OK**.
7. Send the print job.

Printing Booklets in Macintosh OS X Version 10.3 or Higher

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Xerox Features**.
3. From the next pull-down menu, select **Booklet/Watermark**.
4. In the Booklet Layout section, select **Enabled**.
5. If desired, click the **Booklet Options** button and select the desired creep, gutter, and scaling settings.
6. Click **OK**.
7. Click **Print** to send the print job.

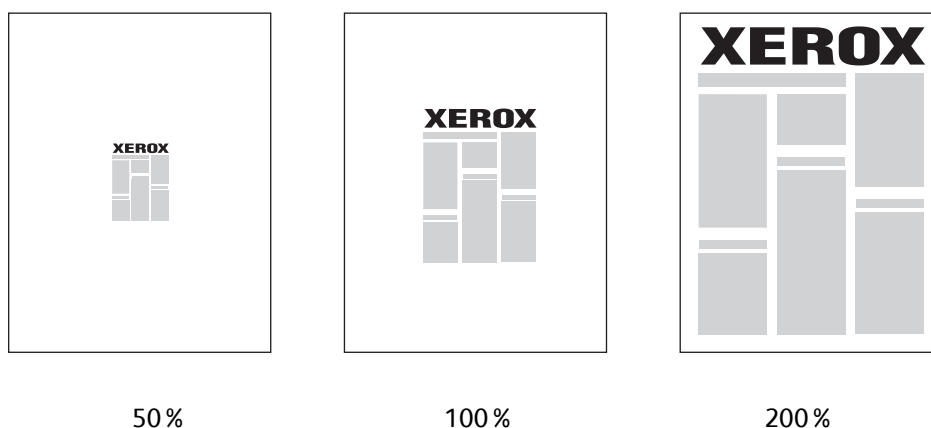
Enlarging and Reducing Pages

This section includes:

- [Scaling by Output Page Size](#) on page 100
- [Scaling by Percentage of Original](#) on page 101

You can reduce or enlarge your page images when they are printed by selecting a scaling value or output page size different from the original. The scaling default, No Scaling, is 100 % on output paper the same size as the original page.

When scaling, you can choose to print the page image on paper smaller or larger than the original and have the printer driver automatically reduce or enlarge the page image to fit the output paper. Or, you can print on paper the same size as the original but change the scaling, as shown in the following example.



Scaling by Output Page Size

To scale pages from a supported printer driver in Windows:

1. In the application you are printing from, open the Print dialog box, select your printer and then open the driver settings.
2. In the Paper/Output tab, click the **arrow** button to the right of the Paper summary section and select **Other Size**.
3. In the Output Paper Size field of the Paper Size dialog box, select the new page size to print to.
4. In the Scale Options section, select **Automatically Scale**, and if desired, select how you want the image positioned on the page (**Center**, **Bottom**, **Top**, etc.).
5. Click **OK**.
6. Select other driver options as desired, click **OK**, and then send the print job.

To scale pages in Macintosh OS X version 10.3 or higher:

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Paper Handling**.
3. Select the **Scale to fit paper size** check box.
4. From the Destination Paper Size list, select the paper size to print to.
5. Select any other desired options and then click **Print** to send the print job.

Scaling by Percentage of Original

To scale pages from a supported printer driver in Windows:

1. In the application you are printing from, open the Print dialog box, select your printer and then open the printer driver settings.
2. In the Paper/Output tab, click the **arrow** button to the right of the Paper summary section and select **Other Size**.
3. In the Scale Options section, select **Manually Scale**.
4. In the percentage box below the page image on the right, type the desired percentage.
5. Click **OK**.
6. Select other driver options as desired, click **OK**, then send the print job.

Using Color Corrections

This section includes:

- [Using Color by Words](#) on page 102
- [Selecting Color Correction](#) on page 103
- [Adjusting Color Correction](#) on page 103
- [Making Custom Color Adjustments](#) on page 104
- [Adjusting Automatic Color Correction](#) on page 104

Note: Print jobs sent using the PostScript driver use Color Corrections. Print jobs sent using the PCL driver use Color Mode.

Using Color by Words

Note: This feature is only available in the English, French, Italian, German, and Spanish language PostScript drivers.

For office documents using the RGB color model, you can adjust a particular color's brightness, saturation, or contrast in a print by using phrases such as: light sky-blue colors slightly more light.

Note: For details, click the Help (?) button in the printer driver to view the online help.

Selecting Color Correction

The Color Correction options provide simulations of different color devices so you can match the printer's colors as closely as possible to colors such as those on your computer screen or a printing press. Automatic Color is the default correction for general image processing.

1. In the application you are printing from, open the Print dialog box and then:
 - Windows: Select your PostScript printer driver and then open the printer driver settings. Select the **Color Options** tab.
 - Macintosh: From the Printer list, select your ColorQube 8570/8870 printer. From the pull-down menu, select **Xerox Features** and then select **Color Options**.
2. Select the desired color correction. For details, click the Help (?) button in the printer driver to view the online help.
3. To add a footer to the bottom of the print job that includes the job filename, print-quality settings, and color settings, click the **Print Settings On Page** check box.
4. Windows: Click **OK** and then send the print job.
Macintosh: Click **Print** to send the print job.

Adjusting Color Correction

The Color Adjustment settings allow you to refine each type of color correction and to create your own custom color adjustments. For details on creating custom color adjustments, see [Making Custom Color Adjustments](#) on page 104.

1. In the application you are printing from, open the Print dialog box and then:
 - Windows: Select your PostScript printer driver and then open the printer driver settings. Select the **Color Options** tab.
 - Macintosh: From the Printer list, select your ColorQube 8570/8870 printer. From the pull-down menu, select **Xerox Features** and then select **Color Options**.
2. Select the **Color Adjustments** option.

Note: For details, click the Help (?) button in the printer driver to view the online help.

Making Custom Color Adjustments

The Automatic Color correction option is designed to apply the best color correction to each element such as text, graphics, or images. If needed, you can select the color table being used for these elements in your jobs.

You can make adjustments to RGB colors, CMYK colors, and spot colors as shown in the following table. For details, click the Help (?) button in the lower left corner of the Custom Color Adjustment dialog box.

Custom Automatic Color	Description
Office Color	Controls RGB color adjustments.
Press Match	Controls CMYK color adjustments.
Spot Color	Controls spot color matching.
CIE Color	Controls color outputs, making the color consistent on all devices used to view the document.
Gray	Controls which color settings are printed in black.

If required in specific circumstances, you can make additional color adjustments to the lightness, saturation, contrast, and color cast used for a particular element.

Adjusting Automatic Color Correction

Note: For details, click the Help (?) button in the printer driver to view the online help.

Printing in Black and White

To print in black, white, and shades of gray, select black and white in a supported driver.

Printing in Black and White in a Supported Driver

Printing in Black and White in Windows XP SP1 or Later

1. In the application you are printing from, open the Print dialog box, select your PostScript printer driver and then open the printer driver settings.
2. Select the **Color Options** tab.
3. Select the **Black and White** option.
4. Select other driver settings as desired and then click **OK**.
5. Send the print job.

Printing in Black and White in Macintosh OS X Version 10.3 or Higher

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Xerox Features**.
3. From the next pull-down menu, select **Color Options**.
4. In the Color Correction section, select **Black and White**.
5. Click **Print** to send the print job.

Printing Separators

A separator is a divider page or slipsheet that is inserted after a print job, between copies of a print job, or between individual pages of a print job. Specify the tray to use as the source for the inserted pages.

Printing Separators in a Supported Driver

Printing Separators in Windows XP SP1 or Later

1. In the application you are printing from, open the Print dialog box, select your printer driver and then open the printer driver settings.
2. In the Paper/Output tab, click the **arrow** button to the right of the Paper summary section and select **Separators**.
3. In the Separators dialog box, select where you want to place the separators:
 - **End of Job**
 - **End of Set**
 - **End of Page**
4. Select the tray to print separators from and then click **OK**.
5. Select other desired options and then click **OK**.
6. Send the print job.

Printing Separators in Mac OS X Version 10.3 or Higher

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Xerox Features**.
3. From the next pull-down menu, select **Paper/Output**.
4. From the Paper list, select **Separators**.
5. Under Separator Options, select the separator type and source tray.
6. Click **OK**.
7. Click **Print** to send the print job.

Printing Cover Pages

A cover page can be the first page, or the first and last pages of a document. You can choose a different paper source for the cover page than for the body of a document. For example, use your company letterhead for the first page of a document, or use heavyweight paper for the first and last pages of a report.

- Use any applicable paper tray as the source for printing cover pages.
- Verify that the cover page is the same size as the paper used for the rest of your document.

Note: If you specify a paper size in the driver that is different from the size loaded in the tray you selected as a cover page source, your covers print on the same paper as the rest of your document.

You have the following choices for cover pages:

- **No Covers:** Prints the first and last pages of your document from the same tray as the rest of your document.
- **Front Only:** Prints the first page on paper from the specified tray.
- **Front and Back:** Prints the front and back cover pages from the same specified tray.

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

If you want the back of your front cover to remain blank when using 2-sided printing, then page two of your document must be blank.

If you want the back cover of your document to remain blank, use the following table as a guide for where to put the blank pages in your document.

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

Printing Cover Pages in a Supported Driver

Printing Cover Pages in Windows XP SP1 or Later

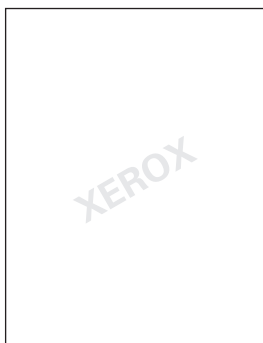
1. In the application you are printing from, open the Print dialog box, select your printer driver and then open the printer driver settings.
2. In the Paper/Output tab, click the **arrow** button to the right of the Paper summary section and select **Covers**.
3. In the Covers dialog box, select the desired cover option from the list and then select the source tray. Click **OK**.
4. Select other desired options and then click **OK**.

Printing Cover Pages in Macintosh OS X Version 10.3 or Higher

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Xerox Features**.
3. From the next pull-down menu, select **Paper/Output**.
4. From the Paper list, select **Covers**.
5. Select the covers option from the list: **Front Only** or **Front and Back**.
6. Select the source tray and then click **OK**.
7. Select other desired options and then click **Print** to send the print job.

Printing Watermarks

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



Some Windows printer drivers allow you to:

- Create and edit watermark text, color, location, and angle.
- Place a watermark on either the first page or every page of a document.
- Print a watermark in the foreground or background or blend with the print job.
- Use a graphic for the watermark.
- Use a time stamp for the watermark.

Note: Not all applications support watermark printing.

Printing Watermarks in a Supported Driver

Printing Watermarks in Windows XP SP1 or Later

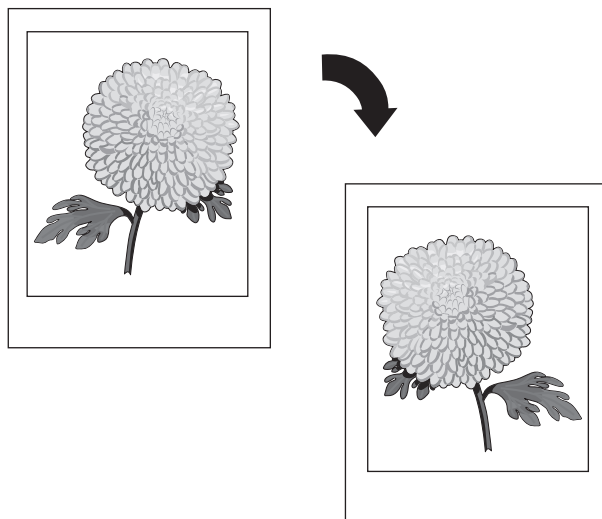
1. In the application you are printing from, open the Print dialog box, select your printer and then open the printer driver settings.
2. Select the **Layout/Watermark** tab.
3. To use an existing watermark, select it from the Watermark drop-down list.
4. To edit an existing watermark, first select it from the Watermark list and then select **Edit** from the list to open the Watermark Editor dialog box. For help with edit options, click the Help (?) button in the lower left corner of the dialog box. When finished, click **OK**.
5. To create a new watermark, select **New** from the Watermark list, then specify text and placement options. When finished, click **OK**.
6. To select printing options for your selected watermark, select **Options** from the Watermark list, then select the desired settings:
 - Select to print the watermark in the foreground, background, or to blend it with the job.
 - Select to print the watermark on all pages or on only the first page.
7. Select other desired options in the printer driver settings and then click **OK**.
8. Send the print job.

Printing Watermarks in Macintosh OS X Version 10.3 or Higher

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Xerox Features**.
3. From the next pull-down menu, select **Booklet/Watermark**.
4. From the Watermark list, select the following as needed:
 - To use an existing watermark, select the name.
 - To edit a watermark, first select it and then select **Edit**. Make the desired changes in the Watermark Editor dialog box and then click **OK**.
 - To create a new watermark, select **New**. In the Watermark Editor dialog box, create the watermark and then click **OK**.
5. To select printing options for your watermark, click the Watermark list, select **Options**, then select the desired options:
 - Select to print the watermark in the background, foreground, or to blend it with the job.
 - Select to print the watermark on all pages or on only the first page.
6. Click **Print** to send the print job.

Printing Mirror Images

You can print pages as a mirror image (flips images horizontally on pages when printed).



Printing Mirror Images in a Supported Driver

Notes:

- The Mirror Images feature also prints any text on the selected pages in reverse.
- The Mirror Images option is available in the PostScript driver only.

Printing Mirror Images in Windows XP SP1 or Later

1. In the application you are printing from, open the Print dialog box, select your PostScript printer driver and then open the printer driver settings.
2. Select the **Advanced** tab.
3. Under Document Options, click the plus (+) sign next to Image Options to expand it.
4. Click **Mirrored Output** to activate the options list and then select **Yes**.

Note: When finished printing, change the Mirrored Output setting back to **No** so that future print jobs do not print as mirrored.

Printing Mirror Images in Macintosh OS X Version 10.3 or Higher

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Xerox Features**.
3. From the next pull-down menu, select **Advanced**.
4. In the Mirrored Output list, select **Enabled**.

Note: When finished printing, change the Mirrored Output setting back to **No** so that future print jobs do not print as mirrored.

Printing Special Job Types

This section includes:

- [Sending Secure, Proof, Personal Print, or Saved Print Jobs](#) on page 113
- [Sending Print With Jobs](#) on page 115
- [Printing or Deleting Secure Print Jobs](#) on page 116
- [Printing or Deleting Proof Print Jobs](#) on page 116
- [Printing or Deleting Personal Print Jobs](#) on page 117
- [Printing or Deleting Saved Jobs](#) on page 117

Note: The optional printer hard drive is required to use these special print job types.

- **Secure Print:** Stores the job with a passcode on the printer's hard drive. Prints the job only after you enter the four-digit numeric passcode on the printer control panel.
- **Proof Print:** Prints only one copy of the job so you can proof the copy. If you want to print additional copies, select the job name on the printer control panel.
- **Personal Print:** Prints the job when you select your user name on the control panel or in CentreWare IS. You do not need to enter a job name or passcode.
- **Personal Saved Print:** Stores the job on the printer's hard drive under your user name and with your passcode so that only you can print it from the control panel. The job is not automatically deleted after printing.
- **Saved Print:** Stores the job on the hard drive so you can print it from the control panel at any time. The job is not deleted after printing or if you turn off the printer.
- **Print With:** Prints existing stored personal and shared saved jobs along with the current job. This option requires a network-connected printer.

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

To use Personal, Personal Saved, Secure, Proof, Saved, or Print With print jobs, you set up and send the job from a supported driver so that it is saved to the printer's hard drive, then print from the control panel or CentreWare IS when you are ready. Some job types require you to passcode-protect the print job when you set it up and then enter the passcode at the printer or in CentreWare IS when you print the job.

Setting Up a Special Print Job in Windows XP SP1 or Later

1. In the application you are printing from, open the Print dialog box, select the supported driver and then open the printer driver settings.
2. In the Paper/Output tab, select the job type from the Job Type list.
3. Do the following according to the job type:
 - **Secure Print:** In the Secure Print dialog box, enter a four-digit passcode to use when you print the job at the printer in both the Passcode and the Conform Passcode fields. The job is deleted after you print it.

