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Xerox CentreWare[®] Printer Drivers

Printer Drivers Guide for Windows



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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

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Table of Contents

1	About CentreWare® Printer Drivers for Microsoft Windows .1-1	
	Printer and Fax Driver Overview	1-2
	Types of CentreWare Printer Drivers	1-3
	PostScript	1-3
	PCL	1-3
	Obtaining CentreWare Drivers.....	1-3
	CentreWare Print and Fax Services Disc	1-3
	Downloading from the Web	1-3
	Xerox System PPD Files	1-3
	CentreWare Printer Driver Applications	1-4
	Xerox Printer Driver Installation Utility	1-4
	Xerox Font Management Utility	1-4
	Xerox Scan Utility	1-4
	Print and Fax Driver Documentation.....	1-5
	CentreWare Printer Drivers Guide for Windows (This guide)	1-5
	Help	1-5
	Support.....	1-6
	Internet Support	1-6
	Telephone Support	1-6
	Additional Tips	1-6
2	Installing Windows Printer Drivers.....2-1	
	Supported Printing Environments.....	2-2
	Available Drivers	2-2
	Supported Operating Systems	2-2
	Installation Overview	2-3
	Downloading the Xerox Print Driver	2-3
	Installation Using the Xerox Installer	2-3
	Installation Using the Add Printer Wizard	2-4
	Installation Using Point and Print	2-6
	Installation on Terminal or Citrix Server	2-7
	Installation on a Cluster Server	2-7
	Installation in Novell® Netware Environment	2-8
	Uninstalling.....	2-8
	Configuring Printer Drivers	2-9
	Preconfiguring Settings in the Driver	2-9
	Configuring Installable Options at the Workstation	2-9
	About Bi-Directional Printer Drivers	2-11
	Status Dialog	2-11
3	Printer Driver Features.....3-1	
	Driver Structure	3-2
	Driver Tabs.....	3-3
	General Tabs	3-3
	Default Tabs	3-4
	Driver Help System	3-4
4	Installing the Xerox Font Management Utility4-1	

Installing the Xerox Font Management Utility4-2
 Accessing the Xerox Font Management Utility4-2
 Using the Xerox Font Management Utility4-2
 Uninstalling the Xerox Font Management Utility4-3

5 Xerox Desktop Scanning5-1

Installation5-2
 Installation Requirements5-2
 Driver Installation5-2
 Configuring the Driver5-3
 Scanning.....5-5
 Overview5-5
 Using the Xerox Scan Utility to Retrieve Images5-5
 Importing Images into an Application5-5
 Managing Scan Templates.....5-8
 Creating a Driver Specific Template5-8
 Using the Xerox Scan Utility to Manage Templates5-9
 Managing Folders and Email Profiles5-11
 Creating or Editing Email Profiles5-11
 Deleting Email Profiles5-11
 Creating or Editing Folder Profiles5-12
 Deleting Folder Profiles5-12

6 Problem Solving6-1

Troubleshooting a Problem.....6-2
 Common Issues6-2
 Adobe Acrobat Printing6-2
 Acrobat Reader and Booklet Layout6-2
 Booklet and Multiple-Up (N-Up) Printing6-2
 Euro Symbol6-3
 PDF Printing6-3
 Microsoft Applications6-3
 PCL Printer Driver6-4
 Sample Set Not Supported in FrameMaker6-4
 Watermarks6-4
 WordPerfect6-4
 Frequently Asked Questions.....6-5

About CentreWare[®] Printer Drivers for Microsoft Windows

CentreWare is software that brings the power of your Xerox systems to your desktop. The interactive drivers in CentreWare make printing and faxing from the desktop simple to perform and easy to understand.

With this guide, administrators can install and configure CentreWare printer drivers and general users can increase their productivity using the Xerox system's printing options.

What's in this chapter:

- *Printer and Fax Driver Overview* 1-2
- *Types of CentreWare Printer Drivers* 1-3
- *Obtaining CentreWare Drivers* 1-3
- *Xerox System PPD Files* 1-3
- *CentreWare Printer Driver Applications* 1-4
- *Print and Fax Driver Documentation* 1-5
- *Internet Support* 1-6
- *Telephone Support* 1-6

Printer and Fax Driver Overview

A printer driver makes documents created with specialized software applications (word processing, spreadsheets, graphics) compatible with a specific printer. Each type of printer requires unique commands to print correctly and to enable special features. For these reasons, different types of printers require their own printer drivers to operate correctly.

With CentreWare printer drivers, you can print from your workstation to a Xerox system in a network environment. CentreWare drivers contain a variety of feature options that you can use to customize your print jobs.

Some printer drivers also support faxing. Integrated fax capabilities vary with each Xerox system. Not all Xerox printers support both network printing and fax submitted from the desktop. Check your product-specific literature for more details. Other network fax options can be configured with different models, using third-party software applications.

Types of CentreWare Printer Drivers

The CentreWare printer drivers are available in PostScript 3, PCL 5c, and PCL 6c printing formats.

PostScript

PostScript gives you greater ability to scale and manipulate images; it offers more precision with high-end graphics. PostScript also provides you with different types of error-handling and font substitution options.

PCL

PCL (Printer Command Language) generally has fewer advanced features than PostScript. However, using PCL enables you to process most jobs faster.

Obtaining CentreWare Drivers

CentreWare Print and Fax Services Disc

The installation .inf files for the Xerox system printer drivers are available in the *Drivers* folder on the *CentreWare Print and Fax Drivers Disc*.

Note

Driver availability may vary by printer model or operating system.

For updates and additional information, visit the Xerox Web site.

Downloading from the Web

CentreWare printer drivers can be downloaded from the Xerox Web site at www.xerox.com. The installation files for all Xerox system models are also available from the Web site.

For more information on downloading drivers, see *Downloading the Xerox Print Driver* on page 2-3.

Xerox System PPD Files

A PostScript Printer Description (PPD) file is a readable text file that provides a uniform approach to specifying special features for printer drivers that interpret PostScript.

Xerox provides PostScript PPDs for use with generic Windows XP / Vista / Windows 7 PostScript printer drivers. These PPDs are available on the CentreWare Disc or from the Xerox Web site.

CentreWare Printer Driver Applications

The following applications are included on the *CentreWare Print and Fax Drivers Disc*:

- Xerox Print Driver Installation utility
- Xerox Font Management Utility

Xerox Printer Driver Installation Utility

This utility is for anyone who would like to install printer drivers directly onto a PC or network server.

Note

You may require administrator rights to perform the installation.

Xerox Font Management Utility

The Xerox Font Management Utility is a tool used for managing fonts and printer lists. Fonts may be viewed, printed, or downloaded to printers, and your downloaded (non-resident) fonts can be exported to a file. Printers can be added or deleted from a printer list which is used for adding and deleting fonts from one or multiple printers.

See “Installing the Xerox Font Management Utility” on page 4-1. for more information.

Xerox Scan Utility

The Xerox Scan Utility enables you to control and manage image files scanned to your computer.

See “Xerox Desktop Scanning” on page 5-1. for more information.

Print and Fax Driver Documentation

The CentreWare printer drivers include the following documentation, designed to get you up and running quickly and easily.

CentreWare Printer Drivers Guide for Windows (This guide)

This guide is intended for anyone who installs and configures CentreWare printer drivers and wants to know more about the features available in the printer drivers.

The CentreWare Printer Drivers Guide is available on the *CentreWare Print and Fax Drivers Disc* in electronic (PDF) format. You can download a free Adobe Acrobat Reader from Adobe at www.adobe.com.

Help

The Help system is the primary source for information about using the printer drivers. You can access the Help system through the Help buttons in the driver. Included in the Help system are feature descriptions, step-by-step procedures, Xerox system information, problem-solving information, and support information.

Support

Support for your CentreWare printer drivers is available both online and by telephone.

Internet Support

Please visit the Xerox Web site (www.xerox.com) for product support information, product overviews, updates, and links to specific product sites. Printer drivers and PPDs can also be downloaded by clicking Support & Drivers.

