Xerox® C310 Color Printer

User Guide

xerox™

Contents

Contents

Safety

This chapter contains:

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 Xerox printer.

Conventions

✎ Note: A note identifies information that could help you.

⚠ **Warning:** A warning identifies something that could damage the product hardware or software.

⚠ **Caution:** A caution indicates a potentially hazardous situation that could injure you.

Different types of statements include:

⚠ **CAUTION—POTENTIAL INJURY:** Indicates a risk of injury.

⚡ **CAUTION—SHOCK HAZARD:** Indicates a risk of electrical shock.

♨ **CAUTION—HOT SURFACE:** Indicates a risk of burn if touched.

⚠ **CAUTION—TIPPING HAZARD:** Indicates a crush hazard.

⚠ **CAUTION—PINCH HAZARD:** Indicates a risk of being caught between moving parts.

⚙ **CAUTION—MOVING PARTS:** Indicates a risk of laceration or abrasion injuries from rotating parts.

⚠ **CAUTION—ROTATING FAN BLADES:** Indicates a risk of laceration from moving fan blades.

Product Statements

> ⚠ **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

> ⚠ **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer authorized replacement.

> ⚠ **CAUTION—POTENTIAL INJURY:** Do not use this product with extension cords, multi-outlet power strips, multi-outlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.

> ⚠ **CAUTION—POTENTIAL INJURY:** Do not use this product with an inline surge protector. The use of a surge protection device may result in a risk of fire, property damage, or poor printer performance.

> ⚡ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

> ⚡ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

> ⚠ **CAUTION—POTENTIAL INJURY:** Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.

> ⚡ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, make sure that all external connections, such as Ethernet and telephone system connections, are properly installed in their marked plug-in ports.

> ⚡ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

> ⚡ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

⚠ **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 20kg (44lb), then it may require two or more people to lift it safely.

⚠ **CAUTION—POTENTIAL INJURY:** When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

⚠ **CAUTION—TIPPING HAZARD:** Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, contact the place where you purchased the printer.

⚠ **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

⚠ **CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.

⚠ **CAUTION—ROTATING FAN BLADES:** To avoid the risk of laceration from moving fan blades, turn off the printer and unplug the power cord from the electrical outlet before accessing areas marked with this symbol.

> ⚠ **CAUTION—POTENTIAL INJURY:** This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the User Guide may result in hazardous radiation exposure.

> ⚠ **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer instructions and local regulations.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.

Refer service or repairs, other than those described in the user documentation, to a service representative.

This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting print media to avoid the possibility of harmful emissions.

This product may produce small amounts of ozone during normal operation, and may be equipped with a filter designed to limit ozone concentrations to levels well below the recommended exposure limits. To avoid high ozone concentration levels during extensive usage, install this product in a well-ventilated area and replace the ozone and exhaust filters if instructed to do so in the product maintenance instructions. If there are no references to filters in the product maintenance instructions, then there are no filters requiring replacement for this product.

SAVE THESE INSTRUCTIONS.

Maintenance Safety

Do not carry out any maintenance on this product that is not described in the customer documentation.

> ⚠️ **CAUTION—POTENTIAL INJURY:** Do not use aerosol cleaners. Aerosol cleaners can be explosive or flammable when used on electromechanical equipment.

Use supplies and cleaning materials only as directed.

Do not remove the covers or guards that are fastened with screws. Customer service items are not located behind these covers.

In case of a Dry Ink or Toner Spill, use a broom or a wet cloth to wipe off spilled dry ink or toner. Sweep slowly to minimize generation of dust during clean up. Avoid using a vacuum. If a vacuum must be used, the unit should be designed for combustible dusts, having an explosion rated motor and non-conductive hose.

> ⚠️ **CAUTION—HOT SURFACE:** The metallic surfaces in the fuser area are hot. Use caution when you remove paper jams from this area and avoid touching any metallic surfaces.

Consumable Information

> ⚠️ **CAUTION—POTENTIAL INJURY:** When handling cartridges such as ink or fuser, avoid skin or eye contact. Eye contact can cause irritation and inflammation. Do not attempt to disassemble the cartridge. This can increase the risk of skin or eye contact.

Store all consumables in accordance with the instructions given on the package or container.

Keep all consumables away from the reach of children.

Never throw dry ink/toner, print cartridges, or dry ink/toner containers into an open flame.

For information on Xerox® supplies recycling programs, go to: https://www.xerox.com/recycling.

Safety

Learn about the Printer

This chapter contains:

Printer Configurations

> ⚠ **CAUTION—TIPPING HAZARD:** Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury.

> ⚠ **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

Depending on your printer model, you can configure your printer by adding an optional 650-sheet duo tray. For more information, see Installing optional trays.
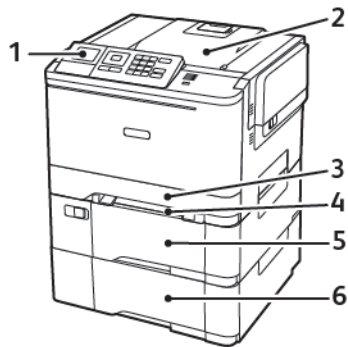
1. Control Panel

   > 🖉 Note: The appearance may vary depending on your printer model.

2. Output Tray

3. Standard 250–Sheet Tray

4. Manual Feeder

5. Optional 650–Sheet Duo Tray

6. 550–Sheet Tray

Using the Control Panel

XEROX C310 COLOR PRINTER CONTROL PANEL
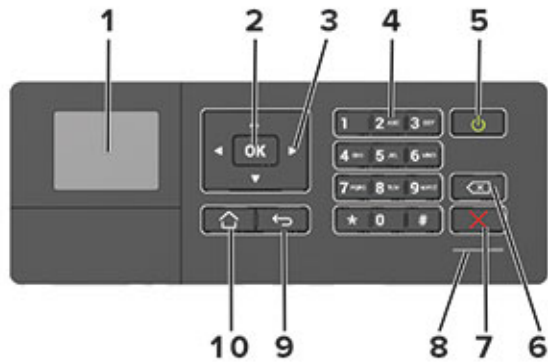
1. Display

    - View printer messages and supply status.

    - Set up and operate the printer.

2. Select button

    - Select a menu option.

    - Save the changes in a setting.

3. Arrow buttons

    - Scroll through menus or move between screens and menu options.

    - Adjust the numeric value of a setting.

4. Numeric keypad

    Enter numbers or symbols in an input field.

5. Power button

    - Turn on or turn off the printer.

    - To turn off the printer, press and hold the power button for five seconds.

6. Backspace button

    Move the cursor backward and delete a character in an input field.

7. Stop or Cancel button

    Stop the current printer task.

8. Indicator light

    Check the printer status.

9. Back button

   Return to the previous screen.

10. Home button

   Go to the home screen.

Understanding the Status of the Power Button and Indicator Light

INDICATOR LIGHT	PRINTER STATUS
Off	The printer is off or in Hibernate mode.
Blue	The printer is ready or processing data.
Red	The printer requires user intervention.

POWER BUTTON LIGHT	PRINTER STATUS
Off	The printer is off, ready, or processing data.
Solid amber	The printer is in Sleep mode.
Blinking amber	The printer is in Hibernate mode.

Paper Support

SUPPORTED PAPER SIZES

✎ Note: Your printer model may have a 650-sheet duo tray, which consists of a 550-sheet tray and an integrated 100-sheet multipurpose feeder. The 550-sheet tray of the 650-sheet duo tray supports the same paper sizes as the 550-sheet tray. The integrated multipurpose feeder supports different paper sizes, types, and weights.

PAPER SIZE AND DIMENSION	STANDARD 250-SHEET TRAY	MANUAL FEEDER	OPTIONAL 650-SHEET DUO TRAY		550-SHEET TRAY	TWO-SIDED PRINTING
			550-SHEET TRAY	MULTIPURPOSE FEEDER		
A4 210x297mm (8.27x11.7in.)	✓	✓	✓	✓	✓	✓
A5[1,2] 148x210mm (5.83x8.27in.)	✓	✓	✓	✓	✓	X
A6 105x148mm (4.13x5.83in.)	✓	✓	X	✓	X	X
JIS B5 182x257mm (7.17x10.1in.)	✓	✓	✓	✓	✓	X
Letter 215.9x279.4mm (8.5x11in.)	✓	✓	✓	✓	✓	✓
Legal 215.9x355.6mm (8.5x14in.)	✓	✓	✓	✓	✓	✓
Executive 184.2x266.7mm (7.25x10.5in.)	✓	✓	✓	✓	✓	X
Oficio (Mexico) 215.9x340.4mm (8.5x13.4in.)	✓	✓	✓	✓	✓	✓

| PAPER SIZE AND DIMENSION | STANDARD 250-SHEET TRAY | MANUAL FEEDER | OPTIONAL 650-SHEET DUO TRAY | | | 550-SHEET TRAY | TWO-SIDED PRINTING |
			550-SHEET TRAY	MULTIPUR-POSE FEEDER		
Folio 215.9x330.2mm (8.5x13in.)	✓	✓	✓	✓	✓	✓
Statement 139.7x215.9mm (5.5x8.5in.)	✓	✓	X	✓	X	X
Hagaki 100x148mm (3.94x5.83in.)	✓	✓	X	✓	X	X
Universal[3,4] 98.4x148mm to 215.9x355.6mm (3.87x5.83in. to 8.5x14in.)	✓	✓	X	✓	X	X
Universal[3,4] 76.2x127mm to 215.9x355.6mm (3x5in. to 8.5x14in.)	X	✓	X	✓	X	X
Universal[3,4] 148x210mm to 215.9x355.6mm (5.83x8.27in. to 8.5x14in.)	✓	✓	✓	✓	✓	X
Universal[3,4] 210x250mm to 215.9x355.6mm (8.27x11.0in. to 8.5x14in.)	✓	✓	✓	✓	✓	✓
9 Envelope 98.4x225.4mm (3.875x8.9in.)	✓	✓	X	✓	X	X
10 Envelope 104.8x241.3mm	✓	✓	X	✓	X	X

PAPER SIZE AND DIMENSION	STANDARD 250-SHEET TRAY	MANUAL FEEDER	OPTIONAL 650-SHEET DUO TRAY		550-SHEET TRAY	TWO-SIDED PRINTING
			550-SHEET TRAY	MULTIPUR-POSE FEEDER		
(4.12x9.5in.)						
DL Envelope 110x220mm (4.33x8.66in.)	✓	✓	X	✓	X	X
C5 Envelope 162x229mm (6.38x9.01in.)	✓	✓	X	✓	X	X
B5 Envelope 176x250mm (6.93x9.84in.)	✓	✓	X	✓	X	X
Monarch 98.425x190.5m-m (3.875x7.5in.)	✓	✓	X	✓	X	X
Other Envelope[5] 98.4x162mm to 176x250mm (3.87x6.38in. to 6.93x9.84in.)	✓	✓	X	✓	X	X

[1] Load this paper size into tray 1 and the manual feeder with the long edge entering the printer first.