- **Proof Print:** In the Proof Print dialog box, enter a name to use to identify the job when you print it at the printer, or click the **arrow** button and select a name from the list, or select **Use Document Name** to have the printer use the document file name as the job identifier.
 - **Personal Print:** Your user name is displayed below the Job Type field as it will appear on the printer control panel when you print your job.
 - **Saved Job:** In the Saved Job dialog box, select the type of saved job and do the following:
 - **Shared Job:** In the Job Name field, either enter a name to identify the job or select **Use Document Name** from the list.
 - **Personal Job:** In the Job Name field, either enter a name to identify the job or select **Use Document Name** from the list. In the Passcode and Confirm Passcode fields, enter the 4-digit code to use when you print the job.
4. Click **OK**.
 5. Select any other desired settings and then send the print job. It will be stored in the printer's hard drive and will not print until you select to print it at the printer control panel or from CentreWare IS.

Setting Up a Special Print Job in Macintosh OS X Version 10.3 or Higher

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Xerox Features**.
3. From the next pull-down menu, select **Paper/Output**.
4. From the Job Type list, select the type of job and then do the following:
 - For a **Secure Print**, enter a 4-digit number, ranging from 0000 through 9999, in the Passcode field. Enter the passcode in the Confirm Passcode field. Click **OK**.
 - For a **Proof Print**, enter a name for the document, select a document from any that are listed, or select **Use Document Name** to have the printer use the document name by default. Click **OK**.
 - For a **Personal Print**, your user name will be used to identify the document when printed from the control panel or CentreWare IS.
 - For a **Saved Job**, do one of the following in the Saved Job dialog box:
 - Click **Shared Job**. In the Job Name field, select or enter a document name (up to 20 characters) or select **Use Document Name**. Click **OK**.
 - Click **Personal Job**. In the Job Name field, select or enter a document name (up to 20 characters) or select **Use Document Name**. In the Passcode and Confirm Passcode fields, enter a 4-digit passcode to use when you print the job. Click **OK**.
5. Click **Print** to send the print job.

Sending Print With Jobs

Notes:

- To use Print With jobs, you need to have personal or shared saved jobs stored in the printer.
- The Print With jobs feature is not available for USB-connected printers.

Sending Print With Jobs in Windows XP SP1 or Later

1. In the application you are printing from, open the Print dialog box, select the supported printer driver and then open the driver settings.
2. In the Paper/Output tab, select **Print With** from the Job Type list.
3. In the Print With dialog box, from the Saved Jobs list, select the type of jobs to display in the list.
4. Select the Personal Saved or Shared Saved jobs to be printed with the current job, then click the **green arrow** button to add the jobs to the Final Job list on the right.
5. To change the order in which the jobs print, in the Final Job list, select a job to be moved and then click the **up** or **down arrow** buttons below the list as needed.
6. To remove a job from the list, select it and then click the **red X** button below the list.
7. Click **OK**.
8. Select any other desired settings and then send the print job.

Sending Print With Jobs in Macintosh OS X Version 10.3 or higher

1. In the application you are printing from, open the Print dialog box and select your ColorQube 8570/8870 printer.
2. From the pull-down menu, select **Xerox Features**.
3. From the next pull-down menu, select **Paper/Output**.
4. From the Job Type list, select **Print With**.
5. If any of the saved jobs are Personal Saved jobs, you must enter the 4-digit passcode you used when you saved the jobs to the printer. Click **OK**.
6. In the Saved Jobs list that displays, select the type or types of jobs to select from. The list of jobs displays in the top box.
7. In the top list, select a job to be printed with the current job, then click the **down arrow** button to move the job to the Final Job list.
8. To change the order in which the jobs print, in the Final Job list, select the job to be moved and then click the **up** or **down arrow** buttons below the list as needed.
9. To remove a job from the Final Job list, select it and then click the **X** button below the list.

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

Printing or Deleting Secure Print Jobs

You can print and delete Secure Print jobs from the printer control panel. You cannot print Secure Print jobs from CentreWare IS, but you can delete them.

To print or delete a secure print job at the printer control panel:

1. Select **Walk-Up Features** and then press the **OK** button.
2. Select **Secure Print Jobs > OK**.
3. Scroll to your User Name to select it and then press **OK**.
4. Enter the passcode you used to send the print job. Use the Up and Down Arrow buttons to scroll to the first digit, then press **OK** to accept the digit and move to the next number in the passcode. Repeat the process until you have entered all four digits of the passcode.
5. If you sent more than one Secure Print job with that password, select the desired job or select **All of Them**, then press **OK**.
6. Do one of the following:
 - To select **Print and Delete**, press **OK** and then select the number of copies to print and press **OK** to print.
 - Select **Delete** to delete the job without printing and then press **OK**.

To delete a Secure Print job in CentreWare IS:

1. Go to your printer's CentreWare IS page. For details, see [Accessing CentreWare IS](#) on page 39.
2. Click the **Jobs** tab or button.
3. In the navigation pane on the left, click **Delete Secure Jobs**.
4. Follow the instructions on the page.

Printing or Deleting Proof Print Jobs

To print or delete a Proof Print job at the control panel:

1. Select **Walk-Up Features** and then press the **OK** button.
2. Select **Proof Print Jobs > OK**.
3. Select the job name, then press **OK**.
4. Do one of the following:
 - Select **Print and Delete > OK**, then select the number of copies to print and press **OK**.
 - Select **Delete** to delete the job without printing and then press **OK**.

Printing or Deleting Personal Print Jobs

Personal Print jobs can be printed and deleted from the printer control panel and from CentreWare IS.

To print or delete a Personal Print job from the printer control panel:

1. Select **Walk-Up Features** and then press the **OK** button.
2. Select **Personal Print Jobs > OK**.
3. Select your user name, then press **OK**.
4. Do one of the following:
 - To print and then delete the job, select **Print and Delete**, press **OK** and then select the number of copies to print and press **OK** to print.
 - To delete all of your Personal Print jobs without printing them, select **Delete** and then press **OK**. Select **Yes** and press **OK**.

To print or delete a Personal Print job in CentreWare IS:

1. Go to your printer's CentreWare IS page. For details, see [Accessing CentreWare IS](#) on page 39.
2. Click the **Print** tab or button.
3. In the navigation pane on the left, click **Personal Jobs**.
4. Select the job and then do one of the following:
 - To print and delete the job, click the **Print and Delete Jobs** button.
 - To delete the job without printing it, click the **Delete Jobs** button.

Printing or Deleting Saved Jobs

Shared Saved jobs and Personal Saved jobs can be printed and deleted from the printer control panel and from CentreWare IS.

To print or delete Saved jobs from the control panel:

1. Select **Walk-Up Features** and then press the **OK** button.
2. Do one of the following:
 - Select **Saved Print Jobs > OK**, then skip to step 5.
 - Select **Personal Saved Print Jobs > OK**.
3. Select your user name and then press **OK**.
4. Enter the passcode you used to send the print job. Use the Up and Down Arrow buttons to scroll to the first digit, then press the **OK** button to accept the digit and move to the next number in the passcode. Repeat the process until you have entered all four digits of the passcode.
5. Select the desired job and then press **OK**.
6. Do one of the following:
 - Select **Print and Save > OK** and then select the number of copies and press **OK** to print.
 - Select **Delete** to delete the job without printing and then press **OK**.

To print or delete Saved jobs in CentreWare IS:

1. Go to your printer's CentreWare IS page. For details, see [Accessing CentreWare IS](#) on page 39.
2. Click the **Print** tab or button.
3. In the navigation pane on the left, do one of the following:
 - Click **Personal Saved Jobs** and then enter your user name and the password you associated with the saved job in the corresponding fields. Click **OK**.
 - Click **Shared Saved Jobs**.
4. Select the jobs to print or delete and then click **Print Jobs** or **Delete Jobs** as desired.

Maintenance

5

This chapter includes:

- [Maintenance and Cleaning](#) on page 120
- [Ordering Supplies](#) on page 134
- [Moving and Repacking the Printer](#) on page 137

See also:

Maintenance video tutorials at:

ColorQube 8570 printer: www.xerox.com/office/CQ8570docs

ColorQube 8870 printer: www.xerox.com/office/CQ8870docs

Replacing supplies video tutorials at:

ColorQube 8570 printer: www.xerox.com/office/CQ8570docs

ColorQube 8870 printer: www.xerox.com/office/CQ8870docs

Maintenance and Cleaning

This section includes:

- [General Precautions](#) on page 120
- [Cleaning the Printer](#) on page 121
- [Usage Counters](#) on page 126
- [Routine Maintenance](#) on page 127

See also:

[Maintenance Safety](#) on page 14

General Precautions



WARNINGS:

- 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. Keep all cleaning materials out of the reach of children.
- 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: Internal parts of the printer may be hot. Use caution when doors and covers are open.



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 specifically described in the documentation supplied with your printer.

To avoid damaging the printer, keep the following guidelines in mind:

- Do not place anything on top of the printer.
- Do not open covers and doors during printing.
- Do not tilt the printer while it is hot.
- Do not touch the electrical contacts or gears. Doing so may damage the printer and cause the print quality to deteriorate.
- Make sure any parts removed during cleaning are replaced before you plug in the printer.

Cleaning the Printer

This section includes:

- [Cleaning the Printer Exterior](#) on page 121
- [Cleaning the Paper Release Blade](#) on page 121
- [Cleaning the Feed Rollers](#) on page 123

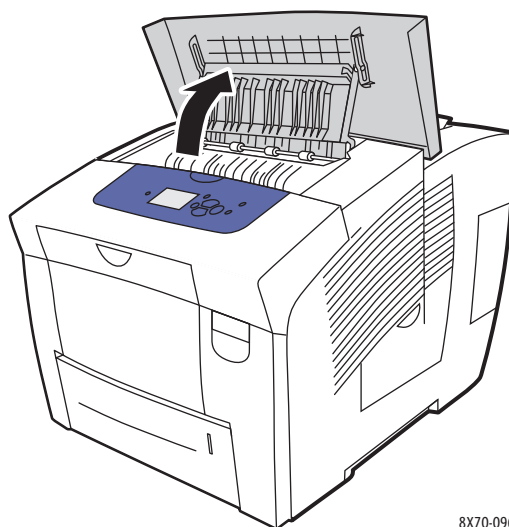
Cleaning the Printer Exterior

⚠ WARNING: To prevent electric shock, turn the printer off and unplug the power cord from the electrical outlet before cleaning the printer.

To remove stains, clean the outside of the printer using a soft cloth moistened with a mild, neutral detergent. Do not spray detergent directly onto the printer.

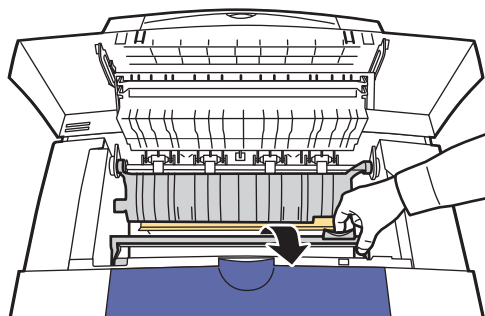
Cleaning the Paper Release Blade

1. Open exit door B.



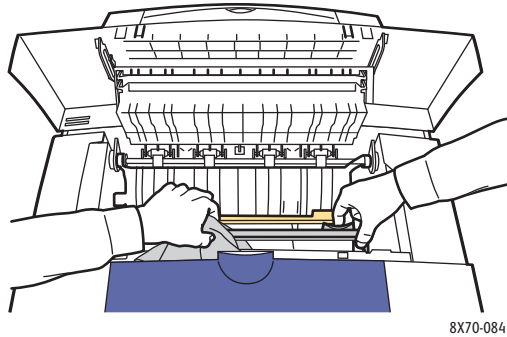
8X70-096

2. Lift the lower paper guide toward the front of the printer.

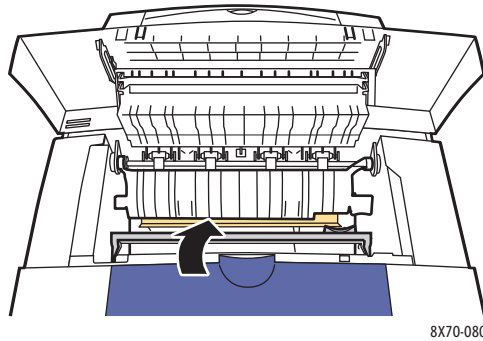


8X70-121

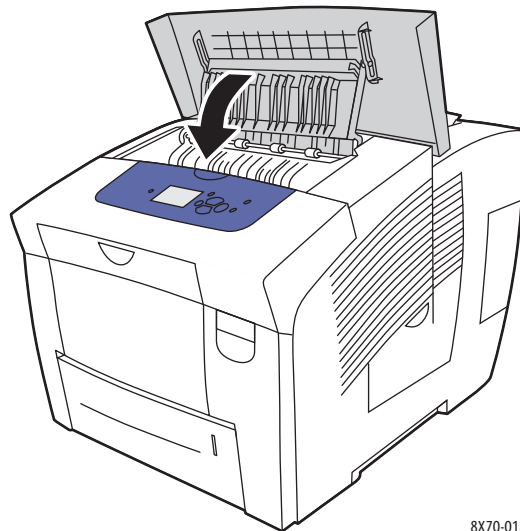
3. Wipe the plastic paper release blade on the lower paper guide with a cloth pre-soaked in 90 % isopropyl alcohol.



4. Lower the paper guide to its original position.



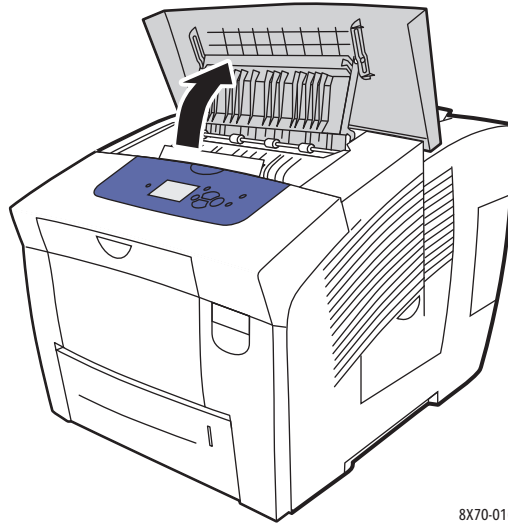
5. Close exit door B.



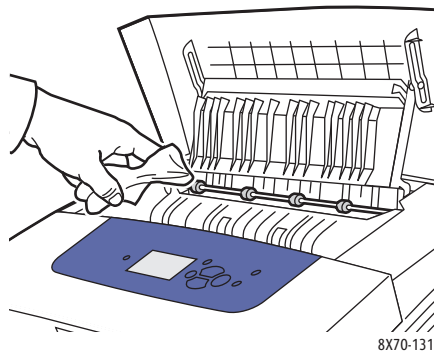
Cleaning the Feed Rollers

Ink on the paper and tray feed rollers can leave marks on pages. Use the following procedure to clean the rollers.

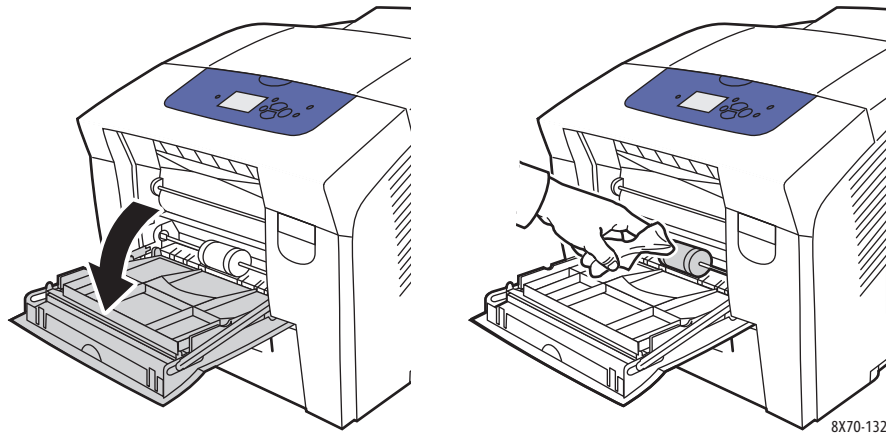
1. Open exit door B.