Telephone Support

For additional assistance, you may contact the Xerox Welcome Center by telephone to speak with a Product Support Analyst. Locate your Xerox system serial number, and record it in the space below before you make your call.

Xerox System Serial Number:

The Xerox Welcome Center telephone numbers are listed in the following table. If the Welcome Center telephone number for your country is not listed, it will be provided to you when your Xerox system is installed. For future reference, please record the telephone number in the space provided below.

Welcome Center Telephone Numbers:	
UNITED STATES	800-821-2797
UNITED STATES (TTY)	800-855-2880
CANADA	800-939-3769 (800-93-XEROX)
OTHER	

Additional Tips

Additional tips and technical information for printer drivers are available at the Xerox Web site. Click Support & Drivers, identify your product, and click the Documentation link. The documents listed in this section cover specific issues that may require special procedures or application notes regarding the operation and configuration of your Xerox system.

2

Installing Windows Printer Drivers

The CentreWare printer drivers support the special features and functions of Xerox systems, enabling fast, efficient printing from your desktop. This chapter provides installation instructions for all current Windows environments.

What's in this chapter:

- *Supported Printing Environments 2-2*
- *Installation Overview 2-3*
- *Installation Using the Xerox Installer 2-3*
- *Installation Using the Add Printer Wizard 2-4*
- *Installation Using Point and Print 2-6*
- *Installation on Terminal or Citrix Server 2-7*
- *Installation on a Cluster Server 2-7*
- *Installation in Novell® Netware Environment 2-8*
- *Uninstalling 2-8*
- *Uninstalling 2-8*
- *Configuring Printer Drivers 2-9*
- *About Bi-Directional Printer Drivers 2-11*

Supported Printing Environments

Available Drivers

A driver is available for download in each of the following Printer Description Languages (PDL):

- Windows PostScript (level 2 & 3)
- Windows PCL 5c
- Windows PCL 6

Supported Operating Systems

Printing Environments
Windows XP 32-bit: XP Home and Professional, Terminal Server, Citrix XP Server, Cluster Server
Windows XP 64-bit: Windows XP Professional 64-bit editions
Windows Vista 32- and 64-bit: Vista Home Basic, Home Premium, Business, Ultimate
Windows 7 32- and 64-bit: Home Premium, Professional, Ultimate, Enterprise
Novell Netware 5.x: NDS
Novell Netware 6.x: NDS, iPrint
Internet Printing Protocol (IPP): Microsoft RDP and HTTP
Citrix Server: Meta Frame FR3, Presentation Server 4.x

Installation Overview

The Xerox Print Driver can be installed using one of the following methods:

- Xerox Installer
- Add Printer Wizard provided by the operating system
- Point and Print

Note

The Xerox installer method does not support Citrix Server, Terminal Server, Cluster Server, Novell Netware environments.

The driver relies on SNMP communication to detect device capabilities and perform status reporting. The Xerox Print Driver allows users to customize the features of print queues installed using the driver. When bi-directional communication does not function, or when SNMP is disabled in an environment, you can modify the default configuration of the print queue.

Downloading the Xerox Print Driver

To download the Xerox Print Driver installer without using the installer:

1. Using a web browser, go to www.xerox.com.
2. Click **Support & Drivers**.
3. Identify your product.
4. Click **Drivers and Downloads** under the printer model.
5. Choose the desired operating system and language, then click **Go**. The available driver options are updated.
6. From the list of drivers, click the appropriate driver to download.
7. Read the End-User License Agreement and click **Accept**.
8. Save the installer and note the location where it is saved.

Installation Using the Xerox Installer

1. Double-click the Setup.exe file to launch the Xerox Installer.
2. Select **I Agree** to accept the Xerox License Agreement.
3. The installer automatically searches the network for printers. Select a device from the list of discovered printers.
 - a. Select **Extended Search** or **Advanced Search** if the printer is not dynamically discovered by the installer.
 - b. Select the **IP Address or DNS Name** button to enter the IP Address or DNS Name.
 - c. Select **Search** and then select the Device. You may select **View** to change the sort order of any discovered printers.

Tip

Type the first few letters of the name of the desired printer, IP address, or other printer information in the Discovered Printers box to filter the printers in the list.

Note

Examples of printers that may not appear on the discovered printers list or search results, regardless of operating system, include printers connected to a different subnet or printers on a print queue.

Using the discovered printers list, IP address, or DNS name to identify the printer results in the creation of a local print queue.

4. Click **Options** and then:
 - a. Select the language for the print driver.
 - b. Select the page description language desired from the **Print Driver Selection** area.
 - c. Select the scan driver you want to install (if any). See the note on page 5-3 about installing both the WIA and TWAIN drivers on the same computer.
 - d. Click **OK**.
5. Click **Install**.
6. Select if you want to use the printer as the default printer and if you want to print a test page. Click **Finish**.

Installation Using the Add Printer Wizard

Windows XP

1. Double-click the .exe file to open the **Xerox Print Driver** dialog box.
2. Click **Install**. The driver will extract.
3. The **Add Printer Wizard** dialog box appears. Click **Next**.
4. The **Local or Network Printer** dialog box appears. Select **Local Printer > Next**.
5. The **Select a Printer Port** dialog box appears. Select **Create a new port > Standard TCP/IP Port > Next**.
6. The **Add Standard TCP/IP Printer Port Wizard** dialog box appears. Click **Next**.
7. The Add Port screen appears. Type the printer name or IP address. Click **Next**.

Note

If you enter an invalid IP address or device discover fails, the Select Printer Configuration dialog appears and enables you to choose the correct driver to install from the list of supported printers.

To connect to a printer on an IPv6 network, the IPv6 protocol must be installed on your computer.

By default, Microsoft does not support printing over IPv6 on Windows XP.

8. Click **Finish**. The wizard closes.
9. Select **Have Disk** from the **Manufacturer/Printers** window.
10. Click **Browse** and select the .inf file for your printer.
11. Click **Open > OK**.
12. Select the printer from the list. Click **Next**.
13. Type the printer name and select if you want to use the printer as the default printer. Click **Next**.
14. Select if you want to share the printer. Click **Next**.
15. Select if you want to print a test page. Click **Next**.
16. Click **Finish**

Windows Vista

1. Double-click the .exe file to open the **Xerox Print Driver** dialog box.
2. Click **Run** at the Security Warning.
3. Click **Install**. The driver will extract and the **Choose a local or network printer** dialog box appears.
4. Choose **Add a local printer**. The **Choose a printer port dialog** box appears.
5. Select **Create a new port > Standard TCP/IP Port > Next**.
6. The **Type a printer hostname or IP address** dialog box appears. Choose **TCP/IP Device** from the **Device type** drop down menu
7. Type the hostname or IP address. Clear the **Query the printer** checkbox. Click **Next**.
8. If you receive the **Additional Port Information Required** box, click **Next**.
9. Select **Have Disk** from the **Manufacturer/Printers** window.
10. Click **Browse** and select the .inf file for your printer.
11. Click **Open > OK**.
12. Select the printer from the list. Click **Next**.
13. Type the printer name and select if you want to use the printer as the default printer. Click **Next**.
14. Select if you want to share the printer. Click **Next**.
15. Select if you want to print a test page. Click **Next**.
16. Click **Finish**.

Windows 7

1. Click **Start > Devices and Printers**.
2. Select **Add a Printer**.
3. Select **Add a local printer**.
4. The Choose a printer port dialog box appears.
5. Select **Create a new port > Standard TCP/IP Port > Next**.
6. The Type a printer hostname or IP address dialog box appears.
7. Choose **TCP/IP Device** in the Device type menu.
8. Enter the hostname or IP address.
9. Clear the **Query the printer** checkbox. Select **Next**.
10. If you receive the Additional Port Information Required box, select **Next**.
11. Select **Have Disk** from the **Manufacturer/Printers** window.
12. Press **Browse** and select the printer's .inf file.
13. Press **Open > OK**.
14. Select the printer from the list. Select **Next**.
15. Enter the printer name.
16. Select if you want to use the printer as the default printer. Click **Next**.
17. Select if you want to print a test page. Click **Next**.
18. Select **Finish**.