[2] Load this paper size into tray 2, tray 3, and the multipurpose feeder with the short edge entering the printer first.

[3] When Universal is selected, the page is formatted for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

[4] Load narrow paper with the short edge entering the printer first..

[5] When Other Envelope is selected, the page is formatted for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

SUPPORTED PAPER TYPES

- Your printer model may have a 650-sheet duo tray, which consists of a 550-sheet tray and an integrated 100-sheet multipurpose feeder. The 550-sheet tray of the 650-sheet duo tray supports the same paper types as the 550-sheet tray. The integrated multipurpose feeder supports different paper sizes, types, and weights.

- Labels, envelopes, and card stock always print at 25 pages per minute.

PAPER TYPE	STANDARD 250-SHEET TRAY	MANUAL FEEDER	OPTIONAL 650-SHEET DUO TRAY			TWO-SIDED PRINTING
			550-SHEET TRAY	MULTIPUR-POSE FEEDER	550-SHEET TRAY	
Plain paper	✓	✓	✓	✓	✓	✓
Recycled paper	✓	✓	✓	✓	✓	✓
Glossy cardstock	✓	✓	✓	✓	✓	✓
Bond	✓	✓	✓	✓	✓	✓
Letterhead paper	✓	✓	✓	✓	✓	✓
Preprinted paper	✓	✓	✓	✓	✓	✓
Colored paper	✓	✓	✓	✓	✓	✓
Light paper	✓	✓	✓	✓	✓	✓
Heavy paper	✓	✓	✓	✓	✓	✓
Rough/ Cotton paper	✓	✓	✓	✓	✓	✓
Cardstock	✓	✓	✓	✓	✓	X
Lightweight cardstock	✓	✓	✓	✓	✓	X
Envelopes	✓	✓	X	✓	X	X
Labels	✓	✓	✓	✓	✓	✓
Vinyl labels	✓	✓	✓	✓	✓	X

SUPPORTED PAPER WEIGHTS

- Your printer model may have a 650-sheet duo tray, which consists of a 550-sheet tray and an integrated 100-sheet multipurpose feeder. The 550-sheet tray of the 650-sheet duo tray supports the same paper types as the 550-sheet tray. The integrated multipurpose feeder supports different paper sizes, types, and weights.

- Labels, envelopes, and card stock always print at 25 pages per minute.

PAPER TYPE AND WEIGHT	STANDARD 250-SHEET TRAY	MANUAL FEEDER	OPTIONAL 650-SHEET DUO TRAY		550-SHEET TRAY	TWO-SIDED PRINTING
			550-SHEET TRAY	MULTIPUR-POSE FEEDER		
Light paper [1] 60–74.9g/m² grain long (16–19.9-lb bond)	✓	✓	✓	✓	✓	✓
Plain paper 75–90.3g/m² grain long (20–24-lb bond)	✓	✓	✓	✓	✓	✓
Heavy paper 90.3–105g/m² grain long (24.1–28-lb bond)	✓	✓	✓	✓	✓	✓
Card stock 105.1–162g/m² grain long (28.1–47-lb bond)	✓[2]	✓[2]	✓[3]	✓[3]	✓[3]	X
Paper Labels [4] 131g/m²(35-lb bond)	✓	✓	✓	✓	✓	✓
Vinyl Labels [4] 131g/m²(35-lb bond)	✓	✓	✓	✓	✓	X

PAPER TYPE AND WEIGHT	STANDARD 250-SHEET TRAY	MANUAL FEEDER	OPTIONAL 650-SHEET DUO TRAY		550-SHEET TRAY	TWO-SIDED PRINTING
			550-SHEET TRAY	MULTIPUR-POSE FEEDER		
Envelopes [5,6] 60–105g/m² (16–28-lb bond)	✓	✓	X	✓	✓	X

[1] Paper less than 75 g/m2 (20 lb) must be printed with Paper Type set to Light Paper. Failure to do so may cause excessive curl which can lead to feeding errors, especially in more humid environments.

[2] Card stock up to 200 g/m2 (110 lb) index is supported.

[3] Card stock up to 162 g/m2 (90 lb) index is supported.

[4] Labels and other specialty media are supported for occasional use and must be tested for acceptability.

[5] 100 % cotton content maximum weight is 24-lb bond.

[6] 28-lb bond envelopes are limited to 25 % cotton content.

Set up, Install, and Configure

This chapter contains:

Selecting a location for the printer

- Leave enough room to open trays, covers, and doors and to install hardware options.

- Set up the printer near an electrical outlet.

> ⚠️ **Warning:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated andproperly grounded electrical outlet that is near the product and easily accessible.

> ⚠️ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

- Make sure that airflow in the room meets the latest revision of theASHRAE 62 standard or the CEN Technical Committee 156 standard.

- Provide a flat, sturdy, and stable surface.

- Keep the printer:
  - Clean, dry, and free of dust
  - Away from stray staples and paper clips
  - Away from the direct airflow of air conditioners, heaters, or ventilators
  - Free from direct sunlight and humidity extremes

- Observe the temperature range.

Operating temperature	10 to 32.2°C (50 to 90°F)

- Allow the following recommended amount of space around the printer for proper ventilation:
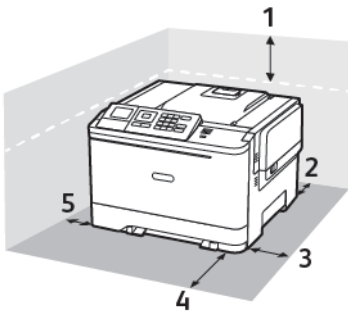
1	Top	254 mm (10 in.)
2	Rear	102 mm (4 in.)
3	Right side	76 mm (3 in.)
4	Front	508 mm (20 in.)
5	Left side	76 mm (3 in.)

Attaching cables

> ⚡ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

> ⚠ **Warning:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated andproperly grounded electrical outlet that is near the product and easily accessible.

> ⚠ **Warning:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

> ⚠ **Warning:** To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.
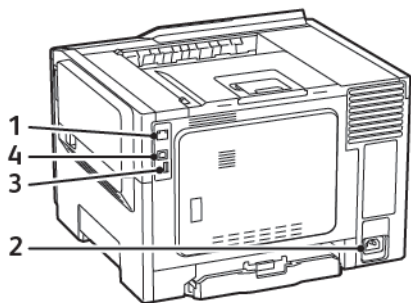
	USE THE	TO
1	Ethernet port	Connect the printer to a network.
2	Power cord socket	Connect the printer to an electrical outlet.
3	USB port	Attach a keyboard or any compatible option. This port is available only in some printer models.
4	USB printer port	Connect the printer to a computer.

Setting Up and Using the Home Screen Applications

🖉 Note: These applications are supported only in some printer models.

FINDING THE IP ADDRESS OF THE PRINTER

To view the IP address of the printer, open the Home Screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

If you are using a proxy server, temporarily disable it to load the Web page correctly.

USING THE HOME SCREEN

🖉 Note: Your home screen may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.

TOUCH		TO
1	Status/Supplies	• Show a warning or error message whenever the printer requires intervention to continue processing. • View more information on the printer warning or message, and on how to clear it. You can also access this setting by touching the top section of the home screen.
2	Job Queue	Show all the current print jobs. You can also access this setting by

TOUCH		TO
		touching the top section of the home screen.
3	Change Language	Change the language on the display.
4	Settings	Access the printer menus.
5	Eco-Settings	Manage energy consumption, noise, toner, and paper usage settings.
6	Held Jobs	Show the print jobs that are held in the printer memory.
7	USB Drive	Print photos and documents from a flash drive.
8	Address Book	Manage a contact list that other applications on the printer can access.

USING DISPLAY CUSTOMIZATION

Before using the application, make sure to do the following:

- Access the Embedded Web Server, and then configure the application.

- Enable and configure Slideshow Settings and Wallpaper Settings.

Changing the wallpaper image

1. From the home screen, touch **Change Wallpaper**.

2. Select an image to use.

3. Apply the changes.

Running a slide show from a flash drive

1. Insert a flash drive into the USB port.

2. From the home screen, touch **Slideshow**.

   Images appear in alphabetical order.

   Note: You can remove the flash drive after the slide show starts, but the images are not stored in the printer. If the slide show stops, then insert the flash drive again to view the images.

CONFIGURING ECO-SETTINGS

1. From the home screen, touch **Eco-Settings**.

2. Configure Eco-Mode or Schedule Power Modes.

3. Apply the changes.

MANAGING BOOKMARKS

Creating bookmarks

Use bookmarks to print frequently accessed documents that are stored in servers or on the web.

1. Open a web browser, and then type the printer IP address in the address field.

   - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

   - If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Bookmark Setup > Add Bookmark**, and then type a unique name for the bookmark.

3. Select an Address protocol type, and then do one of the following:

   - For HTTP and HTTPS, type the URL that you want to bookmark.