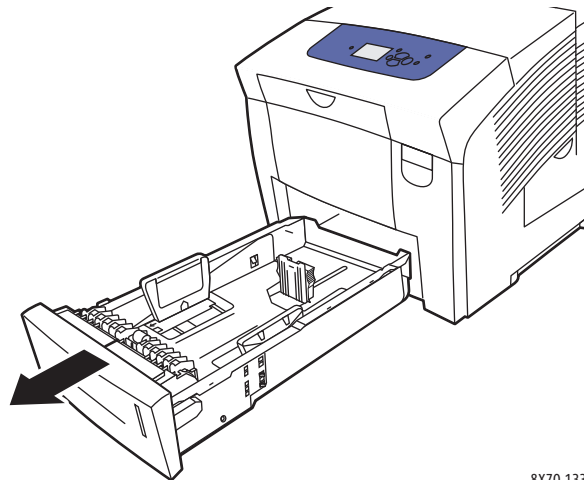
2. Clean the gray exit rollers using a soft, clean cloth. Close exit door B.



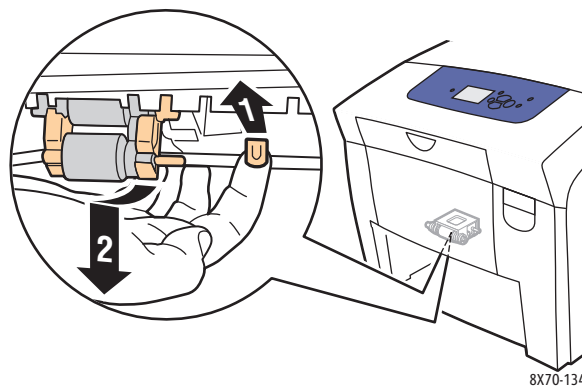
3. Open Tray 1 and clean the gray pick roller. Close the tray.



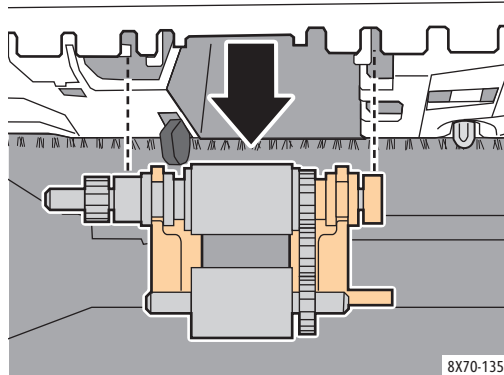
4. Clean rollers in the top of the printer's Tray 2 slot:
 - a. Open Tray 2 and pull it completely out of the printer, then set it aside.



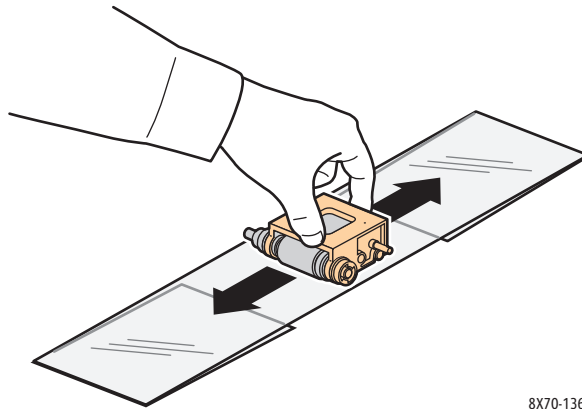
- b. In the top of the printer's Tray 2 slot, locate the release lever to the right of the gray pick roller assembly. Pull the release lever toward you to let the roller assembly swing down.



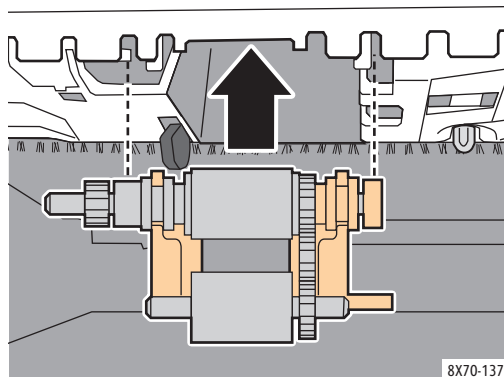
- c. Grasp and pull the roller assembly straight down to remove it from the printer.



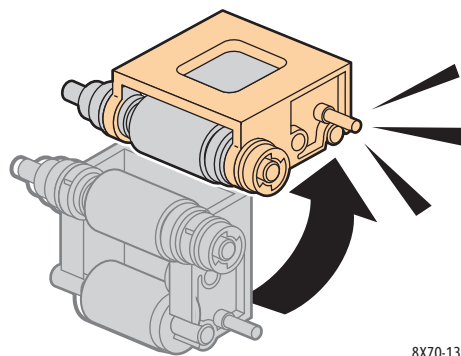
- d. Clean the roller with clear packing tape. One method is to lay a strip of clear packing tape sticky side up on a table or counter and run the pick assembly along the length of the tape.



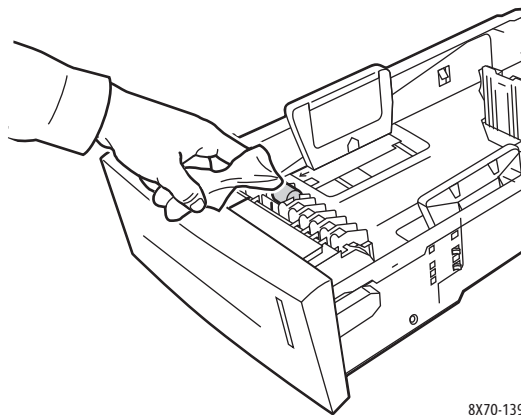
- e. Reinstall the roller assembly: hold it vertically so that it lines up with the spaces into which it fits. Gently snap the assembly into the slots so that it hangs down in the same position it was in when you pulled it out of the printer in step c.



- f. Swing the roller assembly back and gently push it into the top of the tray slot until the pin snaps into the pin slot.



5. Clean the separator roller in the tray by rubbing clear packing tape on it.



6. Reinstall the tray, making sure to completely close it.
7. Repeat steps 4–6 for any installed optional feeder trays (Trays 3, 4, and 5).

Usage Counters

This section includes:

- [Billing Meters](#) on page 126
- [Supplies Usage](#) on page 127
- [Usage Profile](#) on page 127

Billing Meters

The Billing Meters feature displays the printer's usage and billing information. Billing information includes number of color pages printed, black and white pages printed, total pages printed, and more.

Note: Billing Meters track the total number of page sides, not sheets, printed for the life of the printer. You cannot reset the billing meters.

To view billing meter information:

1. On the printer control panel, select **Information** and then press the **OK** button.
2. Select **Billing Meters > OK**. The impressions list is displayed.
3. For a description of each billing meter, such as **2 Meter Billing**, select the meter and then press the control panel Help (?) button.

Supplies Usage

The Supplies Usage page prints the percentage of ink used and the estimated amount remaining, and the life remaining on the Maintenance Kit.

To print the Supplies Usage page from the printer control panel:

1. Select **Information** and then press the **OK** button.
2. Select **Supplies Info > OK**.
3. Select **Supplies Usage Page > OK**.

Usage Profile

The Usage Profile displays a summary of billing meter information, including page count broken down by print-quality mode and paper type, and maintenance kit and supply usage information. You can view and print the Usage Profile from CentreWare IS or print the page from the printer control panel.

To print the Usage Profile from the printer control panel:

1. Select **Information** and then press the **OK** button.
2. Select **Information Pages > OK**.
3. Select **Usage Profile > OK**.

Routine Maintenance

This section includes:

- [Adding Ink](#) on page 127
- [Emptying the Waste Tray](#) on page 129
- [Replacing the Maintenance Kit](#) on page 132

Your printer needs little maintenance to keep it producing quality prints. Add ink, empty the waste tray, and replace the maintenance kit when needed to keep your printer functioning properly.

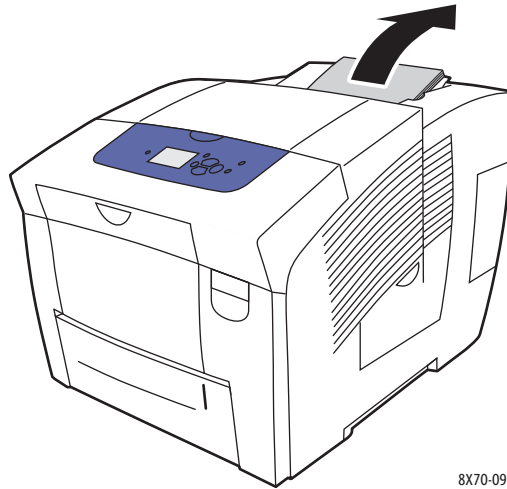
Adding Ink

You can load ink any time the printer is idle, or when the printer control panel displays a message to add ink or displays a message that the printer is out of ink.

- Keep ink in its packaging until you are ready to use it.
- Do not force the solid ink when inserting it into the ink-loading bins. Identify ink by color and shape.
- To avoid ink jams, never insert broken solid ink into the ink-loading bins.

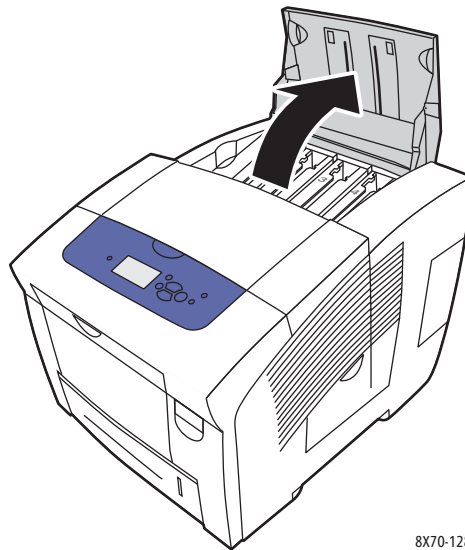
To load ink:

1. Remove paper from the output tray.



8X70-097

2. Open ink loader door C.



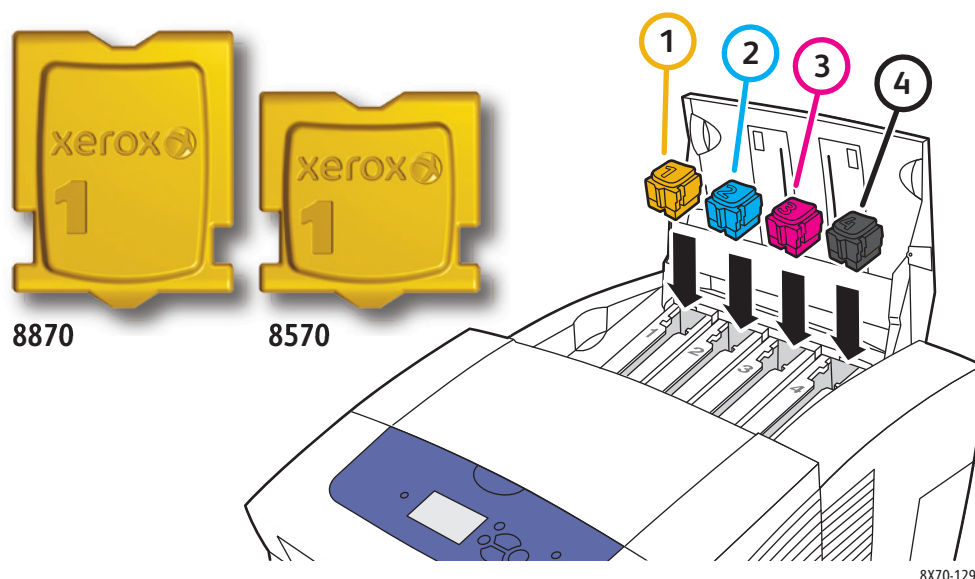
8X70-128

3. Locate the ink-loading bin that is low. A label above each bin indicates the solid ink color and shape for that bin.
4. Remove the solid ink from its packaging.

- Place the solid ink into the opening of the appropriate ink-loading bin. Do not force the solid ink into the ink-loading bin. Each solid ink color is uniquely shaped to fit into the correct bin.

Note: The ink shapes vary by printer so be sure to order the correct ink for your specific printer.

! CAUTION: Only use ink designed exclusively for your printer.



- Close the ink loader door. **Warming up, Please wait** is displayed on the printer control panel until the printer is ready for printing.

Note: To minimize ink waste and optimize performance, leave the printer on at all times. Your printer is equipped with a Power Saver mode to conserve energy use when inactive. For details, see [Power Saver Settings](#) on page 48.

To order ink, contact your local reseller or go to the Xerox Supplies website for your printer:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570supplies
- ColorQube 8870 printer: www.xerox.com/office/CQ8870supplies

! CAUTION: Use of ink other than Genuine Xerox Solid Ink may affect print quality and printer reliability. It is the only ink designed and manufactured under strict quality controls by Xerox for specific use with these printers.

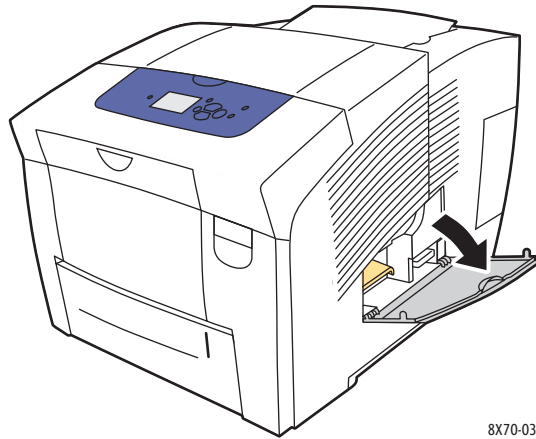
Emptying the Waste Tray

Empty the waste tray when the control panel displays a message stating that the waste tray is full.


! WARNING: The printer's interior may be hot. Do not touch the hot surfaces!

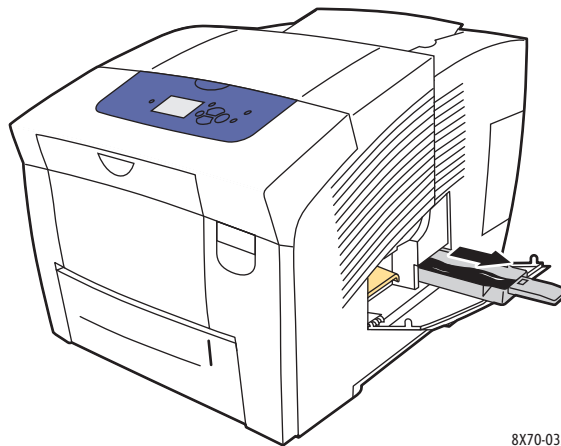
To empty the waste tray:

1. Open side door D.



2. Pull the waste tray (labeled B) completely out of the printer.

 **WARNING:** The waste tray may be hot; handle it carefully.



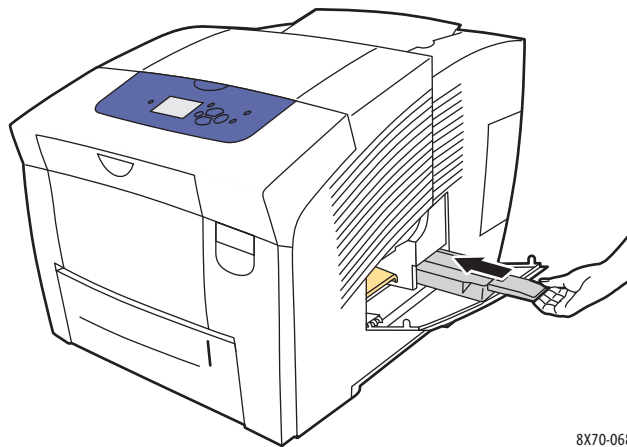
Note: The waste tray may be locked if the printer is in a warm-up cycle or if the ink is cooling following the Eliminate Light Stripes troubleshooting routine. If the tray is locked, close the door and wait 15 minutes before repeating steps 1 and 2.

3. Empty the waste tray in a waste container. Twist the tray slightly to dislodge the waste ink. The ink is non-toxic and can be discarded as normal office waste.