Installation Using Point and Print

Follow the Installation Using the Add Printer Wizard instructions on page 4 to install the appropriate Xerox printer driver on a network server to prepare for Point and Print.

The following procedure assumes that a Xerox system on a network server has been installed with the appropriate Xerox printer driver prior to performing Point and Print.

1. At the client workstation, access the desired print server using information provided by your IT department.
2. Select the print queue from the print server.
3. Do one of the following:
 - Right-click the printer icon and select **Connect**.
 - Click the printer icon. Drag and drop the printer icon on the Printers folder.

Note

If you receive a message asking if you want to continue, select Yes.

You can change a printer to shared status by right-clicking the printer icon, selecting **Sharing**, and filling in the **Share** name on the **Sharing** tab.

Installation on Terminal or Citrix Server

A Citrix server can be configured to “auto-create” a printer or printers when a Windows client logs in. This procedure makes the client’s Windows printers available within a Citrix session. If the appropriate drivers do not reside on the Citrix server, the Citrix server substitutes a universal driver. The user can still print, but many of the features associated with printer drivers, such as accounting or booklet creation, are unavailable.

To prevent this, install the Xerox drivers on a Citrix server (or on all members of a Citrix server farm) before clients that use local printers based on these drivers log in.

Note

The driver name (string) on the clients must match up with the driver name (string) on the Citrix server in order for the printer driver to auto-create correctly during a Citrix session. If they do not match, the user will get a universal driver with limited features.

For more information, see the Citrix white paper, available online at

<http://www.citrix.com/site/resources/dynamic/salesdocs/PresentationServer4.0PrintingEnhancementsWhitepaper04OCT2005.pdf>.

Installation on a Cluster Server

Clustering is a technology that configures two or more servers, or nodes, to behave as one. Each node has access to a storage medium, known as the cluster, which houses the supported application or data.

When a cluster houses a print server, only the print spooler folder resides on the cluster. The printer drivers reside on the nodes in their standard locations. When one node fails, printing continues using the drivers that are present on a surviving node. Should that node lack the appropriate drivers, consequences range from a lack of access to advanced driver features to a complete inability to print.

The Xerox print driver must be installed on each node prior to being installed on the client. Use the Add Printer Driver Wizard to install the printer drivers in a cluster. For details on configuring the printer in a Cluster environment, see the Microsoft® white paper, available online at <http://support.microsoft.com/kb/278455>.

Installation in Novell® Netware Environment

NDS

To print in a Novell® Netware environment, NetWare Directory Services (NDS) must be activated on the printer.

1. Open a web browser and enter the TCP/IP address of the machine in the **Address** or **Location** field and click **Enter**.
2. Select the **Properties** tab.
3. Select the **+** symbol to the left of **Security**.
4. Select **Authentication Configuration**.
5. If prompted, enter the Administrator **User name** and **Password** to gain access to Authentication Configuration.
6. Type a directory tree and context for the machine in NDS Tree and NDS Context in the Netware Directory Services (NDS) box. Note that you can also select the IP Address or Host Name radio buttons to specify the server used in the IP environment.
7. Click **Apply** to accept the changes or **Undo** to return the settings to their previous values.

Note

The settings are not applied until you reboot the machine.

8. Select the **Status Tab** link.
9. Click the **Reboot Machine** button then **OK** to reboot the machine. The network controller takes approximately 5 minutes to reboot and network connectivity will be unavailable during this time.

Novell Netware 6.x iPrint

For details on configuring iPrint, see the white paper, available online at <http://www.novell.com/products/netware/printing/quicklook.html>.

To ensure proper function of the automatic configuration capabilities of the installer, the Novell iPrint client, version 4.20 or above, must be installed on the clients connecting to the iPrint queues.

Uninstalling

To uninstall the Xerox printer driver:

1. Using the appropriate path for your operating system, locate the list of printers:
 - Windows XP: **Start > Printers and Faxes**
 - Windows Vista/Windows 7: **Start > Control Panel > Hardware and Sound > Printers**The **Printers** or **Printers and Faxes** or **Devices and Printers** window appears.
2. Right-click on the icon for the printer you want to delete and select **Delete** or **Remove Device**. A confirmation message appears.
3. Click **Yes** to delete the printer driver.
4. Repeat steps 2 and 3 for all printer objects that use the driver being uninstalled.

For Windows XP only:

1. Right-click in the blank area of the folder or choose **File**. A menu opens.
2. Select **Server Properties**. A **Print Server Properties** dialog box appears.
3. Select the **Drivers** tab.
4. Select the printer driver to delete.
5. Click the **Remove** button. The printer driver is deleted.
6. Reboot the workstation.

Configuring Printer Drivers

To use the CentreWare printer drivers most effectively, configure the drivers to reflect options available on the Xerox system. You can configure the drivers in one of the following ways:

- Preconfigure standard device and document settings in the driver prior to distributing them for installation
- Configure installable options directly on the workstation

Preconfiguring Settings in the Driver

You can preconfigure settings in the print driver so that when users install the print driver, desired settings are already enabled for them such as duplex printing or stapling. See the *Preconfiguring the Xerox User Interface Print Drivers* document located at <http://www.office.xerox.com/support/dctips/dc04cc0328.pdf> for more information.

Configuring Installable Options at the Workstation

You may want to configure installable options directly at a workstation. You may be able to configure the driver settings automatically, using the Bi-Directional communication functionality of the driver, or make the selections manually, setting the options on the individual driver dialogs.

Note

If you want the print driver to identify your installable options, the Bi-Directional feature must be on. Bi-Directional is on by default.

Configuring Installable Options Automatically

If you have a TCP/IP network, the Windows printer drivers can provide Bi-Directional capabilities. The printer driver communicates with the printer through your network and

acquires information from the printer. Use the following procedure to ensure that Bi-Directional support is active.

1. Using the appropriate path for your operating system, locate the list of printers:
 - Windows XP: **Start > Printers and Faxes**
 - Windows Vista/Windows 7: **Start > Control Panel > Hardware and Sound > Printers**
2. Right-click on the desired printer and select **Properties**.
3. Select the **Configuration** tab.
4. Click the **Bi-Directional Setup** button.
5. Ensure that either Automatic (Recommended) or Manual are selected. If Automatic is selected, the port that was used to install the printer is used for Bi-Directional communication. If Manual is selected you can type the Device Name or TCP/IP Address for the desired printer.
6. Click **OK** twice to save the Installable Options settings and close the Properties dialog.
7. Close the Printers or Printers and Faxes window.

Configuring Installable Options Manually

If your network environment does not support Bi-Directional communication, you can configure installable options manually.

1. Using the appropriate path for your operating system, locate the list of printers:
 - Windows XP: **Start > Printers and Faxes**
 - Windows Vista/Windows 7: **Start > Control Panel > Hardware and Sound > Printers**
2. Right-click on the desired printer and select **Properties**.
3. Select the **Configuration** tab.
4. Click the **Bi-Directional Setup** button.
5. Click the **Off** option button.
6. Click **OK**.
7. Click **Apply**.
8. Click **Installable Options** and select the options that are available on your Xerox system.
9. Click **OK** twice to save the Installable Options settings and close the Properties dialog.
10. Close the Printers or Printers and Faxes window.

About Bi-Directional Printer Drivers

With Bi-Directional communication, a printer driver communicates with the printer through the network. The Windows printer drivers can provide Bi-Directional capabilities for TCP/IP networks.

After an initial setup procedure, Bi-Directional communication automatically updates the printer driver with the installed options available on the printer and reports specific information about the operational status, active jobs, completed jobs, and paper status in your Xerox system.

Note

If network communication is temporarily unavailable or is not configured properly for the printer, the network, or your workstation, the Bi-Directional information does not appear

Status Dialog

The Status dialog shows the status of the Xerox system as well as specific information about its print jobs. Check the status of up to 25 jobs currently in the print queue or verify the status of completed jobs. Use this dialog to check the properties of the paper loaded in different paper trays on your printer and also the current paper levels in those trays. You can also use this dialog to verify that your printer is functioning properly.