   - For HTTPS, make sure to use the host name instead of the IP address. For example, type `myWebsite.com/sample.pdf` instead of typing 123.123.123.123/sample.pdf. Make sure that the host name also matches the Common Name (CN) value in the server certificate. For more information on obtaining the CN value in the server certificate, see the help information for your web browser

   - For FTP, type the FTP address. For example, `myServer/myDirectory`. Enter the FTP port. Port 21 is the default port for sending commands.

   - For SMB, type the network folder address. For example, `myServer/myShare/myFile.pdf`. Type the network domain name.

   - If necessary, select the Authentication type for FTP and SMB.

   To limit access to the bookmark, enter a PIN.

   🖉 Note: The application supports the following file types: PDF, JPEG, TIFF, and HTML-based web pages. Other file types such as DOCX and XLXS are supported in some printer models.

4. Click **Save**.

5. To manage bookmarks, click **Bookmark Setup**.

Creating folders

1. Open a web browser, and then type the printer IP address in the address field.

   - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

   - If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Bookmark Setup > Add Folder**, and then type a unique name for the folder.

   🖉 Note: To limit access to the folder, enter a PIN.

3. Click **Save**.

- You can create folders or bookmarks inside a folder. To create a bookmark, see Creating bookmarks.

- To manage folders, click **Bookmark Setup**.

MANAGING CONTACTS

Adding contacts

1. Open a web browser, and then type the printer IP address in the address field.

    - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

    - If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Address Book**.

3. From the Contacts section, add a contact.

    🖉 Note: You can assign the contact to one or more groups.

4. If necessary, specify a login method to allow application access.

5. Apply the changes.

Adding groups

1. Open a web browser, and then type the printer IP address in the address field.

    - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

    - If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Address Book**.

3. From the Contact Groups section, add a group name.

    🖉 Note: You can assign one or more contacts to the group.

4. Apply the changes.

Editing contacts or groups

1. Open a Web browser, then type the printer IP address in the address field.

    - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

    - If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Address Book**.

3. Do either of the following:

    - From the Contacts section, click a contact name, and then edit the information.

    - From the Contact Groups section, click a group name, and then edit the information.

4. Apply the changes.

Deleting contacts or groups

1. Open a Web browser, then type the printer IP address in the address field.

   - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

   - If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Address Book**.

3. Do either of the following:

   - From the Contacts section, select a contact that you want to delete.

   - From the Contact Groups section, select a group name that you want to delete.

Setting Up and Using the Accessibility Features

These features are supported only in some printer models.

ACTIVATING VOICE GUIDANCE

NAVIGATING THE SCREEN USING GESTURES

- The gestures are applicable only when Voice Guidance is activated.
- Enable Magnification to use the zoom and pan gestures.
- Use a physical keyboard to type characters and adjust certain settings.

GESTURE	FUNCTION
Double-tap	Select an option or item on the screen.
Triple-tap	Zoom in or zoom out text and images.
Swipe right or swipe down	Move to the next item on the screen.
Swipe left or swipe up	Move to the previous item on the screen.
Pan	Access parts of the zoomed image that are beyond the limits of the screen. This gesture requires the use of two fingers to drag across a zoomed image.
Swipe up then left	Exit an application and return to the home screen.
Swipe down then left	- Cancel a job. - Go back to the previous setting. - Exit the screen that appears without changing any setting or value.
Swipe up then down	Repeat a spoken prompt.

ENABLING MAGNIFICATION MODE

1. From the control panel, press and hold the **5** key until you hear a voice message.
2. Select **Magnification mode**.
3. Select **OK**.

For more information on navigating a magnified screen, refer to Navigating the screen using gestures.

ADJUSTING THE VOICE GUIDANCE SPEECH RATE

1. From the home screen, select **Settings** > **Device** > **Accessibility** > **Speech Rate**.
2. Select the speech rate.

USING THE KEYBOARD ON THE DISPLAY

Do one or more of the following:

- Drag a finger over the key to announce the character.

- Lift the finger to enter or type the character in the field.

- Select **Backspace** to delete characters.

- To hear the content in the input field, select **Tab**, and then select **Shift + Tab**.

ENABLING SPOKEN PASSWORDS OR PERSONAL IDENTIFICATION NUMBERS

1. From the home screen, select **Settings > Device > Accessibility > Speak Passwords/PINs**.

2. Enable the setting.

Loading Paper and Specialty Media

SETTING THE PAPER SIZE AND TYPE

1. From the control panel, navigate to **Settings > Paper > Tray Configuration > Paper Size/Type**, then select a paper source.

   For non-touch-screen printer models, press ⬛OK to navigate through the settings.

2. Set the paper size and type.

CONFIGURING UNIVERSAL PAPER SETTINGS

1. From the control panel, navigate to:

   Settings > **Paper** > **Media Configuration** > **Universal Setup**

   For non-touch-screen printer models, press ⬛OK to navigate through the settings.

2. Configure the settings.

LOADING TRAYS

⚠️ **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

1. Remove the tray.

   🖉 Note: To avoid paper jams, do not remove trays while the printer is busy.
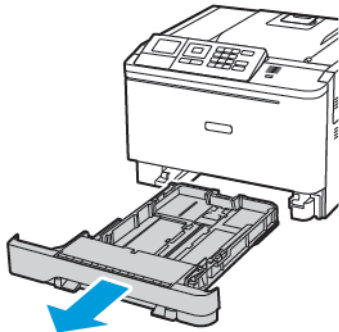
2. Adjust the guides to match the size of the paper that you are loading.

   Note: Use the indicators on the bottom of the tray to position the guides.
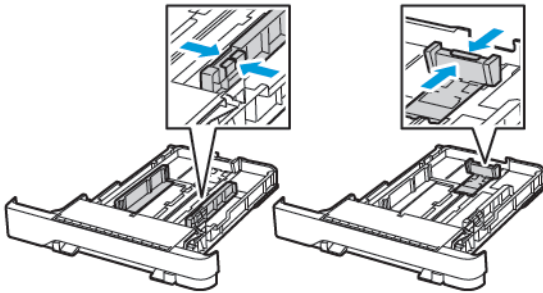
3. Flex, fan, and align the paper edges before loading.

4. Load the paper stack with the printable side faceup, and then make sure that the side guides fit snugly against the paper.
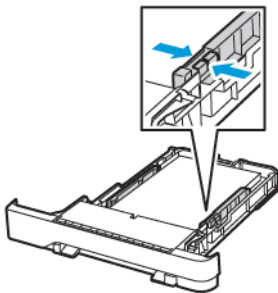
- Load letterhead faceup with the header toward the front of the tray for one-sided printing.

- Load letterhead facedown with the header toward the back of the tray for two-sided printing.

- Do not slide paper into the tray.

Xerox® C310 Color Printer User Guide

- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.
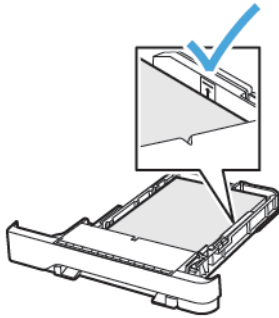
5. Insert the tray.

   If necessary, set the paper size and paper type from the control panel to match the paper loaded.

LOADING THE MULTIPURPOSE FEEDER

1. Open the multipurpose feeder.

   Note: The multipurpose feeder is available only in some printer models.
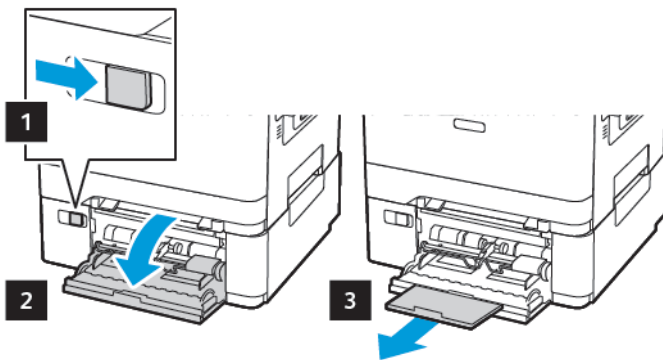
2. Adjust the guide to match the size of the paper that you are loading.
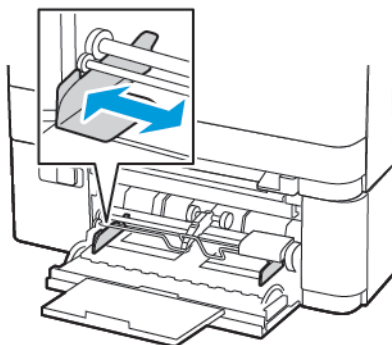
3. Flex, fan, and align the paper edges before loading.

4. Load paper.

- Load paper, card stock, and letterhead with the printable side facedown and the top edge entering the printer first.
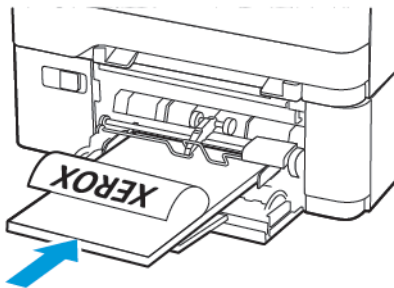
- Load envelopes with the flap side up and against the right side of the paper guide.
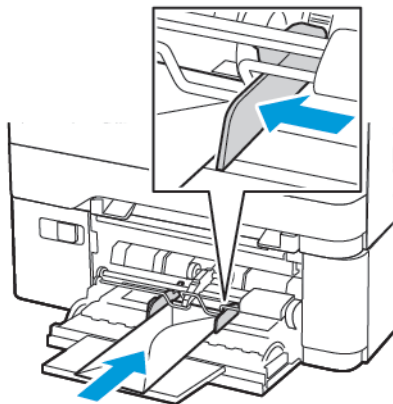
> ⚠ **Warning:** Do not use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives.