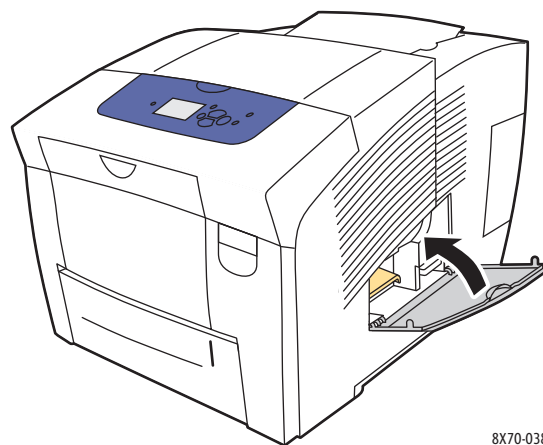


Note: The waste tray must be out of the printer for more than five seconds or you will continue to receive an **Empty Waste Tray** message on the control panel.

4. Insert the waste tray into the printer and push it completely into the waste tray slot.



5. Close side door D.



CAUTION: Do not attempt to reuse the waste ink in the printer; it can damage the printer. This damage is not covered under the printer warranty.

Replacing the Maintenance Kit

The maintenance kit contains a maintenance roller that keeps the surface of the imaging drum clean and oiled.

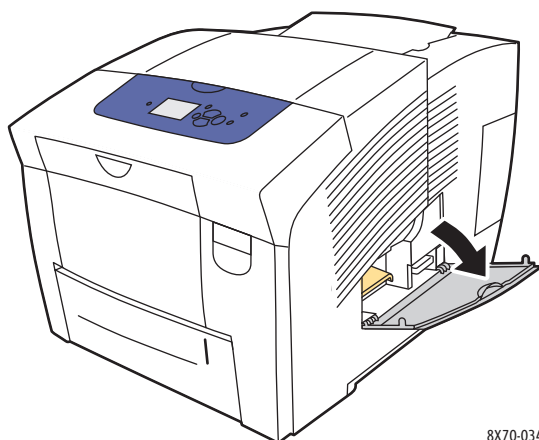
Note: Order a new maintenance kit when the printer control panel displays a message that the maintenance kit is low. Replace the kit when the control panel prompts you to replace the it.

To order a replacement maintenance kit, contact your local reseller or go to the Xerox Supplies website for your printer:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570supplies
- ColorQube 8870 printer: www.xerox.com/office/CQ8870supplies

To replace the maintenance kit:

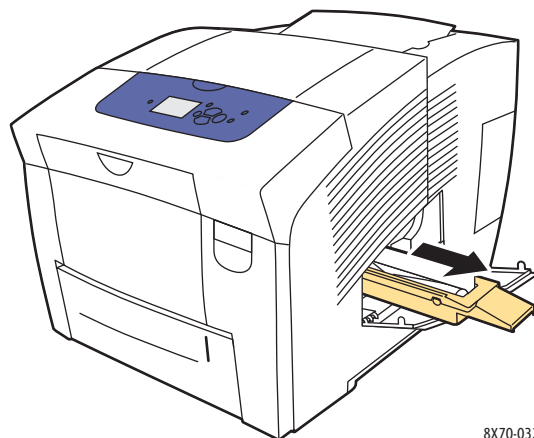
1. Open side door D.



8X70-034

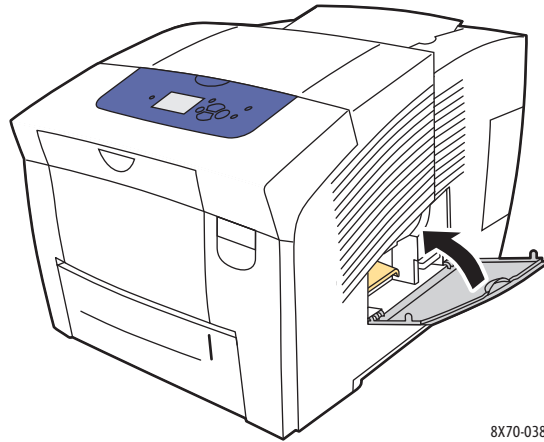
! WARNING: The printer's interior may be hot. Do not touch the hot surfaces!

2. Remove the maintenance kit (labeled **A**) from the maintenance kit slot.



8X70-032

3. Insert the replacement maintenance kit and push it completely into the maintenance kit slot. Follow the illustrated instructions included with the maintenance kit for full installation and disposal information.
4. Close side door D.



8X70-038

Ordering Supplies

This section includes:

- [Locating the Printer Serial Number](#) on page 134
- [Consumables](#) on page 134
- [Routine Maintenance Items](#) on page 135
- [Customer Replaceable Parts](#) on page 135
- [When to Order Supplies](#) on page 135
- [Recycling Supplies](#) on page 136

Certain consumables and routine maintenance items need to be ordered occasionally. Each item includes installation instructions in the package.

Locating the Printer Serial Number


When ordering supplies or contacting Xerox for assistance, you will be asked to provide your printer's serial number.

The serial number is located behind front door A on the printer frame. You can also view the serial number from the printer control panel:

1. On the printer control panel, select **Information** and then press the **OK** button.
2. Select **Printer Identification** > **OK**.
3. Scroll down to view the serial number.

Consumables

Solid ink is the only consumable for the ColorQube 8570/8870 printer. The ink shapes vary by printer so be sure to order the correct ink for your specific printer.

 **CAUTION:** Use of ink other than Genuine Xerox Solid Ink may affect print quality and printer reliability. It is the only ink designed and manufactured under strict quality controls by Xerox for specific use with this printer.

To save ink, leave the printer turned on at all times. For more information about minimizing ink usage, go to the Xerox Support website for your printer:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570support
- ColorQube 8870 printer: www.xerox.com/office/CQ8870support

See also:

[Adding Ink](#) on page 127

Routine Maintenance Items

Routine maintenance items are printer parts that have a limited life and require periodic replacement. Replacements may be parts or kits. Routine maintenance items are typically customer replaceable.

The maintenance kit is the only routine maintenance item for the ColorQube 8570/8870 printer. To order a replacement maintenance kit, contact your local reseller or go to the Xerox Supplies website for your printer:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570supplies
- ColorQube 8870 printer: www.xerox.com/office/CQ8870supplies

Note: Extended-capacity maintenance kits are available for the ColorQube 8570/8870 printer.

To view information about the remaining life of the maintenance kit:

1. On the printer control panel, select **Information** and then press the **OK** button.
2. Select **Supplies Info > OK**.
3. Select **Maintenance Kit Life > OK**.

See also:

[Replacing the Maintenance Kit](#) on page 132

Customer Replaceable Parts

Customer replaceable parts are long-life items that may occasionally break and require replacement.

- Feed roller kit for replacing feed rollers

When to Order Supplies

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

To order supplies, contact your local reseller or go to the Xerox Supplies website:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570supplies
- ColorQube 8870 printer: www.xerox.com/office/CQ8870supplies



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

Recycling Supplies


For information on Xerox supplies recycling programs, go to:

- ColorQube 8570 printer: www.xerox.com/gwa
- ColorQube 8870 printer: www.xerox.com/gwa

Moving and Repacking the Printer

This section includes:


- [Precautions for Moving the Printer](#) on page 137
- [Moving the Printer Within the Office](#) on page 138
- [Preparing the Printer for Shipping](#) on page 139

 **CAUTION:** Parts of the printer are hot. To avoid damage to the printer, allow the ink to solidify and the printhead to cool. To cool the printer quickly, run the **Shutdown for Moving Printer** procedure on the printer control panel. The Shutdown for Moving Printer routine requires that you remove the maintenance kit and waste tray. For details, see [Preparing the Printer for Shipping](#) on page 139.

Precautions for Moving the Printer

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

- Keep the printer level. Tilting the printer can cause the ink to spill inside.
- Use the Shutdown for Moving Printer option on the printer control panel for best results. For details, see [Moving the Printer Within the Office](#) on page 138.
- Always allow the printer to cool before it is moved to avoid ink spills that can damage the printer.

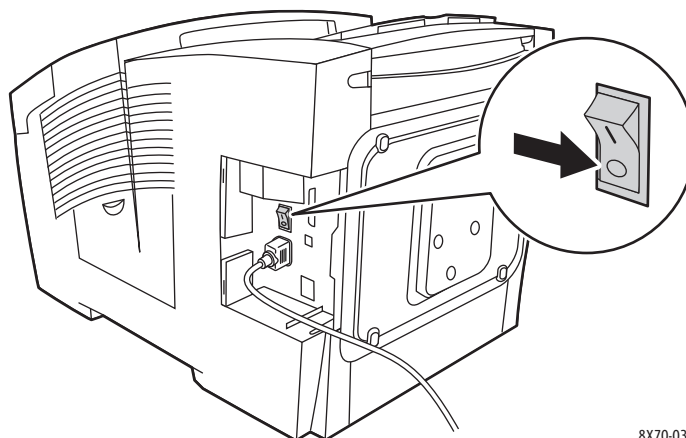
 **WARNING:** Parts of the printer may be hot. To avoid personal injury, allow 30 minutes for it to cool down before moving or packing the printer. This allows the ink to solidify and the printhead to cool.

- Always turn off the printer using the power switch located under I/O door E on the rear right side of the printer. Unplug all cables and cords. Never turn off the printer by pulling the power cord or using a power-strip with an on/off switch.

Moving the Printer Within the Office

To move the printer within the office:

1. Close the printer doors.
2. Turn off the printer using the power switch located behind I/O door E on the rear right side of the printer.



8X70-031

3. Within 10 seconds after turning off the printer, select either **Standard Shutdown** or **Shutdown for Moving Printer** on the printer control panel and then press **OK**.
4. Wait for the printer to complete the cool-down period for the ink to solidify. If you selected **Shutdown for Moving Printer**, the fan shuts down when the printer is cool enough to move.

! CAUTION: If you turn off the printer but do not select **Shutdown for Moving Printer** on the control panel, the fan does not run, so you must wait longer for the ink to solidify. Wait at least 30 minutes for the printer to cool completely before moving or packing it.

5. Unplug the printer after the cool-down cycle is complete.
6. Use the hand holds on each side of the printer to lift it. Move the printer separately from any optional feeder trays.



Preparing the Printer for Shipping

This section includes:

- [Removing the Maintenance Kit and Waste Tray](#) on page 139
- [Turning Off the Printer](#) on page 141
- [Packing the Printer](#) on page 141

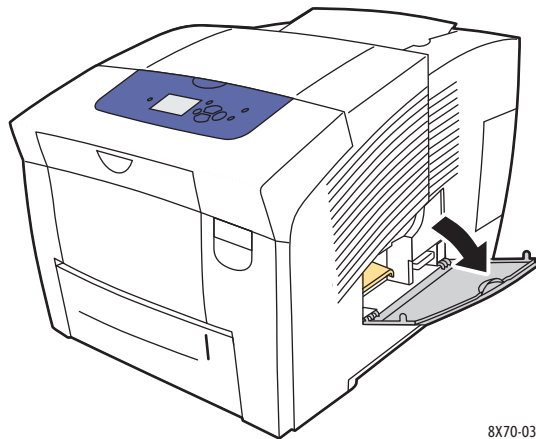
Before shipping the printer:

1. Remove the maintenance kit and waste tray.
2. Turn off the printer.
3. Pack the printer.

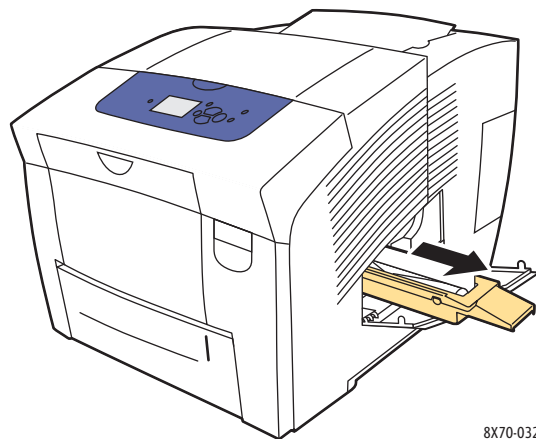
Removing the Maintenance Kit and Waste Tray

Before turning off the printer, remove the maintenance kit and waste tray:

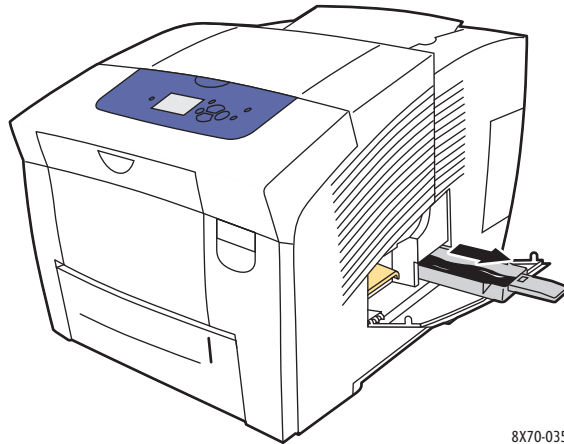
1. Open side door D.



2. Remove the maintenance kit (labeled **A**) and place it in a plastic bag for storage.

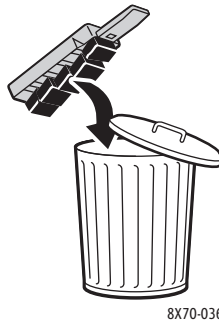


3. Remove the waste tray (labeled **B**) from the waste tray slot.



! WARNING: The waste tray may be hot; handle it carefully.

4. Empty the waste ink. Slightly twist the tray to dislodge the ink. Place the tray in a plastic bag for storage.

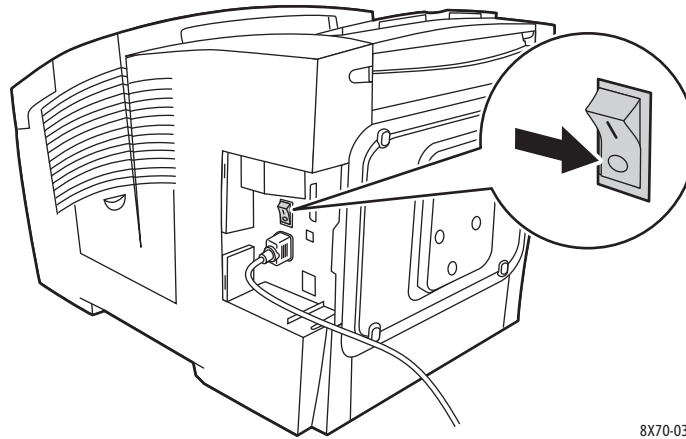


! CAUTION: Shipping the printer with the maintenance kit and waste tray installed can damage the printer.

5. Close the printer doors.

Turning Off the Printer

1. Press the power switch located behind I/O door E on the rear right side of the printer to turn it off.



2. Within 10 seconds after turning off the printer, select **Shutdown for Moving Printer** on the control panel.
3. Wait for the printer to complete the cool-down period for the ink to solidify. The printer shuts down when it is cool enough to move.
4. Unplug the printer after the cool-down cycle is complete.

Note: Do not unplug the printer until the power-down and cooling sequence completes.

Packing the Printer

Repack the printer using the original packing material and boxes or a Xerox repackaging kit. Additional instructions for repacking the printer are provided in the repackaging kit. If you do not have all the original packaging, or are unable to repackage the printer, refer to the support website for information on contacting the support call center or contact your local Xerox reseller.

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

Troubleshooting

6

This chapter includes:

- [General Troubleshooting](#) on page 144
- [Paper Jams](#) on page 149
- [Print-Quality Problems](#) on page 164
- [Getting Help](#) on page 175

See also:

[Safety](#) on page 9

Troubleshooting video tutorials for your printer at:

ColorQube 8570 printer: www.xerox.com/office/CQ8570docs

ColorQube 8870 printer: www.xerox.com/office/CQ8870docs

General Troubleshooting

This section includes:

- [Restarting the Printer](#) on page 144
- [Printer is Powered On But There is No Power](#) on page 145
- [Cannot Print to the Printer with a Network Connection](#) on page 145
- [Cannot Print to the Printer with a USB Connection](#) on page 146
- [Printing Takes Too Long](#) on page 146
- [Printer is Making Unusual Noises](#) on page 147
- [Date and Time are Incorrect](#) on page 147
- [Automatic 2-Sided Printing Prints 1-Sided](#) on page 147

This section contains procedures to help you locate and resolve general problems with the printer.