Click **More Status** on the bottom of any tab window to access the Status dialog.

The data available in server-based drivers will not update on a regular basis. When configuration changes are made, the driver must be reopened to detect the changes.

3

Printer Driver Features

With the CentreWare printer drivers, you have an invaluable tool to save time and increase your productivity. These drivers offer over thirty-five feature options, depending on the type of driver and the installable finisher options, for you to choose how your document will look and print.

The Help system is the primary source for information about using the printer drivers. At any time, you can access the Help system through the Help buttons on the driver.

What's in this chapter:

- *Driver Structure* 3-2
- *Driver Tabs* 3-3
- *Driver Help System* 3-4

Driver Structure

The driver arranges the features on the following tabs: Paper/Output, Special Pages, Color Options, Image Options, Layout/Watermark, and Advanced.

The features on the tabs are organized for your convenience with the most frequently used features available when you open the driver. Small icons are placed next to the features so that you can quickly find the features you want. By clicking on the icon you can go through the list of options for that feature. Or, use the drop down list to see the options.



When chosen, certain features constrain other features. For example, if you set Finishing to *Booklet Fold*, *Booklet Layout*, an information icon on the printer driver near the 2 Sided Printing option appears, and 2 Sided Print, Flip on Short Edge displays in gray.

When you click the information icon, a pop-up dialog appears explaining why the feature is not available or why it is constrained to a particular selection, as in this case, booklet printing requires *2 Sided Print*, *Flip on Short Edge*.

Driver Tabs

Features vary on the driver tabs depending on the driver type and installable options.

General Tabs

These driver tabs are accessed through the application's print dialog. Driver setting changes on these tabs apply to the open document and application, and are temporary. Depending on your printer, you may have either the Color Options tab or the Image Options tab.

Paper/Output

The *Paper/Output* tab has the most frequently used features. For example, you can choose to print on two sides of the paper, select specific media on which to print, or delay your print job to a time you specify. The *Paper/Output* tab also presents the finishing options, which may include Staple, Fold, Hole Punch, or post-process insertion options, depending on the type of finisher you have installed.

Special Pages

The *Special Pages* tab has features for adding Covers, Inserts, and Exceptions (specifying media / page characteristics on a per-page basis).

Color Options

The *Color Options* tab, if available, groups together features that are related to color correction and color adjustments.

Image Options

The *Image Options* dialog, if available, adjusts the overall lightness or darkness of the text and images in your printed documents.

Layout/Watermark

The *Layout/Watermark* tab contains all features that relate to Page Layout and Watermarks. The *Watermark Editor*, which is accessed from the Watermark dialog, enables you to create and customize text or graphic watermarks.

Advanced

The *Advanced* tab contains features that infrequently change once the options are set, such as Banner Sheet, Request Offset, TrueType Font options, Booklet Layout, and Image Options.

Status

If you have enabled the optional Bi-Directional communication for a printer driver, a *Status* area is added to the bottom of all tab windows. When you click *More Status*, the Status dialog opens and reports specific information about the printer's operational status as well as specific information about your print jobs. See "Status Dialog" on page 2-11.

Default Tabs

These driver tabs are accessed through the Printers folder and may be available only with administrative rights. Using the appropriate path for your operating system, locate the list of printers:

- Windows XP - Start > Control Panel > Printers & Faxes
- Windows Vista/Windows 7 - Start button > Control Panel > Hardware and Sound > Printers

The **Printers** or **Printers and Faxes** window appears. Right-click on the printer icon and select **Properties** from the menu. The printer driver dialog appears. Driver settings from this dialog become the default settings. All of the *General Tabs* from your application's print dialog are available, as well as some other tabs such as the *Configuration* tab and the *Device Settings* tab.

The *Configuration* dialog contains several buttons (depending on your Xerox system model): Bi-Directional Setup, Installable Options, Accounting and About. Each button opens a dialog to configure your driver.

- *Bi-Directional Communication* allows you to enable bi-directional communication. You will then receive information through the driver about your print job, Xerox system, and paper status. See "About Bi-Directional Printer Drivers" on page 2-11.
- *Installable Options* lets you manually configure the driver with the number of paper trays and installable options - such as finishers and faxing - available on your Xerox system.
- *Accounting* lets you set up the driver to use accounting features. See the Accounting topic in the printer driver Help for more information.
- *About* shows the driver version number. Xerox personnel may request this number during support calls.

The *Device Settings* tab contains features that relate to font settings and PostScript settings.

Driver Help System

The Help system is the primary source for information about using the printer drivers. Each driver tab has a Help button for easy access to the Help system. Through this Help button you can call up information on any feature on that tab or any other tab. Among the useful items in the Help system is a menu of *How To...* procedures for each feature, for example, How to print booklets, turn banner sheets on/off, print transparencies, or track printer use by account.

4

Installing the Xerox Font Management Utility

The Xerox Font Management Utility is a tool used to maintain fonts on network printers. Font lists can be developed and modified for your printers. For example, if you have special fonts that are used in documents but are not readily available on your printer(s), use the Xerox Font Management Utility to download the required fonts to the printers. Using the utility, fonts may be viewed, printed, downloaded to printers, or your downloaded (non-resident) fonts exported to a file. You may also maintain printer lists for font management.

What's in this chapter:

- *Installing the Xerox Font Management Utility 4-2*
- *Accessing the Xerox Font Management Utility 4-2*
- *Using the Xerox Font Management Utility 4-2*
- *Uninstalling the Xerox Font Management Utility 4-3*

Installing the Xerox Font Management Utility

To install the utility:

1. Insert the *CentreWare Print and Fax Drivers Disc* into the appropriate drive. The AutoRun program starts.
2. Click **Tools and Utilities**.
3. Click **Install Font Management Utility**.
4. The installation wizard opens. Click **Next**.
5. Select the radio button to accept the license agreement. Click **Next**.
6. Type the user name and organization.
7. Specify who has access to the application. Click **Next**.
8. Select the Setup type: **Complete** or **Custom**. Click **Next**.
9. Click **Install** to install the utility on the workstation.
10. Click **Finish** to exit the install wizard.

The installation is complete.

Accessing the Xerox Font Management Utility

To access the utility in Windows environments:

From the desktop, select **Start > All Programs > Xerox Font Management Utility > Font Management Utility** in Windows XP / Vista / Windows 7.

Using the Xerox Font Management Utility

The Help system is the primary source for information about using the Xerox Font Management Utility. You can access the Help system through the Help buttons. Included in the Help system are feature descriptions and step-by-step procedures.

Uninstalling the Xerox Font Management Utility

To uninstall the Xerox Font Management Utility, use the *Add/Remove Programs* wizard in the Control Panel folder. If you have access to the *CentreWare Print and Fax Drivers Disc*, you can modify and/or repair the Xerox Font Management Utility.

To uninstall the utility:

1. Using the appropriate path for your operating system, locate the list of printers:
 - Windows XP - Start > Control Panel > Add or Remove Programs
 - Windows Vista / Windows 7 - Start button > Control Panel > Programs > Programs and Features > Uninstall a programThe dialog for installing, changing, or uninstalling programs opens.
2. Select Xerox Font Management Utility.
3. Follow the procedures in the wizard to remove the Xerox Font Management Utility from your system.

To repair the utility:

With this option, you can fix missing or corrupt files, shortcuts, and registry entries.

1. Insert the *CentreWare Print and Fax Drivers Disc* into the media drive.
2. Click **Management Services & Tools > Install Font Management Utility**. The installation wizard opens. Click **Next**.
3. Select **Repair**. Click **Next**.
4. Click **Install**.
5. Click **Finish** to exit the wizard.