5. From the control panel, set the paper size and paper type to match the paper loaded.

LOADING THE MANUAL FEEDER

1. Adjust the guide to match the size of the paper that you are loading.
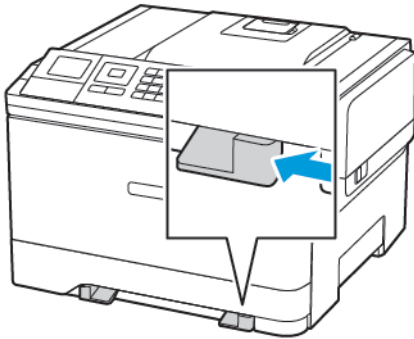
2. Load a sheet of paper with the printable side facedown.

    - Load letterhead with the printable side facedown and the top edge entering the printer first for one-sided printing.
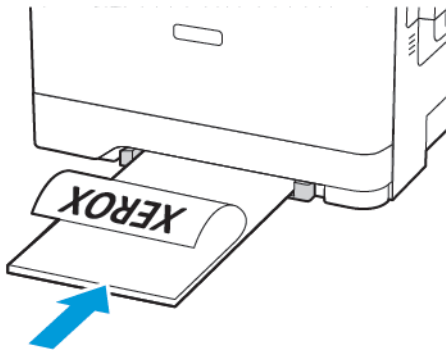
    - Load letterhead with the printable side faceup and the top edge entering the printer last for two-sided printing.
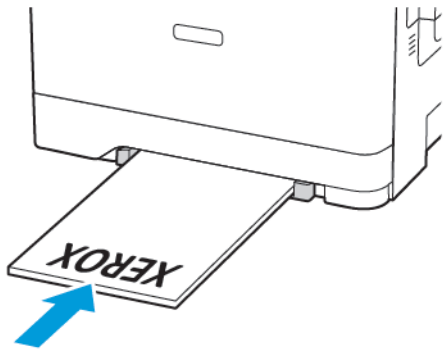
    - Load envelope with the flap side up and against the right side of the paper guide.
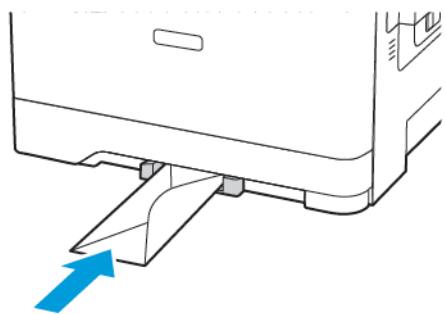
3. Feed the paper until its leading edge gets pulled in.

> ⚠ **Warning:** To avoid paper jams, do not force paper into the manual feeder.

LINKING TRAYS

1. Open a Web browser, then type the printer IP address in the address field.
   You can locate the printer IP address on the home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123

2. Click **Settings > Paper > Tray Configuration**.

3. Set the same paper size and paper type for the trays that you are linking.

4. Save the settings.

5. Click **Settings > Device > Maintenance > Configuration Menu > Tray Configuration**.

6. Set Tray Linking to **Automatic**.

7. Save the settings.

To unlink trays, make sure that no trays have the same paper size and paper type settings.

> ⚠ **Warning:** The temperature of the fuser varies according to the specified paper type. To avoid printing issues, match the paper type setting in the printer with the paper loaded in the tray.

Upgrade and Migrate

Accessing the controller board

⚡ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

1. Turn off the printer.

2. Unplug the power cord from the electrical outlet, and then from the printer.

3. Using a flat-head screwdriver, remove the controller board access cover.

⚠️ **Warning:** Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board electronic components or connectors.
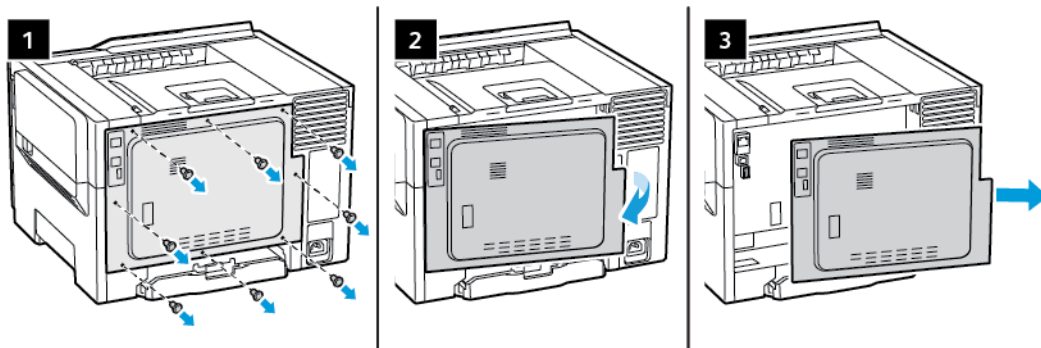
4. Attach the access cover.
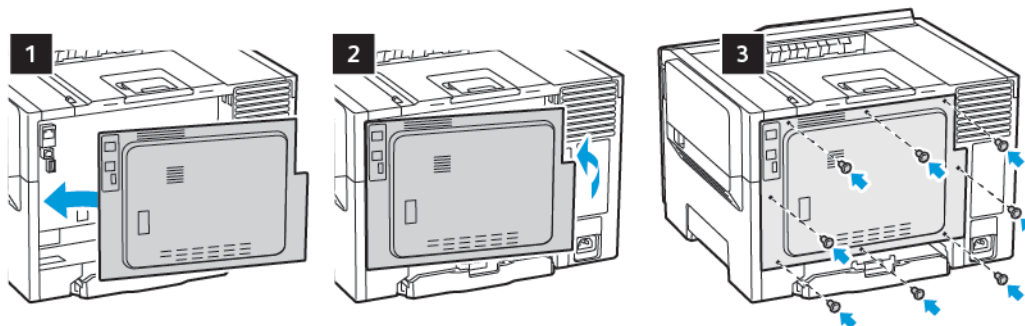
5. Connect the power cord to the printer, and then to the electrical outlet.

> ⚠ **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near and easily accessible.

6. Turn on the printer.

Installing optional trays

> 🖊 Note: Depending on your printer model, you can install an optional 650-sheet duo tray.

> ⚠ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

1. Turn off the printer.

2. Unplug the power cord from the electrical outlet, and then from the printer.

3. Unpack the optional tray, and then remove all packing material.

4. Align the printer with the optional tray, and then lower the printer into place.

> ⚠ **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 18kg (40lb), then it requires two or more trained personnel to lift it safely.
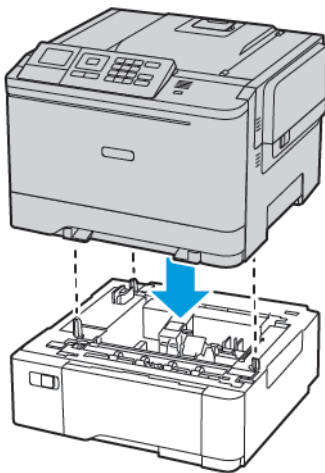
5. Connect the power cord to the printer, and then to the electrical outlet.

> ⚠ **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

6. Turn on the printer.

Add the tray in the print driver to make it available for print jobs. For more information, see Adding available options in the print driver.

INSTALLING AND UPDATING SOFTWARE, DRIVERS, AND FIRMWARE

Installing the Software

Before you install the print driver software, verify that the printer is plugged in, powered on, connected correctly, and has a valid IP address. The IP address usually appears in the upper right corner of the control panel.

To view the IP address of the printer, refer to Finding the IP Address of the Printer.

> Note: If the *Software and Documentation disc* is not available, download the latest drivers from www.xerox. com/drivers

Operating System Requirements

- Windows 7 SP1, Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2008 R2, Windows Server 2012, Windows Server 2016, Windows Server 2019, and Windows Server 2022.

- MacOS version 10.14 and later.

- UNIX and Linux: Your printer supports connection to various UNIX platforms through the network interface.

Installing the Print Drivers for a Windows Network Printer

1. Insert the *Software and Documentation disc* into the appropriate drive on your computer. If the installer does not start automatically, navigate to the drive, then double-click the **Setup.exe** installer file.

2. Click **Xerox Smart Start — Driver Installer (Recommended)**.

3. At the License Agreement, click **Agree**.

4. From the list of discovered printers, select your printer.
   When you install print drivers for a network printer, if your printer does not appear in the list, click **Don't See Your Printer?**, then enter the IP address for your printer.

   To view the IP address of your printer, refer to Finding the IP Address of the Printer.

5. Click **Quick Install**.

   A message appears that confirms that the installation is successful.

6. To complete the installation and close the Installer window, click **Done**.

Installing the Windows Print Driver .zip File

You can download print drivers from Xerox.com in a .zip file, then use the Windows Add Printer Wizard to install the print drivers on your computer.

To install the print driver from the .zip file:

1. Download, then extract the required .zip file to a local directory on your computer.

2. At your computer, open the **Control Panel**, then select **Devices and Printers > Add a Printer**.

3. Click **The printer that I want isn't listed**, then click **Add a local printer or network printer with manual settings**.

4. To use a previously established port, select **Use an existing port**, then from the list, select a Standard TCP/IP Port.

5. To create a Standard TCP/IP port:

    a. Select **Create a New Port**.

    b. For Type of port, select **Standard TCP/IP Port**, then click **Next**.

    c. In the Hostname or IP address field, type the printer IP address or host name.

    d. To disable the feature, clear the check box for **Query the printer and automatically select the driver to use**, then click **Next**.

6. Click **Have Disk**.

7. Click **Browse**. Browse to, then select the driver.inf file for your printer. Click **Open**.

8. Select your printer model, then click **Next**.

9. If a prompt appears because the print driver was installed previously, click **Use the driver that is currently installed (recommended)**.

10. In the Printer name field, type a name for your printer.

11. To install the print driver, click **Next**.

12. If needed, set the printer as the default printer.

    📝 Note: Before you select **Share Printer**, contact your system administrator.

13. To send a test page to the printer, click **Print a test page**.

14. Click **Finish**.

Installing the Print Drivers for a Windows USB Printer

1. Connect the B end of a standard A/B USB 2.0 or USB 3.0 cable to the USB Port on the back of the printer.

2. Connect the A end of the USB cable to the USB port on the computer.

3. If the Windows Found New Hardware Wizard appears, click **cancel**.

4. Insert the *Software and Documentation disc* into the appropriate drive on your computer. If the installer does not start automatically, navigate to the drive, then double-click the **Setup.exe** installer file.