Restarting the Printer

Some problems can be resolved by simply restarting the printer.

To restart the printer using the Restart feature:

1. On the printer control panel, select **Shut Down** and then press **OK**.
2. Select **Restart Printer** > **OK**.
3. Select **Restart the printer NOW?** > **OK**.

To restart the printer using Standard Shutdown:


1. Close the printer doors.
2. Turn off the printer using the power switch located at the back right side of the printer.
3. Within 10 seconds after turning off the printer, select **Standard Shutdown** on the printer control panel.
4. After the power down process completes, wait 30 seconds, then turn the power switch to **On**.

If the problem is not resolved by restarting the printer, or shutting down the printer and waiting 30 seconds and then turning the printer back on, refer to the table in this chapter that best describes the problem. For more solutions, search the Online Support Assistant for information about the problem you are having.

- ColorQube 8570 printer: www.xerox.com/office/CQ8570support
- ColorQube 8870 printer: www.xerox.com/office/CQ8870support

Printer is Powered On But There is No Power

Probable Cause	Solution
The power cord is not correctly plugged into the outlet.	Turn off the printer, unplug it, wait 30 seconds, then plug the power cord securely into the outlet. Turn the printer on.
Something is wrong with the outlet the printer is connected to.	Plug another electrical appliance into the outlet and see whether it operates properly. If it does not, try a different outlet.
The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source with the specifications listed in Electrical Specifications on page 182.

 **CAUTION:** Plug the three-wire cord (with grounding prong) directly into a grounded AC outlet only. Do not use a power strip. If necessary, contact a licensed electrician to install a properly grounded outlet.

Cannot Print to the Printer with a Network Connection

Connectivity problems can prevent you from being able to print to the printer.

Probable Cause	Solutions
<p>The IP address the printer driver is using is not the one currently assigned to the printer.</p> <p>Note: If your printer is assigned an IP address dynamically, your printer's IP address may change periodically even after you have installed the printer driver.</p>	<ol style="list-style-type: none"> 1. Determine the IP address your printer is currently using. For details, see Finding the Printer's IP Address on page 40. 2. Verify that the printer port is configured to the same IP address or DNS name the printer is using. 3. If necessary, configure the port to use the correct IP address or DNS name. 4. To prevent the IP address from changing in the future, you can do any of the following that apply: <ul style="list-style-type: none"> • Assign a static IP address to the printer. For details, see Manually Assigning the IPv4 Address on page 33, or Manually Assigning an IPv6 Address on page 37, whichever applies. • Use a DNS server that allows you to specify a name for the printer and then point the printer driver to the name instead of the IP address. Consult the system administrator for details.

Cannot Print to the Printer with a USB Connection

Probable Cause	Solutions
The USB cable is connected to a hub or adapter.	Disconnect the USB cable from the hub or adapter and connect it directly from the computer to the printer.
The printer's USB Port setting is not enabled.	Enable the printer's USB port: <ol style="list-style-type: none"> 1. On the printer control panel, select Printer Setup and then press the OK button. 2. Select Connection Setup > OK. 3. Select USB Setup > OK. 4. Select USB Port. If it is set to Off press the OK button to set it to On.
The wrong kind of cable is being used, or the cable is too long.	Use an A/B USB 2.0 cable. The length of the USB cable should not exceed 5 meters (16.4 feet). For details, see the <i>Installation Guide</i> that came packaged with your printer.
The USB cable is defective or damaged.	Connect the USB cable to another computer that is working properly and then try to print a document from that computer. If the document does not print, the USB cable may be defective or damaged. Replace the USB cable with one that works.

Printing Takes Too Long

Probable Cause	Solutions
The printer is set to a slower printing mode, for example, for printing on heavyweight stock or transparencies.	It takes more time to print on certain types of special media. Make sure that the media type is set properly in the driver and at the printer control panel.
The printer is in Power Saver mode.	Wait. It takes time for printing to start in when the printer is coming out of Power Saver mode.
The way the printer was installed on the network may be an issue.	Determine if a print spooler or a computer sharing the printer is buffering all print jobs and then spooling them to the printer; this can slow print speeds. To test the printer's print speed, print some internal pages such as the Menu Map. If they print at the printer's rated speed you may have a network or printer installation issue.
The print-quality speed is Photo.	No action needed. Printing using Photo print-quality takes longer.
The job is very complex.	Wait. No action needed.

Printer is Making Unusual Noises

Note: The printer will make a variety of noises during its power up procedure. These noises will consist of different clicking, beeping, and whirring noises. These should be considered normal operation if they happen during power up or cleaning and not during printing.

Probable Cause	Solutions
One of the trays is not installed correctly.	Open and close the tray you are printing from.
The printer makes a buzzing, grinding sound during the print process when the Paper Tray 1 roller is out of position.	Open and close the tray or the front door to reset the roller position and eliminate the noise.

Date and Time are Incorrect

Probable Cause	Solutions
You have not set the correct date and time.	<p>Set the correct Date and Time on the printer control panel:</p> <ol style="list-style-type: none"> 1. On the printer control panel, select Printer Setup and then press the OK button. 2. Select Printer Controls > OK. 3. Select Date and Time > OK. 4. Follow the instructions on the control panel. <p>Note: You can also set the date and time in CentreWare IS.</p>

Automatic 2-Sided Printing Prints 1-Sided

Probable Cause	Solutions
Two-sided printing was selected at the control panel but not selected in the printer driver at the time of printing.	Select 2-sided printing in the printer driver before sending the print job.
The correct paper size and type were not selected at the control panel when the tray being used was loaded with paper.	<ol style="list-style-type: none"> 1. Remove the paper from the tray. 2. Reload the paper into the tray. 3. Adjust the paper guides to that they just touch the edges of the paper stack. 4. Verify that the correct paper type and size is displayed on the control panel menu. If it is not, correct it. For details, see Loading Media on page 56.

Probable Cause	Solutions
Paper being used is not supported by the automatic 2-sided printing feature.	Use only media approved for automatic 2-sided printing. For details, see Automatic 2-Sided Printing Guidelines on page 93.
Your printer model does not support automatic 2-sided printing.	Print using manual 2-sided printing. For details, see Printing a 2-Sided Document Manually on page 95.

Paper Jams

This section includes:

- [Clearing Paper Jams](#) on page 149
- [Minimizing Paper Jams](#) on page 162
- [Troubleshooting Paper Jams](#) on page 162

Clearing Paper Jams

This section includes:

- [Jam at Exit Door B](#) on page 149
- [Jam at Front Door A](#) on page 151
- [Jam at Tray 2](#) on page 153
- [Jam at Trays 3, 4, or 5](#) on page 158

See also:

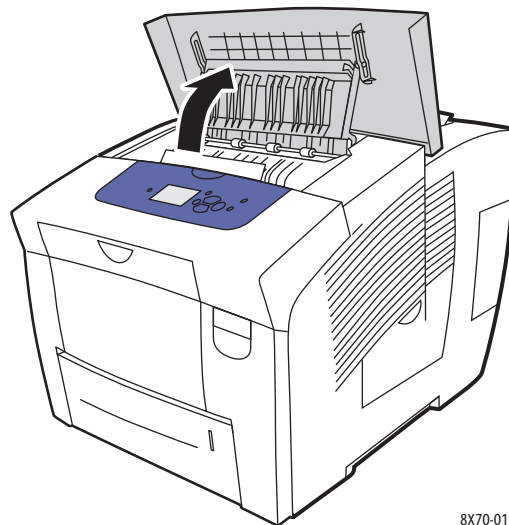
[Operational Safety](#) on page 12

[Printer Symbols](#) on page 15

Jam at Exit Door B

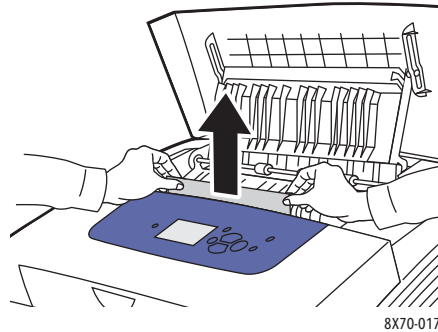
To clear a jam at the exit:

1. Open exit door B.

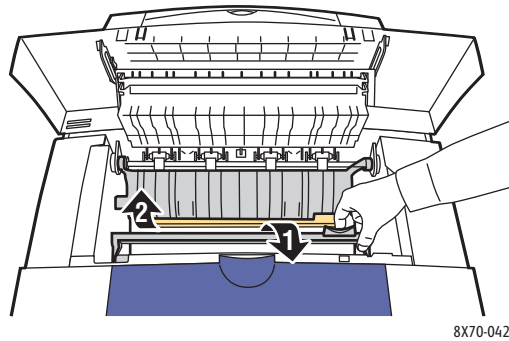


8X70-016

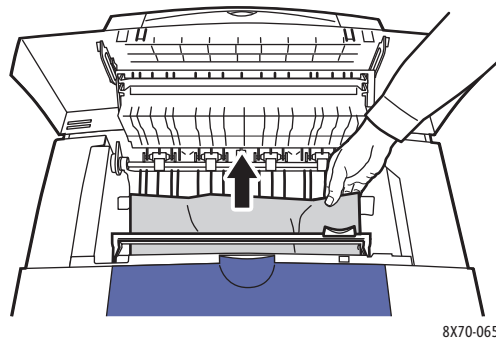
2. Pull the jammed paper slowly out of the printer. Confirm that all paper fragments have been removed.



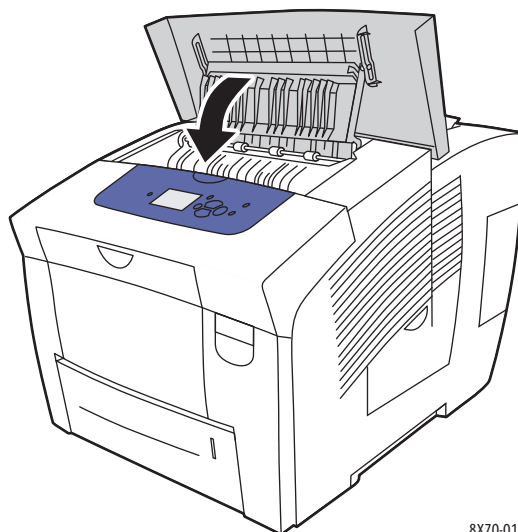
3. If you did not find paper in step 2, lift up the paper guides.



4. Remove any jammed paper.



5. Close the exit door.



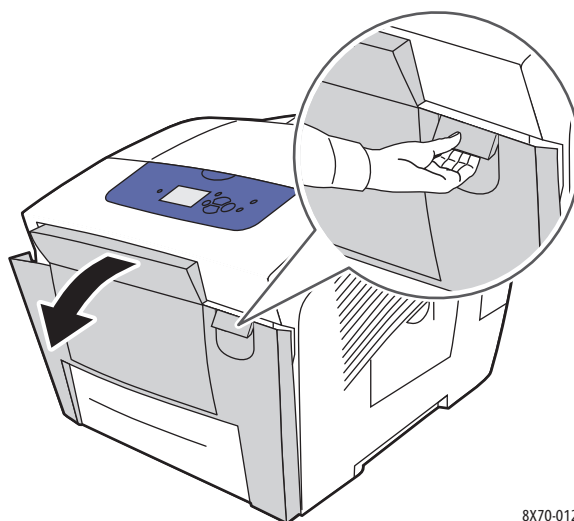
8X70-018

6. If you did not find paper in the previous steps, check the front door. For details, see [Jam at Front Door A](#) on page 151.
7. If you did not find jammed paper in the previous steps, check the rest of the trays starting with Tray 2. For details, see [Jam at Tray 2](#) on page 153, and [Jam at Trays 3, 4, or 5](#) on page 158.

Jam at Front Door A

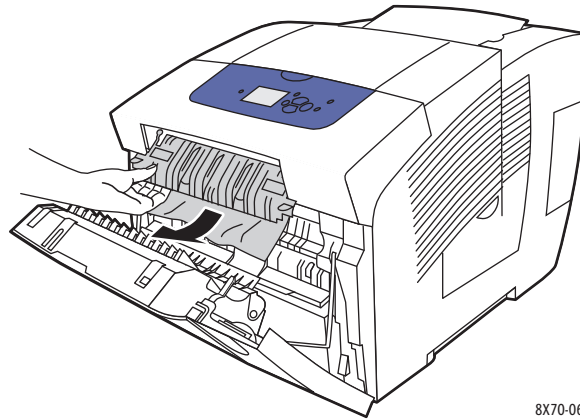
To clear a jam at the front door:

1. Pull up the latch on the front of the printer to open front door A.



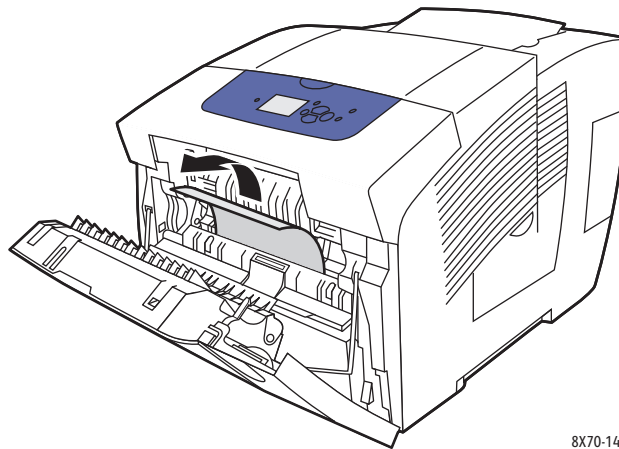
8X70-012

2. Lift up the paper guide behind the front door until it snaps into the up position, then gently pull out any jammed paper.



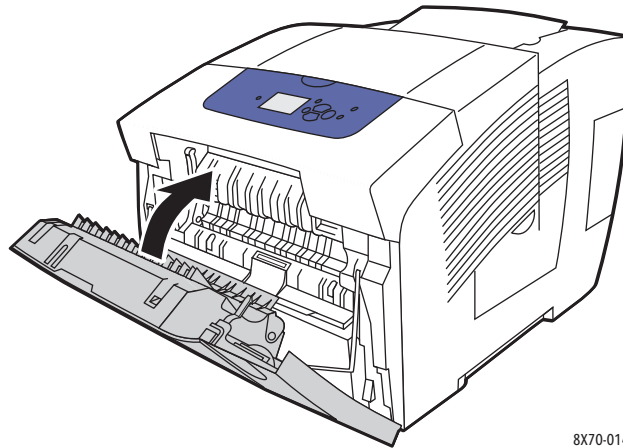
8X70-061

3. Check for any paper that might have misfed from a lower tray. If you find any, gently pull it up and out in the direction indicated by the arrow shown in the following illustration. Confirm that all paper fragments have been removed. Lower the paper guide.



8X70-140

4. Close the front door.



8X70-014

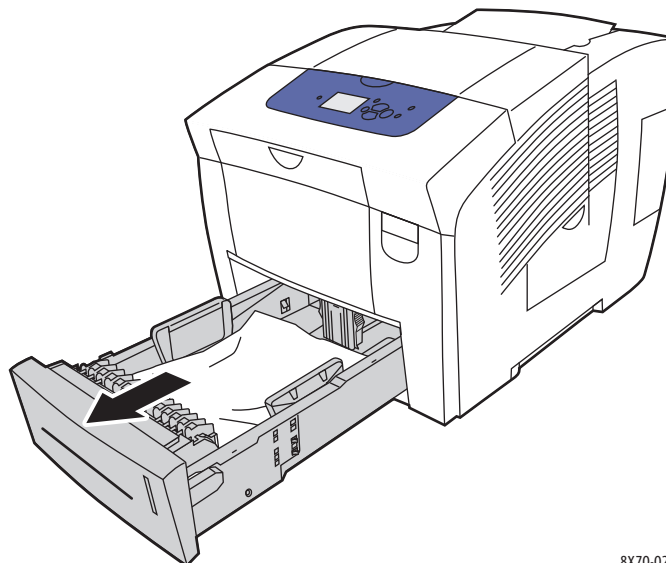
5. If you did not find paper in the previous steps, check exit door B. For details, see [Jam at Exit Door B](#) on page 149.
6. If you did not find jammed paper in the previous steps and the control panel indicates there is still jammed paper, check Tray 2 and any optional lower trays. For details, see [Jam at Tray 2](#) on page 153, and [Jam at Trays 3, 4, or 5](#) on page 158.