5

Xerox Desktop Scanning

The Xerox Scan Utility provides a way for you to control and manage image files scanned to your computer. Tasks that you can do with it include creating scanning templates, viewing scanned images, and deleting or copying image files. The Xerox Scan Utility can be installed with the scanning driver. There are two drivers available for desktop scanning:

- The Xerox WIA (Windows Image Acquisition) driver for Microsoft Windows provides you with a method to quickly scan simple jobs at your machine and retrieve the images at your PC desktop.
- TWAIN is an industry standard for applications that interface with scanning devices. The TWAIN driver for Microsoft Windows XP/ Vista / Windows 7 provides scanning from your machine to applications that are compliant with the TWAIN standard.

What's in this chapter:

- *Installation* 5-2
- *Xerox Desktop Scanning* 5-1
- *Managing Scan Templates* 5-8
- *Managing Folders and Email Profiles* 5-11

Installation

Installation Requirements

The following are required for installing the WIA or TWAIN drivers:

- WIA Driver: The workstation must be running the Microsoft Windows XP, Vista, or Windows 7 operating system.
- TWAIN Driver: The workstation must be running the Microsoft Windows XP, Vista, or Windows 7 operating system.
- You must possess Administrator rights on the workstation to install the driver.
- Domain and local user accounts are supported.

Note

Some older WorkCentres do not support domain accounts.

- The workstation must have TCP/IP enabled.
- Simple File Sharing must be disabled on the workstation to allow for proper device authentication.
- Your machine must be connected, configured, and functioning as a network scanner with TCP/IP and HTTP enabled.
- Your machine must be configured with the SNMP GET community string set to "public" or the driver will not detect the device properly.
- For machines that support the Scan Template Management Service, you must enable this service on the device. SSL must be enabled on the device prior to enabling the Scan Template Management Service.

Driver Installation

Note

Windows XP Professional Service Pack 2 has Windows Firewall turned on by default, or your site may have Windows Firewall enabled for security reasons. If Windows Firewall is enabled, you must set up Exceptions for print and file sharing to ensure that scanning with the driver works properly.

This section covers installation of both the WIA and TWAIN drivers.

Note

During installation of the printer driver, you can select that the TWAIN driver and the Xerox Scan Utility software be installed.

Obtaining the Installation Files

The scan driver is available on the Print and Fax Drivers Disc provided with your Xerox product. It is also available on the Internet from www.xerox.com/drivers

Installing the Driver

If the driver is not installed automatically upon download, follow the steps below.

To install the driver:

1. Open the Windows Control Panel.
 - For Windows XP Category view, choose **Printers and Other Hardware**.
 - For Windows XP Classic view, continue with step 2.
 - For Windows Vista / Windows 7 Control Panel Home, choose **Hardware and Sound**.
 - For Windows Vista Classic view, continue with step 2.
2. Open **Scanners and Cameras**:
 - For Windows XP, open **Scanners and Cameras** and then click **Add an imaging device**.
 - For Windows Vista, open **Scanners and Cameras** and then click **Add Device**. If the **User Account Control** dialog appears, click **Continue**.
 - For Windows 7, in the **Search Control Panel** text box in the top right corner of the window, type **Scanner**. From the list that appears, in the **Devices and Printers** area, click **View scanners and cameras**. Click **Add Device**.
3. The **Scanner and Camera Installation Wizard** opens. Click **Next**.
4. Click **Have Disk** and browse to the **Windows 2K XP 03 Vista Scan** folder, which is the location of the **Windows Scan** installation files.
5. Open the **32-Bit** folder, or the **x64_AMD** folder if your machine has an AMD processor, the **English** folder, and then click the **.inf** for your printer model. Click **Open** and **OK**.
6. Select either the TWAIN or WIA WorkCentre/Pro Scanner from the model list. Click **Next**.

Note

Installing the TWAIN driver and the WIA driver on the same system can lead to unexpected results when using the Xerox Scan Utility. If both drivers are installed, templates created for the Xerox Scan Utility will send all jobs to the last driver installed.

To work around this, use the Property page of each driver to create driver-specific templates. Using the driver's Property page causes a **_WIA** or **_TWAIN** prefix to be added to the template name. This allows you to select driver specific templates when scanning. For more information, see [Creating a Driver Specific Template](#) on page 3-2.

7. Accept the default scanner name or enter a new name. Click **Next**.
8. Click **Finish**.
9. If a Security window appears, continue with the installation.
10. For Windows XP, the **Hardware Update Wizard** opens. Click **Next**. For Vista/Windows 7 the **Xerox Settings** window opens.
11. Type the **Host Name** or **IP Address** of the desired scanner. If you do not identify a specific scanner at this time, you can select one on the **Administrator Options** tab in driver properties. Click **Confirm**.
12. For Windows XP, if prompted, select **Yes** to disable Simple File Sharing.
13. Click **Next**, and then click **Finish** to complete the installation.
14. If notified to do so, reboot your computer to finish the installation.

Configuring the Driver

Once you install the driver, either WIA or TWAIN, you must establish your user profile. You should be logged onto the computer with your personal Windows user account when you establish your profile. Common names such as Administrator or Guest cannot be used.

To set your profile and access driver properties:

1. Open the Windows Control Panel.
 - For Windows XP Category view, choose **Printers and Other Hardware**.
 - For Windows XP Classic view, continue with step 2.
 - For Windows Vista / Windows 7 Control Panel Home, choose **Hardware and Sound**.
 - For Windows Vista Classic view, continue with step 2.
2. Open **Scanners and Cameras**.
3. Right-click the scanning icon for the WorkCentre and choose **Properties**.
4. Select the **User Settings** tab. This tab displays the default name for your scan template. A scan template is automatically created on the device and is named based on your Windows logon name concatenated with the PC name, and an optionally defined suffix. Any existing templates of the same name will be overwritten.

Note

On some devices, the template name begins with an "@" symbol.

Optional Suffix: If you would like an identifying suffix added to the template name, such as your initials, type it in the **Optional Template Suffix** field.

5. Select the **Scan Options** tab and select default settings for your scan template. Any of these settings can be overridden directly at the WorkCentre.
 - **Output Color:** Select whether you want scanned documents saved in color or black and white.
 - **Document Format:** Select the file format in which your scanned documents should be saved.
 - **JPG:** A graphic format ideal for complex pictures or photographs. Each document page becomes a separate JPG image. (Color scanners only.)
 - **TIFF:** A file format for bitmap images; simulates grayscale shading. Each document page becomes a separate TIFF image.
 - **Multi-Page TIFF:** TIFF file output in which all pages of a document are scanned into a single file.
 - **PDF:** A universal file format that preserves all fonts, formatting, graphics, and color in a source document regardless of the application and platform used to create it. All pages in the document are saved in a single file.
 - **Sides to scan:** Select whether your original document is one-sided or two-sided.
 - **Resolution:** The resolution setting affects the amount of detail reproduced on scanned images.
 - **Original Size:** When scanning a document you can specify a particular scan size. This enables you to scan only a specific portion of a document page.
6. If a device was not selected during the installation of the driver, the device host name or IP address can be set using the **Administrator Options** tab.

Note

Note that you can only change the host name if one was not specified during the installation. Once a valid host name is entered, changes are not permitted.

Enter the host name or the IP address of the device you want to configure. Click **Apply** or **OK** when finished. All templates created from that PC will be updated and configured to work with the new device.

Scanning

Overview

To scan using the driver:

1. Your PC must be turned on and you must be logged on using the same user account you used when you created your user profile.
2. At the device, select **All Services > Network Scanning**, then select the template.
3. If prompted at the printer touch screen, enter the user name and password for your Windows account.
4. Import the scanned image into an application using an import or insert option.

Using the Xerox Scan Utility to Retrieve Images

Use the **Scan to Email** or **Copy to Folder** tabs in the Xerox Scan Utility to view and retrieve scanned images. You can save the images to a folder or include the images as attachments to email messages.

Scanning to Email

When sending scanned images as attachments to email, you can use an email profile that has been saved with specific settings, or you can attach scanned images to an email and select new settings without using a saved profile.

Note

The supported Email clients are Microsoft Outlook and Outlook Express

See the Xerox Scan Utility online help for complete instructions on how to scan to email.

Copying to a Folder

When copying scanned images to a folder, you can use a folder profile that has been saved with specific settings, or you can send scanned images to a folder and select new settings without using a saved profile.