5. Click **Xerox Smart Start — Driver Installer (Recommended)**.

6. At the License Agreement, click **Agree**.

7. From the list of discovered printers, select your printer, then click **Quick Install**.

    A message appears that confirms that the installation is successful.

8. To complete the installation and close the Installer window, click **Done**.

Installing the Printer as a Web Service on Devices

Web Services on Devices (WSD) allows a client to discover and access a remote device and its associated services across a network. WSD supports device discovery, control, and use.

Installing a WSD Printer Using the Add Device Wizard

1. At your computer, click **Start**, then select **Printers and Scanners**.

2. To add the required printer, click **Add a Printer or Scanner**.

3. In the list of available devices, select the device that you want to use, then click **Next**.

   🖉 Note: If the printer that you want to use does not appear in the list, click **Cancel**. To add the printer manually, use the IP address of the printer. For details, refer to Installing the Windows Print Driver .zip File.

4. Click **Close**.

Installing the Drivers and Utilities for MacOS

1. Download the latest print driver from https://www.xerox.com/office/drivers.

2. Open the Xerox® Print Drivers 5.xx.x.dmg or .pkg as needed for your printer.

3. To run Xerox® Print Drivers 5.xx.x.dmg or .pkg, double-click the appropriate file name.

4. When prompted, click **Continue**.

5. To accept the license agreement, click **I Agree**.

6. To accept the current installation location, click **Install**, or select another location for the installation files, then click **Install**.

7. If prompted, enter your password, then click **OK**.

8. From the list of discovered printers, select your printer, then click **Next**.

9. If your printer does not appear in the list of discovered printers:

   a. Click the **Network Printer Icon**.

   b. Type the IP address of your printer, then click **Continue**.

   c. Select your printer in the list of discovered printers, then click **Continue**.

10. If your printer was not detected, verify that the printer is powered on and that the Ethernet or USB cable is connected properly.

11. To accept the print queue message, click **OK**.

12. Select or clear the **Set Printer as Default** and **Print a Test Page** check boxes.

13. Click **Continue**, then click **Close**.

Adding the Printer for MacOS

For networking, set up your printer using Bonjour® (mDNS), or for an LPD, LPR connection, connect using the IP address of your printer. For a non-network printer, create a desktop USB connection.

For more information, go to the Online Support Assistant at: https://www.xerox.com/support.

Adding the Printer Using Bonjour

To add the printer using Bonjour®:

1. From the computer Applications folder or from the dock, open **System Preferences**.

2. Click **Printers & Scanners**.

   The list of printers appears on the left of the window.

3. For the list of printers, click the Plus icon (**+**).

4. At the top of the window, click the **Default** icon.

5. Select your printer from the list, then click **Add**.

   📝 Note: If your printer is not detected, verify that the printer is powered on and that the Ethernet cable is connected properly.

Adding the Printer by Specifying the IP Address

To add the printer by specifying the IP address:

1. From the computer Applications folder or from the dock, open **System Preferences**.

2. Click **Printers & Scanners**.

   The list of printers appears on the left of the window.

3. In the list of printers, click the Plus (**+**) icon.

4. Click **IP**.

5. From the Protocol list, select the protocol.

6. In the Address field, enter the IP address of the printer.

7. In the Name field, enter a name for the printer.

8. From the Use list, choose **Select a driver to use**.

9. From the printer software list, select the print driver for your printer model.

10. Click **Add**.

Installing Print Drivers and Utilities for UNIX and Linux

For more information on installing print drivers and utilities for UNIX and Linux, refer to https://www.xerox.com/office/drivers.

Updating Software

Some applications require a minimum device software level to operate correctly.

For more information on updating the device software, contact your customer service representative.

1. Open a web browser, then type the printer IP address in the address field.

   - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

   - If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Settings > Device > Software Update**.

3. Choose one of the following:

- Click **Check for updates > I agree, start update**.

- To upload the software file, perform the following steps:
  To get the latest software, go to www.xerox.com, and search for your printer model.

  1. Browse to the software file.

     Note: Make sure that you have extracted the software.zip file.

  2. Click **Upload > Start**.

Exporting or importing a configuration file

You can export the configuration settings of your printer into a text file, and then import the file to apply the settings to other printers.

1. Open a Web browser, then type the printer IP address in the address field.

   - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

   - If you are using a proxy server, temporarily disable it to load the Web page correctly.

2. From the Embedded Web Server, click **Export Configuration** or **Import Configuration**.

3. Follow the instructions on the screen.

4. If the printer supports applications, then do the following:

   a. Click **Apps**, select the application, then click **Configure**.

   b. Click **Export** or **Import**.

Adding available options in the print driver

For Windows users

1. Open the printers folder.

2. Select the printer you want to update, and then do either of the following:

   - For Windows 7 or later, select **Printer properties**.

   - For earlier versions, select **Properties**.

3. Navigate to the Configuration tab, and then select **Update Now** - **Ask Printer**.

4. Apply the changes.

For Macintosh users

1. From System Preferences in the Apple menu, navigate to your printer, and then select **Options & Supplies**.

2. Navigate to the list of hardware options, and then add any installed options.

3. Apply the changes.

Xerox® Easy Assist App

To access the printer from your smartphone, download and install the Xerox Easy Assist app to your mobile device. By installing the Xerox Easy Assist app on your smartphone, you can setup your new printer easily, manage its configuration, view alerts indicating supply requirement and order them, and get live troubleshooting support for your printer.

The Xerox Easy Assist App has instructions and video links that helps you to unpack the printer from its shipping box. To install the Xerox Easy Assist app on your smartphone, you need to scan a QR Code. There are two types of QR Codes:

- The first QR Code is for the initial installation of the app. You can find this QR Code on the packaging box or the Installation Guide that comes with the printer. To install the Xerox Easy Assist app for the first time, you are required to scan this QR Code with your smartphone camera.

- The second QR Code is to setup a Wireless network connection between the smartphone and the printer. For example, connection to Wi-Fi Direct. For the printers with touchscreen User Interface or bigger than 2–line display interface, you can find this QR Code at the control panel of the printer. For more information, refer to Connecting to the Xerox® Easy Assist App for Installed Printers. You are required to scan the second QR Code through the Xerox Easy Assist app.

To install and use the Xerox Easy Assist app, do the following:

1. To watch a helpful video to unpack your printer, scan the QR Code from the packaging box or the Installation Guide that came with your printer, with your smartphone camera.

   Based on your smartphone, you are prompted to download the app from Apple App Store or Google Play Store. Accept the End-User License Agreement (EULA), then follow the instructions that appear on the app.

2. For initial setup when the printer is powered on for the first time, the initial setup wizard appears. At the printer control panel, do the following:

   a. Select your **Language**, then touch **Next**.

      The Xerox Easy Assist Mobile App screen appears.

   b. To use your mobile device to set up and manage your printer, touch **Yes**.

      Get the App screen appears to confirm the type of your mobile device. Choose any one option:

      - **iOS**: To install the Xerox Easy Assist app for your iPhone, select this option.

      - **Android**: To install the Xerox Easy Assist app for your Android mobile device, select this option.

      - **I have the App**: If you have installed Xerox Easy Assist app on your mobile device already, select this option.

3. If you have selected iOS or Android option, a screen appears to help you download the app. At the control panel, touch **Show QR Code** option.

   A screen appears with the QR Code. To install the app, scan the QR Code with your smartphone camera.

4. Download and install the Xerox Easy Assist app on your smartphone:

   - For Android phones: Go to Google Play Store, then search for Xerox Easy Assist app.

   - For iOS or iPhones: Go to Apple App Store, then search for Xerox Easy Assist app.

5. When you install the app for the first time on your smartphone, for End-User License Agreement (EULA), touch **I Agree**.

6. Follow the instructions that appear on the app. To connect your smartphone with the printer, touch **Connect To My Printer**.

7. At the printer control panel, to connect to the app, touch **Show QR Code** option. The second QR Code appears.

   ⓘ Important: For the printers with 2-line display interface, there is no QR Code on the control panel. To connect the printer to your mobile device, follow the instructions that appear on the control panel. When prompted, type the Wi-Fi Direct SSID Name and Password for your printer. The printer and the app are connected through Wi-Fi Direct.

8. Scan the second QR Code through the Xerox Easy Assist app. Follow the instructions that appear on the app.

   When the connection is configured, your smartphone and the printer share the same Wireless network, temporarily.

9. With the support of Xerox Easy Assist app, complete the general settings and register the printer on the network.
   General settings include Admin Password, Connectivity, Measurements, Date and Time, Sound, Power Saver settings, and more.

   🖉 Note: Ensure that your smartphone is connected to the same Wireless or wired network as the printer and they can communicate after the setup is complete.

10. To complete the initial setup in the app, type the necessary information for your printer, then touch **Complete Setup**.

    The Welcome screen appears.

11. When the initial setup is complete, with the Xerox Easy Assist app, you can perform the following:

Set Up a New Printer

If you have the QR Code or IP Address available, you can set up a new Xerox printer with the help of Xerox Easy Assist app. On My Printers screen in the app, touch the **+** icon, then touch **Set Up a New Printer**. Follow the instructions from the app.

Printer Status

The status displays the printer information, such as readiness of the printer, toner level, and paper tray status for each tray. You can order parts and supplies through the Xerox Easy Assist app. If the toner level appears to be low, to order a new toner, select the **Toner** icon, then touch **Reorder**.

Alerts

The Xerox Easy Assist app can notify you of any errors or problems in the printer. To view the error statement, touch the **Bell** icon.

Print

You can perform a print job through the Xerox Easy Assist app. In the app, select your printer, then touch **Print**. Select the document that you need to print from your mobile device, confirm the print settings, then touch **Print**.

Device Settings

You can view and edit your printer settings from the **Device Settings** tab. If you have not setup a password during the initial setup, to view or edit existing printer settings, you need to set up the password.