Jam at Tray 2

Note: Use only paper of the approved type, weight, and size for the tray being used. Print custom-size paper from Tray 1 only.

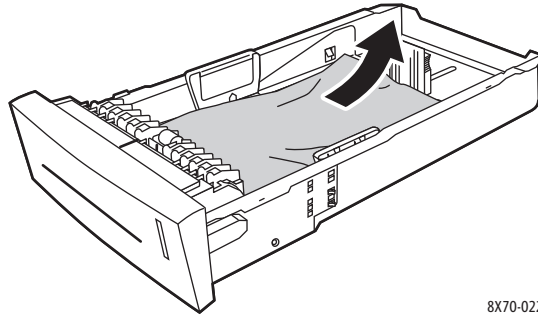
To clear a jam from Tray 2:

1. Pull the tray completely out of the printer.



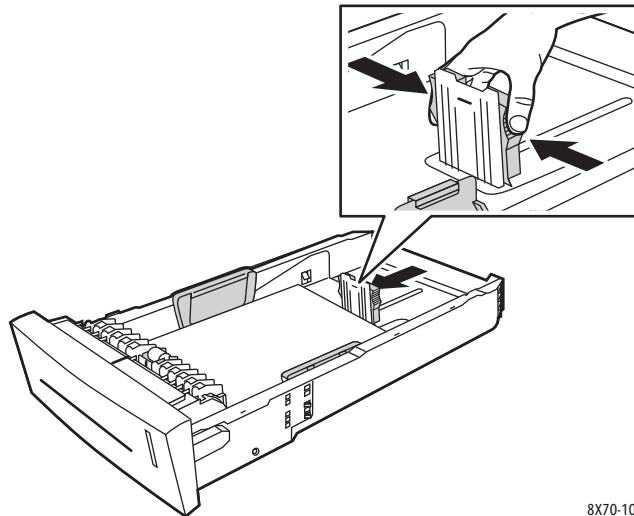
8X70-028

2. Remove the top sheet from the tray.



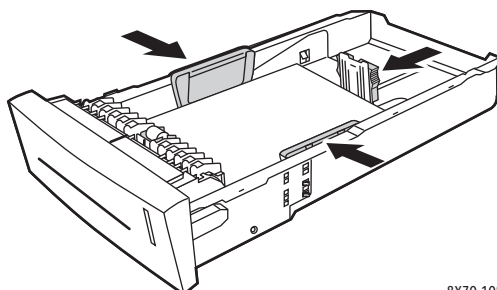
8X70-022

3. Verify that the paper is loaded correctly in the tray. Adjust the length and width paper guides:
 - a. **Length guide:** Press the sides, then slide the guide until the arrow on the guide points to the appropriate paper size imprinted on the bottom of the tray. When properly positioned, the guide clicks into place.



8X70-107

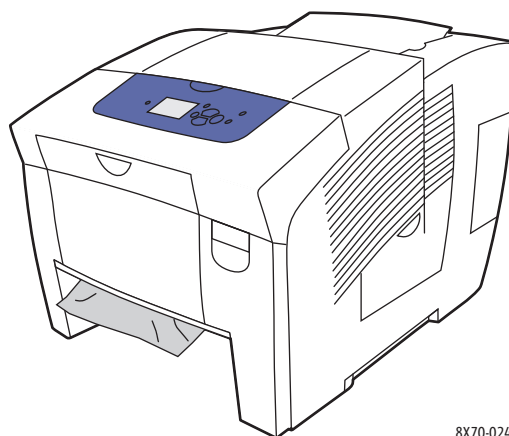
- b. **Width guides:** Slide the width guides until the arrows on the guides point to the appropriate paper size labeled on the bottom of the tray. When properly positioned, the guides click into place.



8X70-108

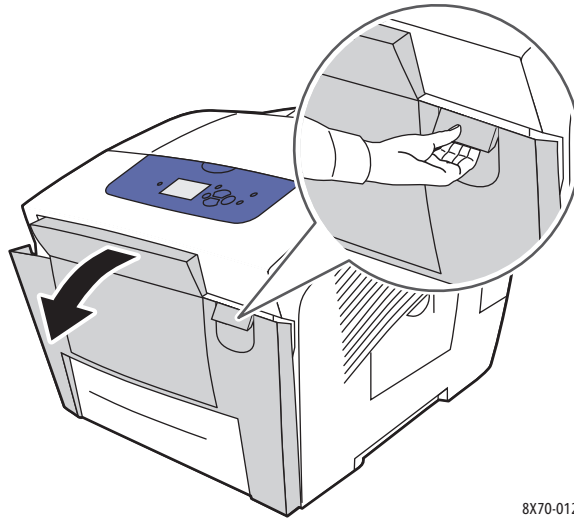
Note: When the paper guides are correctly adjusted, there may be a small space between the paper and the guides.

4. Check the tray slot for jammed paper that may be hanging down from the top of the slot.



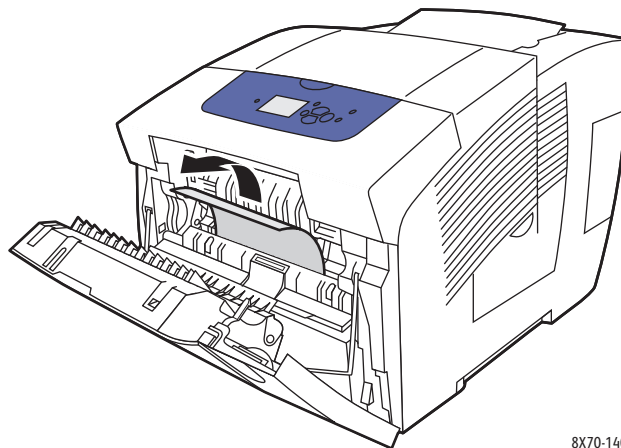
8X70-024

5. If you find hanging paper, do not pull it out; instead, do the following:
 - a. Open front door A.



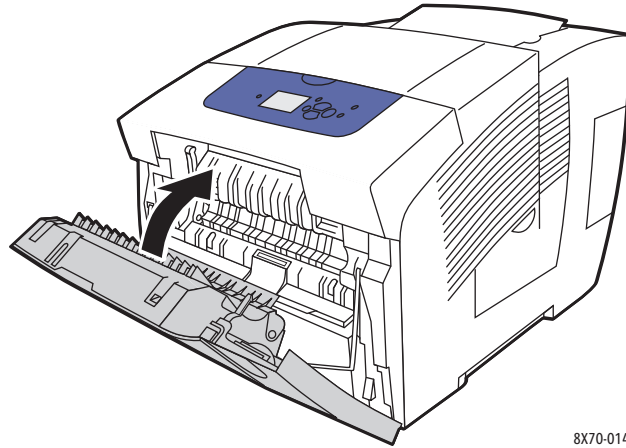
8X70-012

- b. Remove the jammed paper by gently pulling it up and out. Confirm that all paper fragments have been removed.



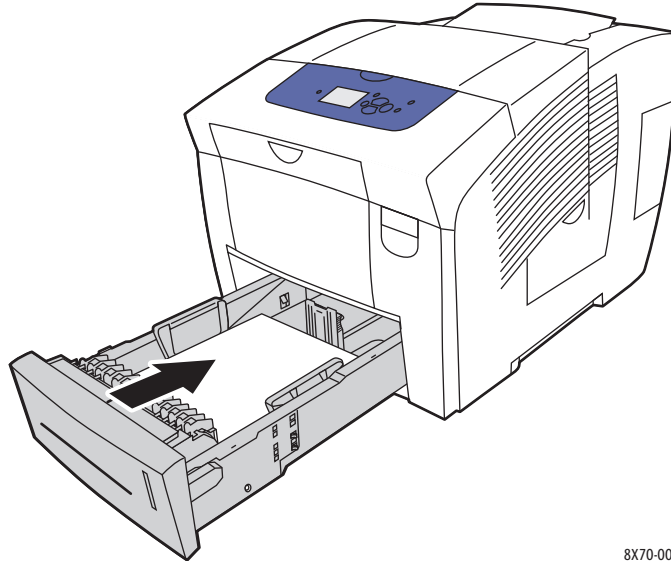
8X70-140

- c. Close front door A.



8X70-014

- 6. Insert the tray back into the tray slot and push it completely into the printer.



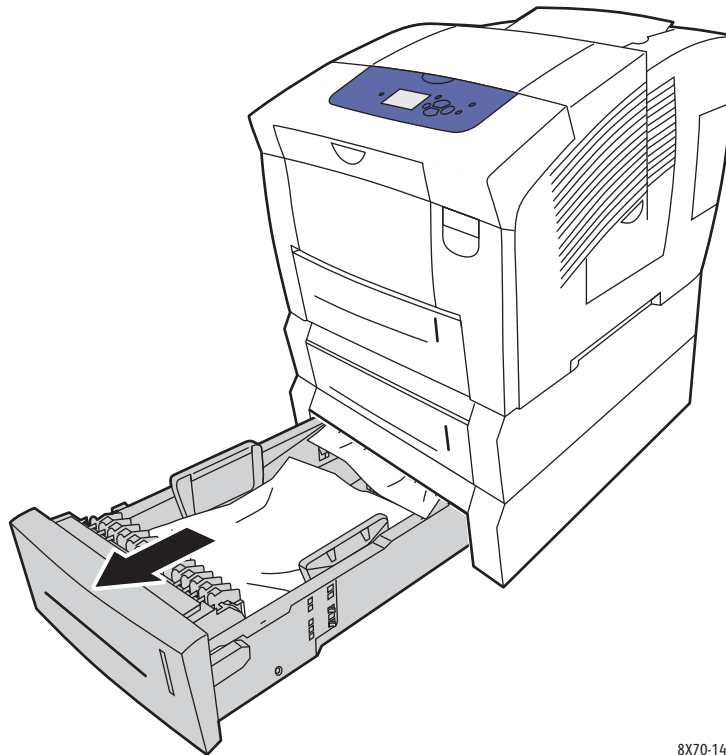
8X70-005

Jam at Trays 3, 4, or 5

Note: Use only paper of the approved type, weight, and size for the tray being used. Print custom-size paper from Tray 1 only.

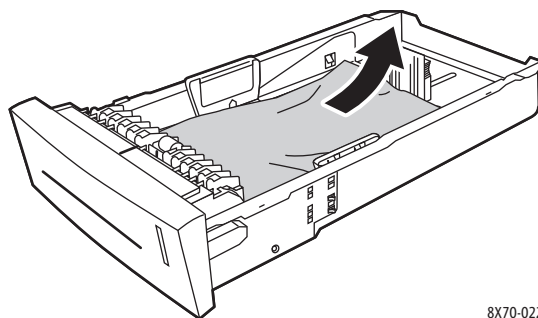
To clear a jam from Trays 3–5:

1. Pull the tray completely out of the printer.



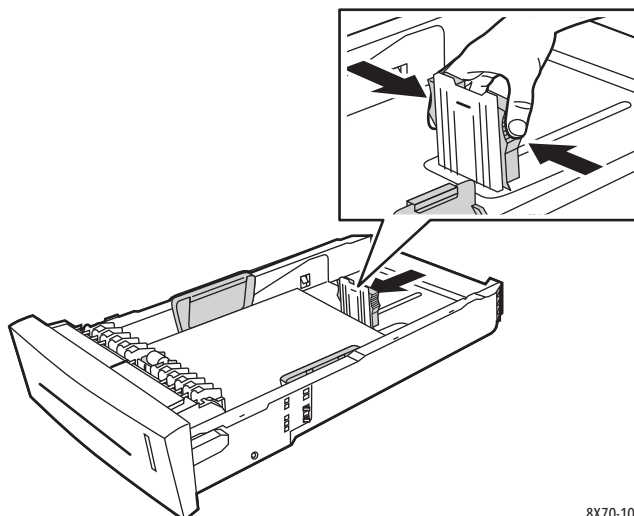
8X70-144

2. Remove the top sheet from the tray.



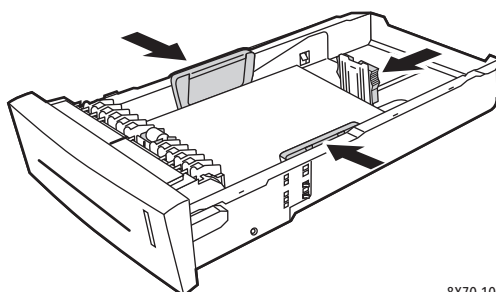
8X70-022

3. Verify that the paper is loaded correctly in the tray. Adjust the length and width paper guides:
 - a. **Length guide:** Press the sides, then slide the guide until the arrow on the guide points to the appropriate paper size imprinted on the bottom of the tray. When properly positioned, the guide clicks into place.



8X70-107

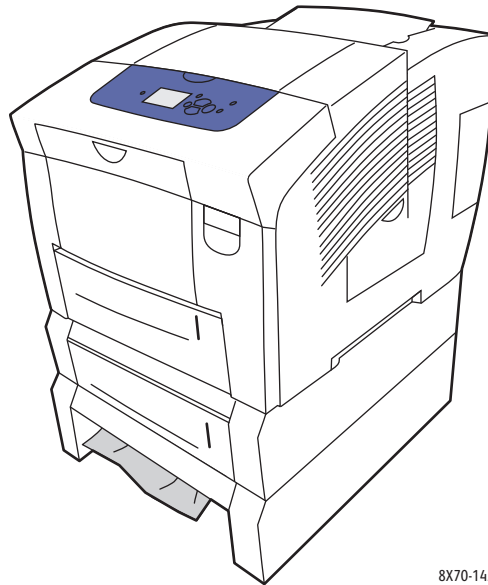
- b. **Width guides:** Slide the width guides until the arrows on the guides point to the appropriate paper size labeled on the bottom of the tray. When properly positioned, the guides click into place.



8X70-108

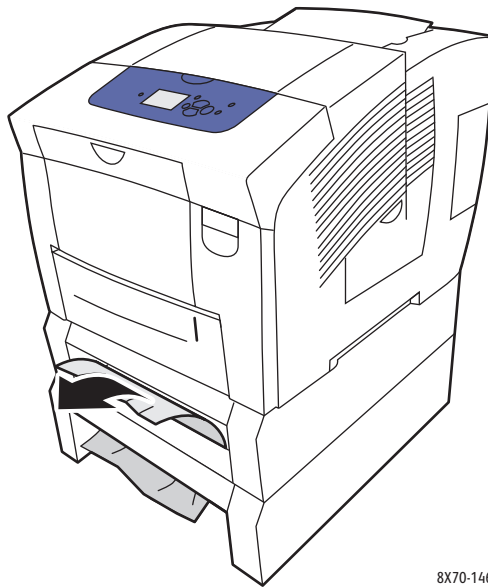
Note: When the paper guides are correctly adjusted, there may be a small space between the paper and the guides.

4. Check the tray slot for jammed paper that may be hanging down from the top of the slot.



8X70-145

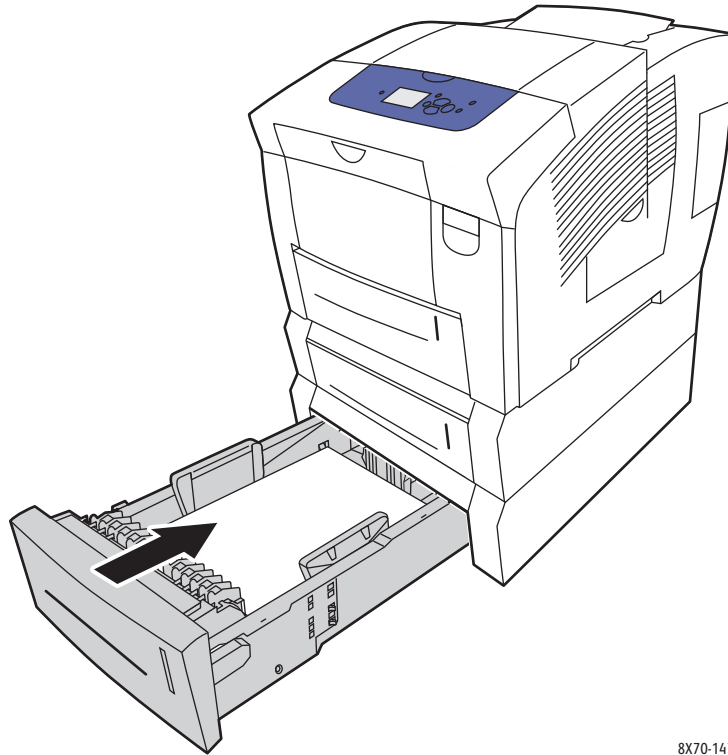
5. If there is jammed paper hanging from the top of the tray slot, pull the tray above it completely out of the printer. You should be able to see the top of the paper emerging from the base of the tray above. Grasp the paper with both hands and gently pull it up and out of the printer.