See the Xerox Scan Utility online help for complete instructions on how to copy scanned images to a folder.

Importing Images into an Application

Images scanned to your computer can be imported into applications on your computer.

Note

The instructions below offer a method of importing images into a Windows application. The exact method depends on the application software. Check the instructions in the application for additional information on importing images via TWAIN.

Importing Scanned Images into a Windows Application (TWAIN)

To import images into an application:

1. Open the file in which you want to place the image.
2. Select the application's menu item to acquire the image. For example, if you are using Word to place an image in a document:
 - a. Select **Insert**.
 - b. Select **Picture**.
 - c. Select **From Scanner or Camera**.
 - d. Select the scanner, and then click the **Custom Insert** button.

The window displays thumbnails of the images in the folder. The date and time that the image was scanned appears below each thumbnail.

- If you move your mouse over the thumbnail, a pop-up message displays information including the resolution and size of the image file.
 - If you recently scanned an image and do not see it displayed, click the **Refresh** button.
3. Select the image you want to import. Some applications allow you to import multiple images:
 - To select more than one image, hold down the **Ctrl** key on your keyboard as you select each image.
 - To import all of the images in the folder, select the **Edit** menu, and then select **Select All**.
 4. Click the **Retrieve** button. A copy of the image is transferred to the location in your application. If you want to delete the images you selected, click the **Delete** button.

Note

For more information, click the Help button to view online help.

Using the WIA Image Manager in a Windows Application

You can import images that you scanned from the product to your computer into an application using the WIA Image Manager on Windows XP, Vista, and Windows 7.

Note

The instructions below offer a method of importing images into a Windows application. The exact method depends on the application software. Check the instructions in the application for additional information on importing images and in the WIA Image Manager help.

To import scanned images into an application:

1. Open the file in which you want to place the image.
2. Select the application's menu item to acquire the image. For example, if you are using Microsoft Word to place an image in a document:
 - a. Select **Insert**.
 - b. Select **Picture**.
 - c. Select **From Scanner or Camera**.
 - d. Select the scanner, and then click the **OK** button.
3. In the **Get Pictures from WIA** window, open the folder to view thumbnails of the images. The filename appears below each thumbnail.
4. To see details of an image file:
 - e. Select the image.

- f. Click **View picture information**. The **Properties** dialog box displays information about the file size and the date and time that the image was scanned.
 - g. Click the **OK** button to close the dialog box.
5. Select the image you want to import. Some applications enable you to import multiple images:
 - To select more than one image, hold down the **Ctrl** key on your keyboard as you select each image.
 - To import all of the images in the folder, select the **Edit** menu, and then select **Select All**.
6. Click the **Get Pictures** button.

A copy of the image is transferred to the location selected in your application.

Note

If you want to delete the images you selected, click the Delete button.

Deleting Image Files from the Xerox Scan Utility

Scanned images displayed in the Xerox Scan Utility are stored on your computer's hard drive.

To delete scanned images that are no longer needed from the Xerox Scan Utility:

1. Access the Xerox Scan Utility on your computer:

Right-click the Xerox Scan Utility icon on the taskbar, and then select **Xerox Scan Utility**. If the icon does not appear in the taskbar, click **Start**, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.
2. Select the **Scan to Email** or **Copy to Folder** tab.
3. Select the images you want to delete.
4. Click the **Delete Scanned Image** button.

Managing Scan Templates

You can create scan templates that contain specific settings, such as file type, resolution, and original size. You can choose to retain thumbnail images in the Xerox Scan Utility, or you can select a folder destination, so that when images are scanned, they are automatically copied into a designated folder.

To set or change the system's date and time, use the Control Panel or CentreWare IS.

Creating a Driver Specific Template

To create either a TWAIN or WIA driver template:

Note

For Windows XP, select Classic Look so that the procedure steps match the steps below. To select Classic Look, click Start, click Control Panel, and then click Taskbar and Start Menu. Select the Start Menu tab, and then select the Classic Start menu. Click OK.

1. Open the Windows Control Panel.
2. Open **Scanners and Cameras**.
3. Right-click either the TWAIN scanner or the WIA scanner, and then select **Properties**. The driver's **Properties** window opens.
4. Click the **Scan Options** tab, and then set the desired scan settings.
5. Click **OK** to save the template.

Your template is ready to use.

Using the Xerox Scan Utility to Manage Templates

The Xerox Scan Utility enables you to control and manage image files scanned to your computer. You can also create several templates to use when scanning images to your computer.

Creating a Template with an Image View Setting

To create a new Xerox Scan Utility template or edit an existing template with the option to retain thumbnail images in the Scan to Email or Copy to Folder tabs:

1. Access the Xerox Scan Utility on your computer:
Right-click the Xerox Scan Utility icon on the taskbar, and then select **Xerox Scan Utility**. If the icon does not appear in the taskbar, click **Start**, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.
2. Select the **Scan Settings** tab, and then select the settings you want to use with the template: **Color**, **Black and White**, **Original Size**, **Resolution**, **Original Type**, **File Format**, and **Sides to Scan**.
3. Select the **Preview image in Xerox Scan Utility** option to view the scanned image in both the **Scan to Email** or **Copy to Folder** tabs. From these tabs you can select the appropriate folder or email profile settings to use with your scanned images.
4. Select one of the following options:
 - To create a new template for the settings you select, enter the name for the new template in the **Saved Templates Settings** field.
 - To edit an existing template with the settings you selected, select a template from the list displayed in the **Saved Templates Settings** drop-down list.
5. Click the **Save** button to save the settings for the new or revised template.

Creating a Template to Scan Images Directly to a Folder

To create a template that places scanned images in a specific folder destination:

1. Access the Xerox Scan Utility on your computer:
Right-click the Xerox Scan Utility icon on the taskbar, and then select **Xerox Scan Utility**. If the icon does not appear in the taskbar, click **Start**, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.
2. Select the **Scan Settings** tab, and then select the settings you want to use with the template: **Color**, **Black and White**, **Original Size**, **Resolution**, **Original Type**, **File Format**, and **Sides to Scan**.
3. Select the **Send image directly to folder** option to send the scanned images directly to a designated folder without first viewing the images. Enter information in the following fields:
 - a. To create a unique file name for the scanned images, enter a file name in the **Base File Name** field. The images are saved with the date and time each image was scanned added to the name.
 - b. Enter the folder path where you want to save the file in the **Save To** field, or click the **Browse** button to locate the folder.

- c. Select one of the following options:
 - Leave the **Save a copy in Xerox Scan Utility** option checked. This enables thumbnail views of the scanned images to remain in the **Copy to Folder** or **Scan to Email** tabs. This is the default setting.
 - Remove the check mark in the **Save a copy in Xerox Scan Utility** option. This deletes thumbnail views of the scanned images.
4. Select one of the following options:
 - To create a new template for the settings you selected: Enter the name for the new template in the **Saved Templates Settings** field.
 - To edit an existing template with the settings you selected: Select a template from the list displayed in the **Saved Templates Settings** drop-down list.
5. Click the **Save** button to save the settings for the new or revised template.

See also:

[Creating Unique Image File Names](#) on page 5-10

Creating Unique Image File Names

When each image is scanned, it is saved with a default file name indicating the date and time the image was scanned. The file name displays the format *yyyy-mm-day_hh.mm.ss.xxx* representing *year-month-date_hour.minute.second.file type extension*.

For example, the filename **2008-07-01_13-45-15.pdf** indicates that the image was scanned on July 1, 2008, at 1:45:15 PM and is a PDF file.

When you assign a new name to scanned images, the images display the new name with the date and time each image was scanned added to the name. See the following two examples:

- If you enter the name **report** as the new name for an image that was scanned at 1:45:15 PM on July 1, 2008, the new image name becomes **report_2008-07-01_13-45-15.xxx**.
- If you enter the name **report** for several images that were scanned at varying times on July 1, 2007, the new names become **report_2008-07-01_13-45-15.xxx**, **report_2008-07-01_13-45-25.xxx**, and **report_2008-07-01_13-47-32.xxx**. The date and time information is unique for all scanned images.