Support

You can request support and find solutions for printer related problems through the Xerox Easy Assist app. In the app, select your printer, then touch **Support**. It connects you to Xerox's Support Agent Live Chatbot.

Print and Scan Drivers

You can download Print and Scan Drivers for your printer through Xerox Easy Assist app. In the app, select your printer, then touch **Print and Scan Drivers**. In the Email field, type your registered email address, then touch the **+** icon to add your email. To download and install the Print and Scan Drivers, the app sends a Quick Link to your email address.

Print Test Page

To confirm that all settings are correct, you can print a test page. In the app, select your printer, then touch **Print Test Page**.

Remove a Printer

You can remove a printer from the Xerox Easy Assist app. On your app, select a printer, then touch **Remove**.

CONNECTING TO THE XEROX® EASY ASSIST APP FOR INSTALLED PRINTERS

To install and use the Xerox Easy Assist (XEA) app for a printer that does not require initial installation setup, you can find the QR Code from the control panel **Notification Center > Connected to Network > Connect to Xerox Easy Assist App > Show QR Code**. Scan the QR Code, then follow the instructions that appear on the control panel and your mobile device:

- Based on your smartphone, to install the app for the first time, you are prompted to download the app from Apple App Store or Google Play Store.

- If you have the app installed already, to access Xerox Easy Assist features, connect to the printer with your smartphone.

  ⓘ Important: For the printers with 2-line display interface, there is no QR Code on the control panel. To connect the printer to your mobile device, follow the instructions that appear on the control panel. When prompted, type the Wi-Fi Direct SSID Name and Password for your printer. The printer and the app are connected through Wi-Fi Direct.

If your printer is already set up on your network and the Initial Setup Wizard is complete, through the XEA app you can add the printer directly to the list of My Printers. You can see the printer status, get print drivers, and get Chatbot support. To add a printer that is on the network, open the XEA app Home page. On the My Printers screen, touch the **+** icon. The app looks for nearby printers on the network:

- If the app finds your printer, you can select and add the printer directly.

- If the app is unable to find the printer you are looking for, then you can add the printer by typing its IP address.

If the printer and mobile device cannot communicate, ensure that they are on the same network.

Networking

CONNECTING THE PRINTER TO A WIRELESS NETWORK USING WI-FI PROTECTED SETUP (WPS)

Before you begin, make sure that:

- The access point (wireless router) is WPS-certified or WPS-compatible. For more information, see the documentation that came with your access point.

- A wireless network adapter is installed in your printer. For more information, see the instructions that came with the adapter.

Using the Push Button method

1. From the control panel, navigate to:

   Settings > **Network/Ports** > **Wireless** > **Wi-Fi Protected Setup** > **Start Push Button Method**

   For non-touch-screen printer models, press OK to navigate through the settings.

2. Follow the instructions on the display.

Using the personal identification number (PIN) method

1. From the control panel, navigate to**Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start PIN Method**

   Note: For non-touchscreen printer models, press **OK** to navigate through the menu settings.

2. Copy the eight-digit WPS PIN.

3. Open a Web browser, and then type the IP address of your access point in the address field.

   - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

   - If you are using a proxy server, then temporarily disable it to load the web page correctly.

4. Access the WPS settings. For more information, see the documentation that came with your access point.

5. Enter the eight-digit PIN, then save the changes.

Printing the Menu Settings Page

From the control panel, navigate to:

Settings > **Reports** > **Menu Settings Page**

For non-touch-screen printer models, press to navigate through the settings.

Secure the Printer

This chapter contains:

Locating the security slot

The printer is equipped with a security lock feature. Attach a security lock compatible with most laptop computers in the location shown to secure the printer in place.
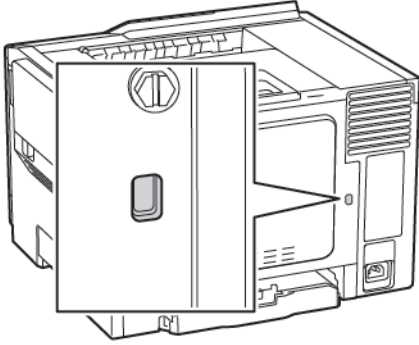
Erasing printer memory

To erase volatile memory or buffered data in your printer, turn off the printer.

To erase non-volatile memory or individual settings, device and network settings, security settings, and embedded solutions, do the following:

1. From the control panel, navigate to:

   Settings > Device > Maintenance > Out of Service Erase > Sanitize all information on nonvolatile memory

   For non-touch-screen printer models, press to navigate through the settings.

2. Depending on your printer model, select **ERASE** or **Continue**.

3. Follow the instructions on the display.

Restoring factory default settings

1. From the control panel, navigate to **Settings > Device > Restore Factory Defaults**

2. For Restore Settings, select the settings that you want to restore.

3. When you are satisfied, select **Start**.

Statement of Volatility

TYPE OF MEMORY	DESCRIPTION
Volatile memory	The printer uses standard random access memory (RAM) to buffer temporarily user data during simple print and copy jobs.
Nonvolatile memory	The printer may use two forms of nonvolatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, printer settings, network information, scanner and bookmark settings, and embedded solutions.

Erase the content of any installed printer memory in the following circumstances:

- The printer is decommissioned.
- The printer is moved to a different department or location.
- The printer is serviced by someone from outside your organization.
- The printer is removed from your premises for service.
- The printer is sold to another organization.

Print

This chapter contains:

Printing from a computer

Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document.

1. From the document that you are trying to print, open the Print dialog.

2. If necessary, adjust the settings.

3. Print the document.

Printing from a mobile device

PRINTING FROM A MOBILE DEVICE USING MOPRIA PRINT SERVICE

Mopria® Print Service is a mobile printing solution for mobile devices running on Android version 4.4 or later. It allows you to print directly to any Mopria-certified printer.

Note: Before printing, make sure that the Mopria Print Service is enabled.

1. From the home screen of your mobile device, launch a compatible application.

2. Tap **Print**, and then select a printer.

3. Print the document.

PRINTING FROM A MOBILE DEVICE USING AIRPRINT

AirPrint is a mobile printing solution that allows you to print directly from Apple devices to an AirPrint-certified printer.

- This application is supported only in some Apple devices.

- This application is supported only in some printer models.

1. From the home screen of your mobile device, launch a compatible application.

2. Select an item to print, and then tap the share icon.

3. Tap **Print**, and then select a printer.

4. Print the document.

Printing from a flash drive

This feature is available only in some printer models.

1. Insert the flash drive.
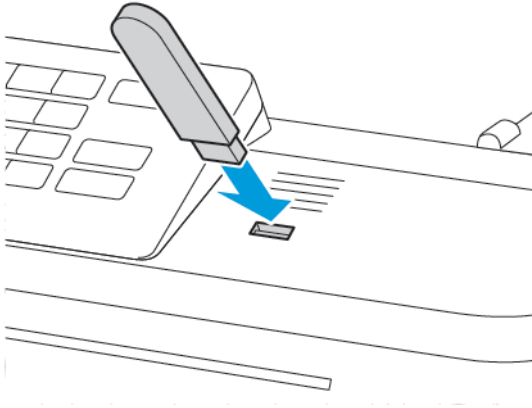
    - If you insert the flash drive when an error message appears, then the printer ignores the flash drive.
    - If you insert the flash drive while the printer is processing other print jobs, then Busy appears on the display.

2. Select the document that you want to print.

    If necessary, configure other print settings.

3. Print the document.

    To print another document, select **USB Drive**.

    > ⚠ **Warning:** To avoid loss of data or printer malfunction, do not touch the flash drive or the printer in the area shown while actively printing, reading, or writing from the memory device.
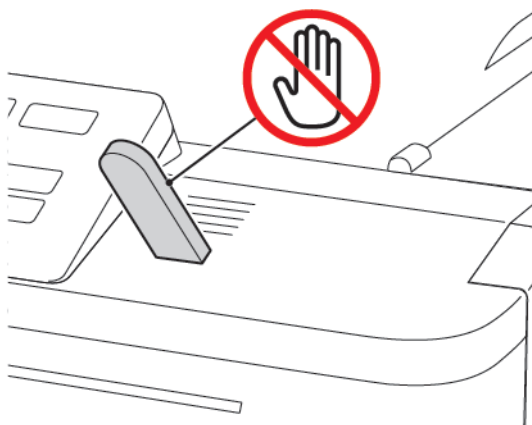
Supported flash drives and file types

FLASH DRIVES

The printer supports high-speed USB flash drives with full-speed standard. USB flash drives must support the File Allocation (FAT) system.

- Lexar JumpDrive S70 (16GB and 32GB)
- SanDisk Cruzer (16GB and 32GB)
- PNY Attache (16GB and 32GB)

FILE TYPES

Documents

- PDF (version 1.7 or earlier)
- HTML
- XPS
- Microsoft file formats (.doc, .docx, .xls, .xlsx, .ppt, .pptx)

Images

- .dcx
- .gif
- .JPEG or .jpg
- .bmp
- .pcx
- .TIFF or .tif
- .png

Configuring confidential jobs

1. From the control panel, navigate to:

   Settings > **Security** > **Confidential Print Setup**

   In some printer models, access the setting from the Embedded Web Server.

2. Configure the settings.

USE	TO
Max Invalid PIN	Set the number of times an invalid PIN can be entered. When the limit is reached, the print jobs for that user name are deleted.
Confidential Job Expiration	Set the expiration time for confidential print jobs. Confidential held jobs are stored in the printer until they are released or deleted manually.
Repeat Job Expiration	Set the expiration time for a repeat print job. Repeat held jobs are stored in the printer memory for reprinting.
Verify Job Expiration	Set the expiration time that the printer prints a copy before printing the remaining copies. Verify jobs print one copy to check if it is satisfactory before printing the remaining copies.
Reserve Job Expiration	Set the expiration time that the printer stores print jobs. Reserve held jobs are automatically deleted after printing.
Require All Jobs to be Held	Set the printer to hold all print jobs.