8X70-146

6. Confirm that all paper fragments have been removed.

7. Replace all feeder trays and push each one completely into the printer.



8X70-147

Minimizing Paper Jams

This section provides information to help you minimize paper jams.

Make sure to:

- Use only supported media. For more information see [Supported Media](#) on page 53.
- Set the tray settings on the control panel to the loaded media size and type.
- Load the media flat, especially on the leading edge.
- Install the printer on a hard, flat, level surface.
- Store media in a dry location.
- Remove transparencies from the output tray immediately after printing to avoid static buildup.
- Adjust the media guides in trays after inserting the media. A guide that is not properly adjusted can cause poor print quality, media misfeeds, skewed prints, and printer damage.

Avoid the following:

- Media that is folded, wrinkled, or excessively curled.
- Fanning transparencies because this causes static.
- Loading more than one type/size/weight of media in a tray at the same time.
- Overfilling the trays.
- Allowing the output tray to overfill.
- Allowing the output tray to fill with more than a few transparencies.

Troubleshooting Paper Jams

This section includes:

- [Multiple Sheets are Pulled Together](#) on page 162
- [Paper Jam Message Stays On](#) on page 163
- [Media Misfeeds](#) on page 163

The printer is designed to function with minimal paper jams using Xerox supported media. Other media types may cause more frequent paper jams. If supported media is jamming frequently in one area, that area may need to be cleaned or repaired.

Multiple Sheets are Pulled Together

Probable Causes	Solutions
The paper tray is too full.	Remove some of the paper. Do not load paper past the fill line. For details, see Loading Media on page 56.
The front edges of the paper are not even.	Remove the paper, align the front edges, then reload it.

Probable Causes	Solutions
The paper is moist from humidity.	Remove the damp paper from the tray and insert new, dry media into the tray.
Too much static electricity is present.	Try a new ream of paper. Do not fan transparencies.

Paper Jam Message Stays On

Probable Causes	Solutions
Some paper remains jammed in the printer.	Recheck the paper path and make sure that you have removed all of the jammed paper, including any small pieces that may have become stuck. Open and close the printer doors and verify that all doors are properly closed.

Media Misfeeds

Probable Causes	Solutions
The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray. Ensure that the media guides in the tray are set correctly.
The number of sheets in the tray exceeds the maximum sheets allowed.	Remove the excess media so that there is no media above the fill line. For details, see Loading Media on page 56.
The media guides are not correctly adjusted to the media size.	Adjust the media guides in the tray to match the size of the media.
Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, then reload it. If it still misfeeds, do not use that media.
The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
Unsupported media (wrong size, thickness, type, etc.) is being used.	Verify that you are using media supported by the print job and the tray you are printing from.

Print-Quality Problems

This section includes:

- [Controlling the Quality of Your Prints](#) on page 164
- [Printing the Troubleshooting Print Quality Page](#) on page 164
- [Selecting a Print-Quality Mode](#) on page 165
- [Adjusting Color](#) on page 166
- [Troubleshooting Print-Quality Problems](#) on page 168
- [Removing Print Smears](#) on page 172
- [Eliminating Light Stripes](#) on page 172
- [Substituting an Ink Jet](#) on page 173

Your ColorQube 8570/8870 printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information on these pages to troubleshoot the problem. For more information, go online to Xerox Support website for your printer at:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570support
- ColorQube 8870 printer: www.xerox.com/office/CQ8870support



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

Controlling the Quality of Your Prints

Print quality is controlled by the driver print-quality mode, color correction settings, and media type used. You can change these settings in the printer driver or on the printer control panel.

Note: Driver settings override control panel settings.

Your printer contains built-in utilities to help you diagnose print-quality problems and adjust your printer's image quality.

Printing the Troubleshooting Print Quality Page

The Troubleshooting Print Quality page lists common print-quality problems and tips for solving them. You can print this page from the printer control panel and from CentreWare IS.

To print the Troubleshooting Print Quality page from the printer control panel:

1. Select **Troubleshooting** and then press the **OK** button.
2. Select **Print Quality Problems > OK**.
3. Select **Troubleshooting Print Quality Page > OK**.

To print the Troubleshooting Print Quality page in CentreWare IS:

1. Launch your Web browser and type your printer's IP address into the browser Address field.
2. At the CentreWare IS page, click the **Support** button or tab.
3. In the navigation pane on the left, expand the **Troubleshooting** folder.
4. Click the **Troubleshooting Pages** link.
5. Select **Troubleshooting Print Quality** and then click the button below the list of pages.

See also:

[Information Pages](#) on page 23

Selecting a Print-Quality Mode

Print-quality modes available with the ColorQube 8570/8870 printer are driver dependent.

PostScript Driver

Set the print-quality mode for the PostScript driver in the driver settings on your computer, on the printer control panel, or in CentreWare IS.

The print-quality modes for the PostScript driver are described in the following table. To preview each mode, print the Print Mode Demonstration pages. For details, see [Sample Pages](#) on page 25.

Print-Quality Mode	Type of Print Job
Fast Color	Fastest full-color mode, useful for many images and previewing your work. Rapidly produces review documents; useful for rush jobs. Not recommended for documents containing small text, fine detail, or large areas of bright, solid fill.
Automatic	Available from the printer driver only. When selected, the print-quality mode used for the print job is Photo when the paper type is Glossy, and Enhanced for all other paper types.
Standard	General-purpose mode for full-color printing. Produces crisp, bright prints at high speed. Recommended for vibrant, saturated color prints.
Enhanced (default)	Best mode for business presentations. Produces superior text resolution and very smooth light colors. This mode takes longer to process and print than Standard or Fast Color.
Photo	Highest-quality mode for color prints. Provides the best detail and smoothness for photographic images. Produces highest-quality color prints, with the best text resolution and smoothest light colors. This mode takes longer to process and print than the other modes.

To set the PostScript driver print-quality mode from the printer control panel:

1. Select **Printer Setup** and then press the **OK** button.
2. Select **PostScript Setup > OK**.
3. Select **Print-Quality Mode > OK**.
4. Select the desired mode and press **OK**.

PCL Driver

Set the print-quality mode for the PCL driver on the printer control panel or from CentreWare IS.

Print-Quality Mode	Type of Print Job
PCL Standard (default)	General-purpose mode for full-speed printing.
PCL Enhanced	Best mode for presentations. Produces superior text resolution and vibrant, saturated color prints.

To set the PCL driver print-quality mode from the printer control panel:

1. Select **Printer Setup** and then press the **OK** button.
2. Select **PCL Setup > OK**.
3. Select **Enhanced Mode** and then press **OK** to change the setting to On for Enhanced Mode, or Off, for Standard Mode.

Adjusting Color

This section includes:

- [Automatic Color Correction](#) on page 166
- [Using Color Sampler Pages](#) on page 167

Note: This section applies to the PostScript printer driver only.

Color can be adjusted to approximately match the medium used to display it, such as RGB for your computer monitor, and CMYK color and Spot color for printing.

Automatic Color Correction

Automatic color correction can be set at the printer control panel and in the PostScript driver settings. For setting color correction in the driver, see [Adjusting Color Correction](#) on page 103.

To automatically calibrate color at the printer control panel:

1. Select **Printer Setup** and then press the **OK** button.
2. Select **PostScript Setup > OK**.
3. Select **Color Correction > OK**.

4. Select the desired type of color correction.

Note: For an explanation of each color correction type, print the Troubleshooting Print-Quality page and refer to the Color Adjustments section. For details, see [Printing the Troubleshooting Print Quality Page](#) on page 164. You can also view a description of each correction type at the control panel by pressing the Help (?) button on the control panel while in the Color Correction menu.

5. Press **OK**.

See also:

[Using Color Corrections](#) on page 102

Using Color Sampler Pages

The color sampler pages are designed to help you select colors to use in your print jobs. Each sampler page lists either the percentages of ink used (CMYK), or the amounts (from 0 to 255) of red, green, and blue that are used. Most application software allows you to select colors by setting the RGB, CMYK, and PANTONE values. The Sampler Pages help you set or match specific colors by showing what colors you get for different color values. This is useful for matching specific colors, hues, and gradients for graphic arts and office applications.

Notes:

- Since pages can be color corrected, be sure that the color correction setting used for printing the color sampler pages is the same as the color correction setting selected in the printer driver. Driver settings must match the setting set on the printer control panel in order to match the target color.
- Before printing the sampler pages, select the appropriate default print-quality mode and color correction from the Printer Setup menu on the control panel. Color correction for Sampler pages can also be set in CentreWare IS. For details, see the CentreWare IS online help.
- The color sampler pages are for use with the PostScript driver only.

To print color sampler pages from the printer control panel:

1. Select the default print-quality mode and color correction you are trying to match for the PostScript driver. For details, see [Selecting a Print-Quality Mode](#) on page 165.
2. Select **Information** and then press the **OK** button.
3. Select **Sample Pages > OK**.
4. Select the desired color sampler page and then press **OK**.

Note: Each color sampler page prints a multiple-page chart. To stop printing before all pages of a chart are printed, press the **Cancel** button on the control panel.

See also:

[Using Color Corrections](#) on page 102

Troubleshooting Print-Quality Problems

This section includes:

- [Nothing Prints or Pages are Blank](#) on page 168
- [Ink or Debris on the Page](#) on page 168
- [Predominant Light Stripes \(Ink Missing from Print\)](#) on page 169
- [Random Light Stripes](#) on page 169
- [Image Prints Too Light or Too Dark](#) on page 170
- [Transparency Images are Too Light or Too Dark](#) on page 170
- [Colors are Off or Wrong](#) on page 170
- [PANTONE Colors Do Not Match](#) on page 171

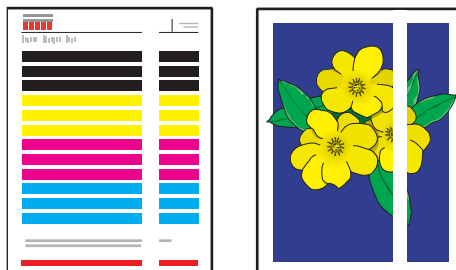
Nothing Prints or Pages are Blank

Probable Causes	Solutions
The media type set in the printer driver does not match the media loaded in the printer.	Load the correct media in the printer and set the type at the printer control panel. For details, see Loading Media on page 56.
Several sheets are being fed at the same time.	Remove the media from the tray and check for static electricity. Fan plain paper or other media (but not transparencies), and replace it in the tray.
Media is not set properly in the tray.	Remove the media, tap it to straighten it out, return it into the tray and then realign the media guides.

Ink or Debris on the Page

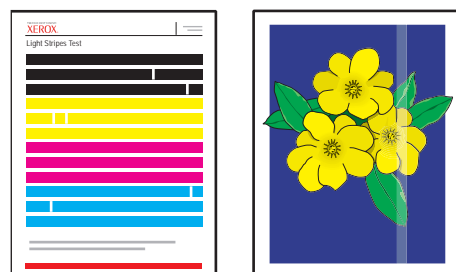
Probable Causes	Solutions
The paper release blade needs cleaning.	Clean the paper release blade. For details, see Cleaning the Paper Release Blade on page 121.
You are printing 2-sided manually using paper that has already been printed on one side and you did not select 2nd Side as the paper type.	<ul style="list-style-type: none"> • When printing 2-sided, select the 2nd Side option on the printer control panel and in the printer driver. For details, see Printing a 2-Sided Document Manually on page 95. • Clean ink smears by running the Remove Print Smears procedure. For details, see Removing Print Smears on page 172.

Predominant Light Stripes (Ink Missing from Print)



Probable Causes	Solutions
There is dirt or debris in the exit door area.	Open the exit door and remove debris from the paper-exit area. For details, see Cleaning the Paper Release Blade on page 121.
The printhead needs to be cleaned.	Run the Eliminate Light Stripes procedure. For details, see Eliminating Light Stripes on page 172.

Random Light Stripes



Probable Causes	Solutions
One of the printhead ink jets is malfunctioning.	<ul style="list-style-type: none"> Run the Eliminate Light Stripes procedure. For details, see Eliminating Light Stripes on page 172. Select the Jet Substitution Mode to substitute a jet for the malfunctioning jet causing the light stripe. For details, see Substituting an Ink Jet on page 173.

Image Prints Too Light or Too Dark

Probable Causes	Solutions
The selected print-quality mode is not ideal for the print job.	Select the print-quality mode that best matches the print job. For details, see Selecting a Print-Quality Mode on page 165.
The media type is set incorrectly in the printer driver or on the printer control panel.	When printing envelopes, labels, heavyweight stock, or transparencies, specify the appropriate media type and tray on the printer control panel before sending the print job from the printer driver.
The selected media is unsupported or is inappropriate for the print job.	Use Xerox-approved media. For details, see Supported Paper Sizes and Weights on page 55.

Transparency Images are Too Light or Too Dark

Probable Causes	Solutions
The wrong paper type is selected in the driver.	Make sure Transparency is selected in the software application or in the printer driver.
The wrong paper type is selected for the source tray.	Verify that the Paper Type for the paper tray loaded with transparencies set to Transparency .
You are using an unsupported type of transparency.	Use only transparencies recommended for your printer.

Colors are Off or Wrong

Probable Causes	Solutions
One or more of the ink loader slots contains the wrong color.	Check the ink in the ink loader to ensure that each color is in the correct ink slot. For details, see Adding Ink on page 127.
The color produced by the system is wrong or differs from the color that it must match.	<ul style="list-style-type: none"> Change the color correction settings. For details, see Adjusting Color on page 166, and Using Color Corrections on page 102. For more solutions, see the Online Support Assistant for information about image quality and color correction. ColorQube 8570 printer: www.xerox.com/office/CQ8570support ColorQube 8870 printer: www.xerox.com/office/CQ8870support

PANTONE Colors Do Not Match

Probable Causes	Solutions
<p>The colors printed on the document do not match the ColorQube 8570/8870 printer PANTONE color chart.</p>	<p>To match the document colors to the color chart:</p> <ul style="list-style-type: none"> • If the application software allows you to select a printer PPD file for printing a document, make sure the ColorQube 8570/8870 printer PPD is selected. The PANTONE colors in the printer are calibrated for the printer's default halftone; overriding the printer's default halftone will change the printer's color reproduction. For more information about software settings for your applications, consult the application's user manual. • Turning off other color matching software, such as ColorSync or ICM color matching, when trying to match PANTONE Colors is recommended. Using other color matching software while matching PANTONE Colors can cause unpredictable color output. If you choose to use Color Management software, set the printer driver's color correction to None, and do not use the printer-specific charts. • To match PANTONE spot colors, in the PostScript printer driver, select Properties, click the Color Options tab, select Automatic color correction, select Custom from the drop-down list, then select Spot Colors. For example, in the PostScript driver, set the color correction to None if the PANTONE Color chart was printed using None, the recommended setting. For details, see Adjusting Color Correction on page 103. Also verify that the color's CMYK values match the CMYK values on the chart. • The printed PANTONE charts can fade over time or when exposed to sunlight. Check the color charts you printed against the PANTONE Color swatch book available from PANTONE, Inc. • You may need to re-print the chart, especially if it has been exposed to light for some time. Storing the charts in a dark place helps preserve the color. • Print a test page from the control panel to check the colors. If the media in the printer is out of specification, or other supplies are at the end of useful life, color adjustments may not be able to get the printer to match PANTONE Colors.

Removing Print Smears

This cleaning procedure eliminates ink smears on prints.

1. On the printer control panel, select **Troubleshooting** and then press the **OK** button.
2. Select **Print Quality Problems > OK**.
3. Select **Remove Print Smears > OK**.

The printer prints several blank cleaning sheets as it goes through the cleaning process.