Deleting Templates

To delete a template:

1. Access the Xerox Scan Utility on your computer:

Right-click the Xerox Scan Utility icon on the taskbar, and then select **Xerox Scan Utility**. If the icon does not appear in the taskbar, click **Start**, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.
2. Select the **Scan Settings** tab.
3. Select the template you want to delete in the **Saved Template Settings** drop-down list.
4. Click the **Delete** button.
5. When prompted, confirm that you want to delete the template.

Managing Folders and Email Profiles

With the Xerox Scan Utility, you can create profiles to reuse when sending scanned images as email attachments or when copying scanned images to specific folders. Profiles eliminate the need for re-entering the same email or folder destination information.

Creating or Editing Email Profiles

To create or revise an email profile:

1. Access the Xerox Scan Utility on your computer:
Right-click the Xerox Scan Utility icon on the taskbar, and then select **Xerox Scan Utility**. If the icon does not appear in the taskbar, click **Start**, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.
2. Select the **Scan to Email** tab.
3. Select one of the following options:
 - To create a new profile: Enter the name for the new profile in the **Email Profiles** field.
 - To edit an existing profile: Select a profile from the list displayed in the **Email Profiles** drop-down list.
4. To create a unique name for one or more of the scanned images in the thumbnail view:
 - a. Select the images, and then enter a file name in the **Base Attachment Name** field.
 - b. Enter the appropriate information in the **To**, **CC**, **Subject**, and **Message** fields.
5. Click the **Save** button to save the settings for the new or revised profile.

Note

When you enter a new file name for images in the Base Attachment Name field, and the profile is saved, the new file name displays the name you entered and the unique date and time each image was scanned.

Deleting Email Profiles

To delete an email profile:

1. Access the Xerox Scan Utility on your computer:
 - Right-click the Xerox Scan Utility icon on the taskbar, and then select **Xerox Scan Utility**. If the icon does not appear in the taskbar, click **Start**, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.
2. Select the **Scan to Email** tab.
3. Select the profile you want to delete in the **Email Profiles** drop-down list.
4. Click the **Delete** button.
5. When prompted, confirm that you want to delete the profile.

Creating or Editing Folder Profiles

To create or revise a folder profile:

1. Access the Xerox Scan Utility on your computer:
Right-click the Xerox Scan Utility icon on the taskbar, and then select **Xerox Scan Utility**. If the icon does not appear in the taskbar, click **Start**, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.
2. Select the **Copy to Folder** tab.
3. Select one of the following options:
 - To create a new profile: Enter the name for the new profile in the **Folder Profiles** field.
 - To edit an existing profile: Select a profile from the list displayed in the **Folder Profiles** drop-down list.
4. To create a unique name for one or more of the scanned images in the thumbnail view:
 - a. Select the images, and then enter a file name in the **Base File Name** field.
 - b. Enter the folder path where you want to save the file in the **Save To** field, or click the **Browse** button to locate the folder.
5. Click the **Save** button to save the settings for a new or revised profile.

Note

When you enter a new file name for images in the Base File Name field, and the profile is saved, the new file name displays the name you entered and the unique date and time each image was scanned

Deleting Folder Profiles

To delete a folder profile:

1. Access the Xerox Scan Utility on your computer:
Right-click the Xerox Scan Utility icon on the taskbar, and then select **Xerox Scan Utility**. If the icon does not appear in the taskbar, click **Start**, select **Programs**, select **Xerox Office Printing**, select **Scanning**, and then select **Xerox Scan Utility**.
2. Select the **Copy to Folder** tab.
3. Select the profile you want to delete in the **Folder Profiles** drop-down list.
4. Click the **Delete** button.
5. When prompted, confirm that you want to delete the profile.

Problem Solving

6

Application, device, and network errors can occur in a variety of printing situations. In many cases, simply restarting the application, the workstation, or the printer will resolve the problem. This chapter includes some of the common problems and Frequently Asked Questions that pertain to CentreWare Printer Drivers and printing to your Xerox system.

What's in this chapter:

- *Troubleshooting a Problem 6-2*
- *Common Issues 6-2*
- *Frequently Asked Questions 6-5*

Troubleshooting a Problem

When a problem persists, document the error messages and gather information to define the problem. The following problem-solving procedures are recommended:

- Accurately define the problem. When, where, and how does the problem occur?
- Reproduce the problem. Can the problem be reproduced consistently or is it an intermittent problem?
- Ask other users if they have encountered the problem, and keep a log to track problem occurrences.
- Examine the data for trends and the common attributes that may be related to the problem. For example, does the problem occur only with a specific printer or on a specific workstation/network configuration?
- Review the product documentation, including the README files and problem solving topics, to see if any similar problems are documented.

If a cause and solution to the problem cannot be identified, call the Xerox Welcome Center to report the error information. Provide the support representative with the documentation that you have gathered to define the problem.

Common Issues

This section discusses some common application and printer driver functionality issues.

Adobe Acrobat Printing

All versions of Adobe Acrobat have exhibited various forms of distorted output when printing from a PCL driver. Stray lines, random character spacing, and data loss have been observed on various PDF documents. A CentreWare PostScript driver is recommended for printing Acrobat PDF files.

Acrobat Reader and Booklet Layout

Random PostScript errors can be generated at the printer when using a PostScript driver and Acrobat Reader 7, or newer, while selecting booklet mode. Font and Resource handling within Acrobat Reader must be changed from the default setting of Send by Range to the Send for Each Page setting. Make this change by following the path File > Print > Advanced > Font and Resource Policy. After changing the selection to Send for Each Page, resubmit the job to the printer.

Booklet and Multiple-Up (N-Up) Printing

Some applications do not support booklet or N-up printing.

- Microsoft Word mail merge documents cannot be printed as booklets or N-up.
- You may need to reset the Booklet or N-Up settings before you save your documents. Some applications, such as Microsoft Word 97, will save the scaling setting with the document. When the document is reopened later, the text and graphics may print in a reduced format unless you reset the **N-Pages Up** option on the printer driver Layout/Watermark tab to 1-

Up prior to printing. It is generally best to reset this option to 1-Up before you save and close your documents.

- N-up and booklet printing features may not work properly with Corel Draw version 8.
- Use PCL Raster mode to print large N-Up/Booklet documents that do not print properly in Vector mode.

Euro Symbol

The Xerox Euro font family was created to support the imaging of the Euro currency symbol with fonts that do not yet support this character. The Xerox Euro font family consists of the Euro symbol in various styles and weights designed to work in conjunction with the most popular font styles. Many styles include a symbol at numeric width, which conforms to the standard design rules of the Euro symbol, as well as a designer version of the character, created to more closely resemble the original font. To use the symbol, set the font selection to Xerox Euro and type the keystroke that corresponds to the type style you are using.

- Xerox Euro Fonts are provided on the *CentreWare Print and Fax Drivers Disc* within the `...\\Windows\\Fonts` folder.
- Additional information and font installation instructions are available through the Internet on the Xerox Web site at www.xerox.com.
- If the fonts on your printer are not updated to include the Euro, a box will be printed instead of the Euro symbol. A workaround for this problem is to send Euro fonts to the printer as bitmapped images.
- For PCL drivers, select the **Always Send to Printer** option in the CentreWare PCL driver when printing the Euro symbol. If problems persist when printing the Euro symbol, select the **Send as Graphics** option.

PDF Printing

When printing a PDF, sending a large file may result in the printing of print limit check error sheets or only a banner sheet. If this occurs, print the PDF file using the PostScript printer driver or try printing the PDF file using LPR.

Microsoft Applications

Excel

- To change the job type options for any individual document, you must set the job type from within Microsoft Excel (Page Setup dialog). Job type changes for an individual document will not take effect if you invoke the CentreWare printer driver from the Printers folder.
- Excel will generate multiple print jobs instead of multiple copies of a single document. This behavior can result in performance degradation, as well as inoperability of features, such as Sample Set, which depend on multiple set printing. In Excel, deselect the Collate option. This allows the driver settings to collate correctly.
- Excel may have occasional problems with documents that contain a mix of portrait and landscape pages. Selecting a different printer driver, then reselecting the original printer driver may help to resolve this problem.