Printing confidential and other held jobs

FOR WINDOWS USERS

1. With a document open, click **File** > **Print**.

2. Click **Properties**, **Preferences**, **Options**, or **Setup**.

3. Click **Print and Hold**.

4. Select **Use Print and Hold**, and then assign a user name.

5. Select the print job type (Confidential, Repeat, Reserve, or Verify).

   If the print job is confidential, then enter a four-digit PIN.

6. Click **OK** or **Print**.

7. From the printer home screen, release the print job.

   - For confidential print jobs, navigate to:

     Held jobs > select your user name > **Confidential** > enter the PIN > select the print job > configure the settings > **Print**

   - For other print jobs, navigate to:

     Held jobs > select your user name > select the print job > configure the settings > **Print**

FOR MACINTOSH USERS

1. With a document open, choose **File** > **Print**.

   If necessary, click the disclosure triangle to see more options.

2. From the print options or Copies & Pages menu, choose **Job Routing**.

3. Select the print job type (Confidential, Repeat, Reserve, or Verify).

   If the print job is confidential, then assign a user name and a four-digit PIN.

4. Click **OK** or **Print**.

5. From the printer home screen, release the print job.

   - For confidential print jobs, navigate to:

     Held jobs > select your user name > **Confidential** > enter the PIN > select the print job > configure the settings > **Print**

   - For other print jobs, navigate to:

     Held jobs > select your user name > select the print job > configure the settings > **Print**

Printing a font sample list

1. From the control panel, navigate to:

   Settings > **Reports** > **Print** > **Print Fonts**

   For non-touch-screen printer models, press OK to navigate through the settings.

2. Select a font sample.

Use the Printer Menus

This chapter contains:

Menu Map

Device	• Preferences	• Maintenance
	• Eco-Mode	• Visible Home Screen Icons
	• Remote Operator Panel	• Site Map
	• Notifications — Do Not Use	• Software Update
	• Power Management	• Remote Services Data Upload
	• Restore Factory Defaults	• About this Printer
Print	• Layout	• PDF
	• Setup	• PostScript
	• Quality	• PCL
	• Job Accounting	• HTML
	• XPS	• Image
Paper	• Tray Configuration	• Media Configuration
USB Drive	Flash Drive Print	
Network/Ports	• Network Overview	• IPSec
	• Wireless	• 802.1x
	• Wi-Fi Direct	• LPD Configuration
	• AirPrint	• HTTP/FTP Settings
	• Mobile Services Management	• ThinPrint
	• Ethernet	• USB
	• TCP/IP	• Restrict external network access
	• SNMP	• Universal Print
Security [2]	• Login Methods	• Confidential Print Setup
	• Certificate Management	• Erase Temporary Data Files
	• Schedule USB Devices	• Solutions LDAP Settings
	• Security Audit Log	• Miscellaneous
	• Login Restrictions	
Reports	• Menu Settings Page	• Network
	• Device	
Supplies Plan	• Plan Activation	• Subscription Service
	• Plan Conversion	
[1] In some printer models, this menu can be configured only from the Embedded Web Server.		
[2] This menu is available only in some printer models.		

Device

PREFERENCES

MENU ITEM	DESCRIPTION
Display Language	Set the language of the text that appears on the display.
Country/Region	Identify the country or region where the printer is configured to operate.
Run initial setup • Off* • On	Run the setup wizard.
Displayed information • Display Text 1 [IP Address*] • Display Text 2 [Date/Time*] • Custom Text 1 • Custom Text 2	Specify the information to appear on the home screen. Custom Text 1 and Custom Text 2 appear only in some printer models.
Date and Time Configure • Current Date and Time • Manually Set Date and Time • Date Format [MM-DD-YYYY*] • Time Format [12 hour A.M./P.M.*] • Time Zone [GMT*]	Configure the printer date and time.
Date and Time Network Time Protocol • Enable NTP [On*] • NTP Server • Enable Authentication	Configure the settings for Network Time Protocol (NTP). • Enable Authentication appears only in some printer models. • When Enable Authentication is set to MD5 key, Key ID and Password appear.
Paper Sizes • U.S.* • Metric	Specify the unit of measurement for paper sizes. The country or region selected in the initial setup wizard determines the initial paper size setting.
Flash Drive Access • Enabled* • Disabled	Enable access to the flash drive. This menu item appears only in some printer models.
Screen Timeout 5–300 (60*)	Set the idle time in seconds before the display shows the home screen, or before the printer logs off a user account automatically.

ECO-MODE

MENU ITEM	DESCRIPTION

External VNC Connection
 	
Print
 	
• Sides
 	
  – 1–Sided
 	
  – 2–Sided
 	
• Pages per Side
 	
  – Off
 	
  – 2, 3, 4, 6, 9, 12, or 16
 	
• Toner Darkness
 	
  – 1 (lightest) through
 	
  – 5 (darkest)
 	
• Color Saver
 	
  – On
 	
  – Off
	Settings that enable you to save paper and toner.

REMOTE OPERATOR PANEL

MENU ITEM	DESCRIPTION
External VNC Connection Don't Allow* Allow	Connect an external Virtual Network Computing (VNC) client to the remote control panel.
Authentication Type None* Standard Authentication	Set the authentication type when accessing the VNC client server. When set to Standard Authentication, VNC Password appears.

         Xerox® C310 Color Printer User Guide

NOTIFICATIONS — DO NOT USE

MENU ITEM	DESCRIPTION
Supplies Show Supply Estimates Show estimates* Do not show estimates	Show the estimated status of the supplies.

Supplies
 	
Custom Supply Notifications
• Notification Settings — Custom Supply Levels
  – On
  – Off
• **Black Cartridge**
  – Custom Message
    – On
    – Off
  – Default
  – Alternate
 	
Custom Notifications — Indicates the list of notifications set with the Percent Remaining and Behavior.
• **Cyan Cartridge**
  – Custom Message
    – On
    – Off
  – Default
  – Alternate
 	
Custom Notifications — Indicates the list of notifications set with the Percent Remaining and Behavior.
• **Magenta Cartridge**
  – Custom Message
    – On
    – Off
  – Default
  – Alternate
	You can configure custom supply notifications. Settings and modes are defined on this page. Modes include:
	• **Off**: The normal printer behavior for all supplies will occur.
	• **SNMP Only**: The printer will only generate an SNMP alert when this state is reached. There will be no indication on the panel of the state. The state will appear on the menus page and status page.
	• **E-mail**: The printer will only generate an e-mail when this state is reached. There will be no indication on the panel of the state. The state will appear on the menus page and status page.
	• **Warning**: The printer will not stop when the state is reached, however a warning message will appear on the panel and an e-mail will be generated.
	• **Continuable Stop**: The printer will stop when the state is reached and the user can press a button to continue printing. If e-mail notification for supply events is enabled, an e-mail will be generated.
	• **Non-Continuable Stop**: The printer will stop when the state is reached and the user will not be able to press any buttons to continue printing. The supply must be replaced at this time to continue printing. If e-mail notification for supply events is enabled, an e-mail will be generated. For some supplies, Hard Stop is the only choice at empty because physical damage will occur if printing were to continue.

MENU ITEM	DESCRIPTION

Custom Notifications — Indicates the list of notifications set with the Percent Remaining and Behavior.
 	
• **Yellow Cartridge**
  – Custom Message
    – On
    – Off
  – Default
  – Alternate
 	
Custom Notifications — Indicates the list of notifications set with the Percent Remaining and Behavior.
 	
• **Imaging Kit**
  – Custom Message
    – On
    – Off
  – Default
  – Alternate
 	
Custom Notifications — Indicates the list of notifications set with the Percent Remaining and Behavior.
 	
• **Waste Toner Bottle**
  – Custom Message
    – On
    – Off
  – Default
  – Alternate
 	
Custom Notifications — Indicates the list of notifications set with the Percent Remaining and Behavior.
 	
• **Paper Jam**
  – Custom Message
    – On
    – Off
  – Default	

MENU ITEM	DESCRIPTION
– Alternate • **Load Paper** – Custom Message – On – Off – Default – Alternate • **Service Errors** – Custom Message – On – Off – Default – Alternate	
E-mail Alerts Setup E-mail Setup Primary SMTP Gateway	Type the IP address or host name of the primary SMTP server for sending e-mail. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Primary SMTP Gateway Port 1–65535 (25*)	Enter the port number of the primary SMTP server. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Secondary SMTP Gateway	Type the server IP address or host name of your secondary or backup SMTP server. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Secondary SMTP Gateway Port 1–65535 (25*)	Enter the server port number of your secondary or backup SMTP server. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup SMTP Timeout 5-30 seconds (30*)	Specify how long before the printer times out if the SMTP server does not respond. This menu item appears only in some printer models.

MENU ITEM	DESCRIPTION
E-mail Alerts Setup E-mail Setup Reply Address	Specify a reply address in the e-mail. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Always use SMTP default Reply Address Off* On	Use the SMTP default Reply Address. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Use SSL/TLS Disabled* Negotiate Required	Send an e-mail using an encrypted link. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Require Trusted Certificate On* Off	Require a trusted certificate when accessing the SMTP server. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup SMTP Server Authentication No authentication required* Login / Plain NTLM CRAM-MD5 Digest-MD5 Kerberos 5	Set the authentication type for the SMTP server. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Device-Initiated E-mail	Set whether credentials are required for device-initiated e-mails. This menu item appears only in some printer models.

MENU ITEM	DESCRIPTION
None* Use Device SMTP Credentials	
E-mail Alerts Setup E-mail Setup User-Initiated E-mail None Use Device SMTP Credentials Use Session User ID and Password Use Session E-mail address and Password* Prompt user	Set whether credentials are required for user-initiated e-mails. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Use Active Directory Device Credentials Off On*	Enable user credentials and group designations to connect to the SMTP server. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Device Userid	Specify the user ID to connect to the SMTP server. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Device Password	Specify the password to connect to the SMTP server. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Kerberos 5 REALM	Specify the realm for the Kerberos 5 authentication protocol. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup NTLM Domain	Specify the domain name for the NTLM security protocol. This menu item appears only in some printer models.
E-mail Alerts Setup E-mail Setup Disable "SMTP server not set up" error Off*	Disable an SMTP setup error message to appear on the display. This menu item appears only in some printer models.