Eliminating Light Stripes

This procedure cleans the print head.

Notes:

- Do not perform the advanced Eliminate Light Stripes procedure without performing two basic Eliminate Light Stripes procedures first.
- Make sure the PostScript printer driver is set to Enhanced print-quality mode.
- Before running the Eliminate Light Stripes procedure, print the Light Stripes Test page to check for incomplete or missing ink jets. For details, see [Printing the Light Stripes Test Page](#) on page 173.

To clean the printhead:

1. On the printer control panel, select **Troubleshooting** and then press the **OK** button.
2. Select **Print Quality Problems > OK**.
3. Select **Eliminate Light Stripes > OK**.
4. Select **Start Basic Clean Cycle > OK**.

The printer will perform a printhead cleaning, which takes about five minutes. The printer then prints a cleaning page and a Light Stripes Test page. If the Light Stripes Test page looks good, you are done. If not, go to step 5.

5. Repeat steps 1–4. Examine the Light Stripes Test page that prints. If there are no weak or missing ink jets, you are done; if there are, go to step 6.

Note: Perform the advanced Eliminate Light Stripes cleaning procedure only once.

6. On the Light Stripes Test page, note the color and number of the weak or missing color stripe.
7. On the control panel, in the Eliminate Light Stripes menu, select **Advanced > OK**.
8. On the control panel, select the weak or missing color and then press **OK**.
9. Select the number of the weak or missing jet and then press **OK**.

The printer prints several cleaning pages.

10. After the cleaning procedure is complete, if the problem persists, perform another basic cleaning. If the problem is not corrected, try substituting a nearby functioning jet for the missing jet. For details, see [Substituting an Ink Jet](#) on page 173.

Printing the Light Stripes Test Page

The Light Stripes Test page helps you identify ink jet problems.

1. On the printer control panel, select **Troubleshooting** and then press the **OK** button.
2. Select **Print Quality Problems > OK**.
3. Select **Eliminate Light Stripes > OK**.
4. Select **Light Stripes Test > OK**.

Substituting an Ink Jet

This section includes:

- [Enabling Jet Substitution Mode](#) on page 173
- [Disabling Jet Substitution Mode](#) on page 174

When ink jets are not recoverable by cleaning the printhead, you can enable Jet Substitution to substitute adjacent jets to print in the area that is normally covered by the problem jet. Make sure to go through the printhead cleaning procedure before substituting any jets. For details, see [Eliminating Light Stripes](#) on page 172.

Note: Any jets that have been substituted will remain substituted until Jet Substitution mode is disabled.

Jet substitution requires the presence of any numerically adjacent, functional jet to replace the weak, missing, or discolored jet. For example, if Cyan jet 2 is missing, Cyan jet 1 or Cyan jet 3 can be substituted for Cyan jet 2, as long as jet 1 or 3 is not also weak or missing.

Jet Substitution mode will not correct situations where there are three or more consecutively numbered jets that are weak or missing. For example, if Cyan jets 1, 2, and 3 are all weak or missing, Jet Substitution Mode cannot be used for jet 2.

Note: When a jet is being substituted, a black dot is displayed next to its jet number on the Light Stripes Test page. Jet Substitution is only used when printing from a computer. Jet Substitution is not used when printing the Light Stripes Test page from the control panel.

A Service Mode key is printed at the bottom of the Light Stripes Test page. The Service Mode key summarizes the number of substituted jets for each color, for example, C:1, M:0, Y:0, K:0.

Enabling Jet Substitution Mode

1. On the printer control panel, select **Troubleshooting** and then press the **OK** button.
2. Select **Print Quality Problems > OK**.
3. Select **Eliminate Light Stripes > OK**.
4. If necessary, select **Light Stripes Test** to make a Light Stripes Test print that shows any weak or missing jet and the jet number.
5. Select **Jet Substitution Mode > OK**.
6. Select the color for the weak or missing jet and then press **OK**.

7. Select the number of the weak or missing jet (1 to 309) and then press **OK** to confirm the selection.

Note: If you need to substitute more jets, select **Save Change and Select Another Jet** and repeat steps 6 and 7.

8. Select **Save Change and Exit > OK** to complete the procedure.

Disabling Jet Substitution Mode

1. On the printer control panel, select **Troubleshooting** and then press the **OK** button.
2. Select **Print Quality Problems > OK**.
3. Select **Eliminate Light Stripes > OK**.
4. Select **Jet Substitution Mode > OK**.
5. Select **Turn Jet Substitution Mode Off > OK**.

Note: Any saved and stored jobs on the printer's hard drive, if the hard drive option is present and enabled, must be resubmitted to print correctly while Jet Substitution is enabled.

Getting Help

This section includes:

- [Control Panel Messages](#) on page 175
- [PrintingScout Alerts](#) on page 176
- [Online Support Assistant](#) on page 176
- [Web Links](#) on page 176

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

See also:

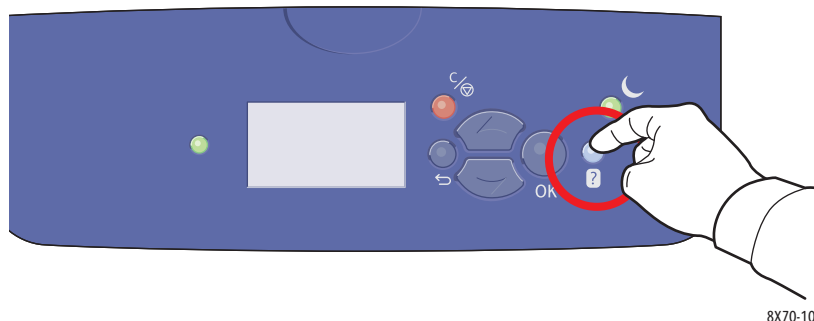
[Xerox Support Centre](#) on page 28

Control Panel Messages

The printer control panel provides information and troubleshooting help. When an error or warning condition occurs, the control panel displays a message informing you of the problem. In many cases, the control panel also displays an animated graphic showing the location of the problem, such as the location of a paper jam. For many error and status messages, the control panel Help provides additional information. For details, see [Control Panel Help](#) on page 175.

Control Panel Help

When an error or status message displays on the control panel, to view additional information about the message, press the Help button. The Help button is labeled with a question mark symbol (?).



Most of the control panel menu items also have associated help text that describes the menu item. To view the help text for a menu item, use the up and down arrow buttons to select the menu item and then press the Help button on the control panel.

PrintingScout Alerts

PrintingScout is a utility installed with your Xerox printer driver. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, PrintingScout automatically displays an alert on your computer screen to let you know that the printer needs attention. In the PrintingScout dialog box, click the alert to view instructions explaining how to fix the problem.

Online Support Assistant

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

To access the Online Support Assistant, go to the Xerox Support website for your printer:

- ColorQube 8570 printer: www.xerox.com/office/CQ8570support
- ColorQube 8870 printer: www.xerox.com/office/CQ8870support

Web Links

Xerox provides several websites that offer additional help for your ColorQube 8570/8870 printer. A set of Xerox links is installed in your Web browser's Favorites folder when you install Xerox printer drivers on your computer. Use the following websites to obtain more information.

ColorQube 8570 Printer

Resource	Link
PhaserSMART Technical Support automatically diagnoses problems on your network printer and proposes solutions.	www.phasersmart.com
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/CQ8570support
Order supplies for your printer.	www.xerox.com/office/CQ8570supplies
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
Local sales and support center.	www.xerox.com/office/worldcontacts
Printer registration.	www.xerox.com/office/register

Resource	Link
Material Safety Data Sheets identify materials and provide information on safely handling and storing hazardous material.	U.S. and Canada: www.xerox.com/msds European Union: www.xerox.com/environment_europe
Information about recycling supplies.	www.xerox.com/gwa

ColorQube 8870 Printer

Resource	Link
PhaserSMART Technical Support automatically diagnoses problems on your network printer and proposes solutions.	www.phasersmart.com
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/CQ8870support
Order supplies for your printer.	www.xerox.com/office/CQ8870supplies
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
Local sales and support center.	www.xerox.com/office/worldcontacts
Printer registration.	www.xerox.com/office/register
Material Safety Data Sheets identify materials and provide information on safely handling and storing hazardous materials.	U.S. and Canada: www.xerox.com/msds European Union: www.xerox.com/environment_europe
Information about recycling supplies.	www.xerox.com/gwa

Printer Specifications

This chapter includes:

- [Physical Specifications](#) on page 180
- [Environmental Specifications](#) on page 181
- [Electrical Specifications](#) on page 182
- [Performance Specifications](#) on page 183
- [Controller Specifications](#) on page 184

For media specifications and capacities, see [Supported Media](#) on page 53.

Physical Specifications

Base Unit

Base unit is the printer only with Tray 1 and Tray 2:

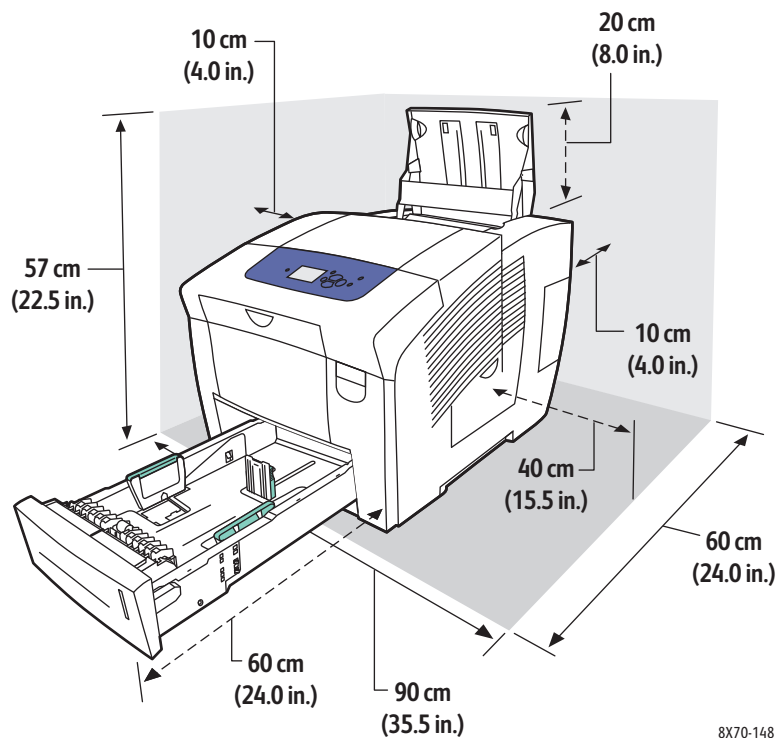
- Width: 40.6 cm (16 in.)
- Depth: 52.1 cm (20.5 in.)
- Height: 37.0 cm (14.6 in.)
- Weight (includes Trays 1 and 2): 27.4 kg (60.5 lb.)

Optional Trays 3, 4, and 5

Each feeder tray:

- Width: 40 cm (15.5 in.)
- Depth: 50.8 cm (20 in.)
- Height: 12.7 cm (5 in.)
- Weight: 5.4 kg (12 lb.)

Clearance Requirements



Environmental Specifications

Temperature

- Storage and shipping: -30° to 60°C / -22° to 140°F
- Operating: 10° to 32°C / 50° to 90°F

Relative Humidity

- Storage and shipping: 10 % to 95 % (non-condensing)
- Operating: 10 % to 80 % (non-condensing)

Electrical Specifications

- 90–140 VAC, 47–63 Hz (maximum allowable)
- 180–264 VAC, 47–63 Hz (maximum allowable)

ENERGY STAR qualified printer (excluding ColorQube 8570N printer).

Default times: 2 minutes (Standby) and 30 minutes (Power Saver).

Performance Specifications

Resolution

Maximum Resolution: 2400 FinePoint

Print Speed

Maximum print speeds (pages per minute) for PostScript print-quality modes:

Print-Quality Mode	Tray 1		Tray 2, 3, 4 or 5	
	1-sided	Auto 2-sided	1-sided	Auto 2-sided
Fast Color	20 ppm	18 ppm	40 ppm	31 ppm
Standard	15 ppm	13 ppm	30 ppm	27 ppm
Enhanced	10 ppm	9 ppm	20 ppm	19 ppm
Photo	3 ppm	2 ppm	6 ppm	6 ppm

Maximum print speeds in pages per minute for the PCL printer driver:

Print-Quality Mode	Tray 1		Tray 2, 3, 4 or 5	
	1-sided	Auto 2-sided	1-sided	Auto 2-sided
PCL Standard	10 ppm	9 ppm	20 ppm	19 ppm
PCL Enhanced	6ppm	5 ppm	11 ppm	11 ppm

Controller Specifications

Processor

RISC CPU (1 GHz) processor

Memory

Optional up to 2 GB (DDR2 SDRAM)

Interfaces

Ethernet 10Base-T/100/1000Base-TX

Universal Serial Bus (USB 2.0)

Regulatory Information



This chapter includes:

- [Basic Regulations](#) on page 186
- [Other Regulations](#) on page 188
- [Material Safety Data Sheets](#) on page 189

Basic Regulations

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

United States (FCC Regulations)

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

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

- Reorient or relocate the receiver.
- Increase the separation between the equipment and receiver.
- Connect the equipment to 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 user's authority to operate the equipment. To ensure compliance with Part 15 of the FCC rules, use shielded interface cables.

Canada (Regulations)

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

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

European Union



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



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

- December 12, 2006: Low Voltage Directive 2006/95/EC
- December 15, 2004: Electromagnetic Compatibility Directive 2004/108/EC

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

To ensure compliance with European Union regulations, use shielded interface cables. A signed copy of the Declaration of Conformity for this printer can be obtained from Xerox.

Other Regulations

Turkey (RoHS Regulation)

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

Material Safety Data Sheets

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

ColorQube 8570 printer:

- North America: www.xerox.com/msds
- European Union: www.xerox.com/environment_europe

ColorQube 8870 printer:

- North America: www.xerox.com/msds
- European Union: www.xerox.com/environment_europe

For the Customer Support Center phone numbers, go to:

- ColorQube 8570 printer: www.xerox.com/office/worldcontacts
- ColorQube 8870 printer: www.xerox.com/office/worldcontacts

Recycling and Disposal

B

This chapter includes:

- [Guidelines and Information](#) on page 192
- [All Countries](#) on page 192
- [North America](#) on page 192
- [European Union](#) on page 192
- [Other Countries](#) on page 194

Guidelines and Information

All Countries

If you are managing the disposal of your Xerox product, please note that the printer 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 that the product was placed on the market. For recycling and disposal information, contact your local authorities. In the United States, you may also refer to the Electronic Industries Alliance website: www.eia.org. Perchlorate Material: This product may contain one or more Perchlorate-containing devices, such as batteries. Special handling may apply, please see www.dtsc.ca.gov/hazardouswaste/perchlorate.

North America

Xerox operates an equipment takeback and reuse/recycle program. Contact your Xerox sales representative (1-800-ASK-XEROX) to determine whether this Xerox product is part of the program. For more information about Xerox environmental programs, visit www.xerox.com/environment (ColorQube 8570 printer), www.xerox.com/environment (ColorQube 8870 printer); or for recycling and disposal information, contact your local authorities.

European Union

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

Domestic/Household Environment



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

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

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

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

Professional/Business Environment

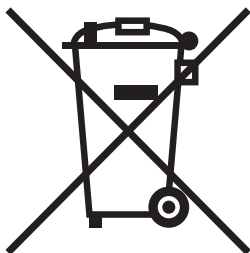


Application of this symbol on your equipment is confirmation that you must dispose of this equipment in compliance with agreed national procedures.

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

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

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 should not be mixed with general household waste.

For proper treatment, recovery and recycling of old products and used batteries, please take them to applicable collection points, 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 will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

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

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

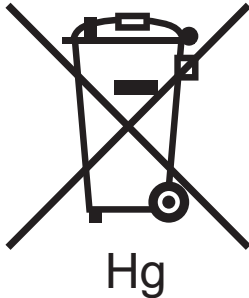
For Business Users in the European Union

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

Information on disposal in other countries 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 may be used in combination with a chemical symbol. This establishes compliance with the requirements set out by the Directive.

Removal

Batteries should only be replaced by a MANUFACTURER-approved service facility.

Other Countries

Please contact your local waste authorities and request disposal guidance.

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