PowerPoint

The Microsoft PowerPoint feature that optimizes black and white printing will produce undesired results when Raster output is selected as the Graphics Mode in the CentreWare PCL

printer driver. Do not choose the black and white option in PowerPoint if Raster output is required.

PCL Printer Driver

Print Colored Text in Black

This feature may not work with some applications, or you may have to select the option from within the application if it is supported. Certain applications, such as WordPerfect and MS Publisher, always print text as graphics or may default to the graphics mode when memory is low or when the text is very complex. When these circumstances occur, the **Print Colored Text in Black** feature in the CentreWare PCL printer drivers will not work.

Sample Set Not Supported in FrameMaker

Some applications generate print data that is intended for *page printers* rather than *document printers*, like the WorkCentre Pro and WorkCentre series. When the print data is sent in this format, both the WorkCentre Pro and the WorkCentre will print the first set of a **Sample Set** job, but the remaining sets of the document will be discarded. There is no known workaround for this problem.

Watermarks

The Watermark preview image in the printer drivers may not provide an exact replica of the printed watermark under all conditions. This is primarily due to font and/or resolution differences between the display monitor and the printer. Using equivalent TrueType fonts instead of printer resident fonts will help minimize the differences.

With some applications, the CentreWare PCL drivers may appear to print watermarks in the foreground even when the background printing option is selected in the driver. This is due to the different methods that applications use to send data to the printer.

WordPerfect

- If you encounter problems stapling multiple jobs as separate documents with WordPerfect 8.x, install the service pack available for WordPerfect at www.corel.com to correct the issue.
- Sample Set job types will not work with WordPerfect 8.x for Windows.
- B4 JIS, B4 ISO, B6, and A6 paper sizes do not print with WordPerfect 8.x for Windows.
- The scaling option in WordPerfect versions 7, 8, and 9 will override the Reduce/Enlarge option in the CentreWare drivers. Use the scaling option in the Print/Customize property sheet to adjust scaling rather than the CentreWare printer driver Reduce/Enlarge option.
- With WordPerfect 6.1, the Playbill font may not print correctly when the Use Printer Fonts option is selected because the printer does not support the Playbill font.

Frequently Asked Questions

How do I obtain printer drivers?

Printer drivers are available on the *CentreWare Print and Fax Drivers Disc* or from the Xerox Web site at www.xerox.com. See “Obtaining CentreWare Drivers” on page 1-3 for more information.

How do I determine what printer driver is needed?

The following information is necessary to determine the correct printer driver:

- Model of your Xerox system
- Operating system environment, for example, Windows XP
- Type of printer driver, for example, PostScript or PCL

Index

A

- About Dialog, 3-4
- Accounting Dialog, 3-4
- Add Printer Wizard, 2-4
- Advanced Tab, 3-3
- applications
 - importing scanned images, 5-5

B

- Bi-Directional
 - Printer Drivers, 2-11
- Bi-Directional Driver Support Setup, 3-4

C

- Citrix Server, 2-7
- Cluster Server, 2-7
- Configuration Dialog
 - Accounting, 3-4
 - Bi-Directional Communication Setup, 3-4
 - Installable Options, 3-4
- Constraint Icon, 3-2
- creating
 - driver specific templates, 5-8
 - scanning template, 5-9

D

- Driver Help System
 - About, 3-4
- Driver Structure, 3-2
 - Advanced Tab, 3-3
 - Configuration dialog, 3-4
 - Default Tabs, 3-4
 - General Tabs, 3-3
 - Image Options Tab, 3-3
 - Layout/Watermark Tab, 3-3
 - Paper/Output Tab, 3-3
 - Special Pages, 3-3
 - Status Tab, 3-3

E

- email profiles
 - creating or editing, 5-11

- deleting, 5-11
- Environments, 2-2

F

- file names
 - creating unique image file names, 5-10
- folder
 - Xerox Scan Utility, 5-9
- folder profiles
 - creating or editing, 5-12
 - deleting, 5-12
- Font Management Utility, 1-4
 - Installing, 4-2
 - Uninstalling, 4-3
 - Using, 4-2
- Frequently Asked Questions, 6-5

G

- Getting Help
 - Online, 1-6

H

- Help for print and fax drivers, 1-5

I

- Image Options Tab, 3-3
- images
 - default date and time file name for scanned images, 5-10
 - importing into an application, 5-5
 - retrieving with the Xerox Scan Utility, 5-5
 - saving scanned images with new file names, 5-10
 - selecting the send image to folder option when creating a scan template, 5-9
- importing scanned images into an application, 5-6
- Info button, 3-2
- Installable Options Dialog, 3-4
- Installation
 - Add Printer Wizard, 2-4
 - Citrix Server, 2-7
 - Cluster Server, 2-7
 - Novell® Netware, 2-8
 - overview, 2-3
 - Point and Print, 2-6
 - Terminal Server, 2-7
 - Xerox Installer, 2-3
- Installer
 - download, 2-3
- Installing
 - Font Management Utility, 4-2

- Xerox Desktop Scanning, 5-2
- Internet Support, 1-6
- Introducing
 - Font Management Utility, 1-4

L

- Layout/Watermark Tab, 3-3

N

- Novell® Netware, 2-8

O

- Online Support, 1-6
- Operating systems, supported, 2-2

P

- Paper/Output Tab, 3-3
- PCL, 1-3
- Point and Print, 2-6
- PostScript, 1-3
- PPD Files, 1-3
- Print driver
 - downloading, 2-3
- Printer Drivers
 - Bi-Directional, 2-11
 - configuring, 2-9
 - Overview, 1-2
 - Tabs, 3-3
- Printing environments, 2-2
- Problem Solving, 6-1
 - Common issues, 6-2
 - Microsoft Applications, 6-3
 - PCL printer driver, 6-4
- profiles
 - deleting email profiles, 5-11
 - deleting folder profiles, 5-12
 - editing email profiles for scanning, 5-11
 - editing folder profiles for scanning, 5-12

S

- scanned images
 - placing in an application, 5-5
 - retrieving with the Xerox Scan Utility, 5-5
- scanning
 - creating a template, 5-9
 - creating or editing folder profiles, 5-12
 - deleting email profiles, 5-11
 - deleting folder profiles, 5-12
 - deleting templates, 5-10
 - email profiles, 5-11

- importing images into a Windows
 - application, 5-6
 - selecting image handling options when
 - creating a scan template, 5-9
 - using the WIA manager, 5-6

- Special Pages Tabs, 3-3

- Status dialog, 2-11

- Status Tab, 3-3

- Support Information, 1-6

- Supported printing environments, 2-2

T

- Tabs

- Printer Drivers, 3-3

- template

- Copy to Folder tab, 5-9

- creating or editing, 5-9

- creating to scan and send images directly
 - to a folder, 5-9

- creating with an image view setting, 5-9

- deleting, 5-10

- Scan to Email tab, 5-9

- TWAIN, 5-8

- WIA, 5-8

- Terminal Server, 2-7

- Troubleshooting a problem, 6-2

- TWAIN driver

- importing scanned images into
 - applications, 5-6

U

- Uninstalling

- Font Management Utility, 4-3

- Print driver, 2-8

- Using

- Font Management Utility, 4-2

W

- Welcome Centre, 1-6

- WIA image manager, 5-6

X

- Xerox, 5-1

- Xerox Desktop Scanning, 5-1

- Xerox Installer, 2-3

- Xerox Print Driver

- downloading, 2-3

- Xerox Scan Utility

- copying to folder, 5-5

- deleting email profiles, 5-11

- deleting folder profiles, 5-12

- deleting image files from, 5-7

- deleting templates, 5-10
- Installation, 5-2
- Installation Requirements, 5-2
- managing templates with, 5-9
- retrieving scanned images, 5-5
- scan to email, 5-5
- Xerox Welcome Center, 1-6
- xerox.com, 1-6