MENU ITEM	DESCRIPTION
No	
Error Prevention Jam Assist Off On*	Set the printer to flush blank pages or pages with partial prints automatically after a jammed page has been cleared.
Error Prevention Auto Continue Off On* (5 seconds)	Let the printer continue processing or printing a job automatically after clearing certain printer conditions that require user intervention.
Error Prevention Auto Reboot Auto Reboot Reboot when idle Reboot always* Reboot never	Set the printer to restart when an error occurs.
Error Prevention Auto Reboot Max Auto Reboots 1–20 (2*)	Set the number of automatic reboots that the printer can perform.
Error Prevention Auto Reboot Auto Reboot Window 1–525600 (720*)	Set the number of seconds before the printer performs an automatic reboot.
Error Prevention Auto Reboot Auto Reboot Counter	Show a read-only information of the reboot counter.
Error Prevention Auto Reboot Reset Auto Reboot Counter Cancel Continue	Reset Auto Reboot Counter. This menu item appears only in some printer models.

MENU ITEM	DESCRIPTION
Error Prevention Display Short Paper Error On Auto-clear*	Set the printer to show a message when a short paper error occurs. Short paper refers to the size of the paper loaded.
Error Prevention Page Protect Off* On	Set the printer to process the entire page into the memory before printing it.
Jam Content Recovery Auto Off On	Set the printer to recover content after a jam.

POWER MANAGEMENT

MENU ITEM	DESCRIPTION
Sleep Mode Profile Print With Display Off Display on when printing Allow printing with display off*	Allow printing with the display turned off.
Timeouts Sleep Mode 1–120 minutes (15*)	Set the idle time before the printer begins operating in Sleep mode.
Timeouts Hibernate Timeout Disabled 1 hour 2 hours 3 hours 6 hours 1 day 2 days	Set the time before the printer enters Hibernate mode.

MENU ITEM	DESCRIPTION
3 days* 1 week 2 weeks 1 month	
Timeouts Hibernate Timeout on Connection Hibernate Do Not Hibernate*	Set the printer to Hibernate mode even when an active Ethernet connection exists.
Eco-Mode Off* Energy Energy/Paper Paper	Minimize the use of energy, paper, or specialty media. Setting Eco-Mode to Energy or Paper may affect printer performance, but not print quality.
Schedule Power Modes Schedules	Schedule the printer when to enter Sleep or Hibernate mode. This menu item appears only in some printer models.

RESTORE FACTORY DEFAULTS

MENU ITEM	DESCRIPTION
Restore Settings Restore all settings Restore printer settings Restore network settings Restore app settings	Restore the printer factory default settings. Restore app settings appears only in some printer models.

MAINTENANCE

Configuration Menu

MENU ITEM	DESCRIPTION
USB Configuration USB PnP 1* 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer. This menu item appears only in some printer models.
USB Configuration USB Speed Full Auto*	Set the USB port to run at full speed and disable its high-speed capabilities. This menu item appears only in some printer models.
Tray Configuration Tray Linking Automatic* Off	Set the printer to link the trays that have the same paper type and paper size settings.
Tray Configuration Show Tray Insert Message Off Only for unknown sizes* Always	🖊 Note: Show the Tray Insert message.
Tray Configuration Paper Prompts Auto* Multipurpose Feeder Manual Paper Envelope Prompts Auto* Multipurpose Feeder Manual Envelope	Set the paper source that the user fills when a prompt to load paper or envelope appears. The multipurpose feeder is available only in some printer models.
Tray Configuration Action for Prompts	Set the printer to resolve paper- or envelope-related change prompts.

MENU ITEM	DESCRIPTION
Prompt user* Continue Use current	
Reports Menu Settings Page Event Log Event Log Summary	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters Clear Supply Usage History	Reset the supply usage history, such as number of pages and days remaining, to the factory shipped level.
Supply Usage And Counters ITM Reset	Reset the counter after installing a new maintenance kit.
Supply Usage And Counters Tiered Coverage Ranges	Adjust the range for the amount of color coverage on the printed page.
Printer Emulations PPDS Emulation Off* On	Set the printer to recognize and use the PPDS data stream.
Printer Emulations PS Emulation Off On	Set the printer to recognize and use the PS data stream.
Printer Emulations Emulator Security Page Timeout Reset Emulator After Job • Off • On Disable Printer Message Access • Off • On	
Print Configuration Black Only Mode	Print color content in grayscale.

MENU ITEM	DESCRIPTION
Off* On	
Print Configuration Color Trapping Off 1 2* 3 4 5	Enhance the printed output to compensate for mis-registration in the printer.
Print Configuration Font Sharpening 0–150 (24*)	Set a text point-size value below which the high-frequency screens are used when printing font data. For example, if the value is 24, then all fonts sized 24 points or less use the high-frequency screens.
Device Operations Quiet Mode Off* On	Set the printer to operate in Quiet Mode. Enabling this setting slows down the printer performance.
Device Operations Panel Menus Off On*	Enable access to the control panel menus.
Device Operations Safe Mode Off* On	Set the printer to operate in a special mode, in which it attempts to continue offering as much functionality as possible, despite known issues. For example, when set to On and the duplex motor is nonfunctional, the printer performs one-sided printing for a two-sided print job.
Device Operations Clear Custom Status	Erase user-defined strings for the Default or Alternate custom messages.
Device Operations Clear all remotely-installed messages	Erase messages that were remotely installed.
Device Operations	Show existing error messages on the display after the

MENU ITEM	DESCRIPTION
Automatically Display Error Screens Off On*	printer remains inactive on the home screen for a length of time equal to the Screen Timeout setting.
Toner patch sensor setup Calibration frequency preference Disabled Fewest color adjustment Fewer color adjustment Normal* Better color accuracy Best color accuracy	Set the printer to put down the correct amount of toner to maintain color consistency.
Toner patch sensor setup Full calibration	Run the full color calibration.
Toner patch sensor setup Print TPS information page	Print a diagnostic page that contains information on toner patch sensor calibration.
* Indicates the default value.	

Out of Service Erase

MENU ITEM	DESCRIPTION
Out of Service Erase Memory Last Sanitized	Show information on when the printer memory was last sanitized.
Out of Service Erase Sanitize all information on nonvolatile memory Erase all printer and network settings	Clear all settings and applications that are stored in the printer memory.

VISIBLE HOME SCREEN ICONS

🖉 Note: This menu appears only in some printer models.

MENU	DESCRIPTION
Change Language Bookmarks Held Jobs USB	Specify which icons to show on the home screen.

SITE MAP

MENU ITEM	DESCRIPTION
Helpful Links • Home Page • Order Supplies • Technical Support • Registration • Utilities and Drivers • Printer Manuals	The Helpful Links page provides direct links to Web pages on `www.xerox.com`. These links provide you with helpful information for your printer.
Site Index	The site index provides links to all of the pages in the Embedded Web Server.

SOFTWARE UPDATE

MENU ITEM	DESCRIPTION
Status Current Version: Click **Check Now** to verify the current version of the software.	

Remote Services Policies
 	
Allow device to receive updates
• Yes (check box is selected)
• No (check box is cleared)
 	
• Daily Check Time
  – Hour
  – Minute
 	
• Installation Schedule
  – Automatic
  – Daily
  – Weekly
 	
• Time
  – Hour
  – Minute	

Upload a Software File To locate the software file to upload, click **Browse** then navigate to the folder where the software file is located. Click **Upload** or **Reset**.	

REMOTE SERVICES DATA UPLOAD

MENU ITEM	DESCRIPTION
Status • Last Upload • Next Upload Current Version: Click **Check Now** to verify the current version of the software.	Last Upload indicates the date and time that the last upload occurred. Next Upload indicates date and time for the next scheduled upload. To download the information from the last upload, click **Download Data**. To upload a scheduled file immediately, click **Upload Now**.
Remote Services Settings Allow Data Upload • Allow Data Upload – Yes (check box is selected) – No (check box is cleared) • Test Connection	

ABOUT THIS PRINTER

MENU ITEM	DESCRIPTION
Asset Tag [1]	Describe the printer. The maximum length is 32 characters.
Printer's Location [1]	Identify the printer location. The maximum length is 63 characters.
Contact [1]	Personalize the printer name. The maximum length is 63 characters.
Export Configuration File to USB [2]	Export configuration files to a flash drive.
Export Compressed Logs to USB [2]	Export compressed log files to a flash drive.
Send Logs Cancel Send	Send diagnostic information to Xerox.
[1] In some printer models, this menu item can be configured from the Embedded Web Server only. [2] This menu item appears in some printer models only.	

Print

LAYOUT

MENU ITEM	DESCRIPTION
Sides 1-sided* 2-sided	Specify whether to print on one side or two sides of the paper.
Flip Style Long Edge* Short Edge	Determine which side of the paper (long edge or short edge) is bound when performing two-sided printing. Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly.
Blank Pages Print Do Not Print*	Print blank pages that are included in a print job.
Collate Off [1,1,1,2,2,2]* On [1,2,1,2,1,2]	Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
Separator Sheets None* Between Copies Between Jobs Between Pages	Insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for the separator sheet. The multipurpose feeder is available only in some printer models.
Pages per Side Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side	Print multiple page images on one side of a sheet of paper.

MENU ITEM	DESCRIPTION
12 pages per side 16 pages per side	
Pages per Side Ordering Horizontal* Reverse Horizontal Vertical Reverse Vertical	Specify the positioning of multiple page images when using Pages per Side. The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side.
Copies 1–9999 (1*)	Specify the number of copies for each print job.
Print Area Normal* Fit to page Whole Page	Set the printable area on a sheet of paper.

SETUP

MENU ITEM	DESCRIPTION
Printer Language PCL Emulation PS Emulation*	Set the printer language. Setting a printer language default does not prevent a software program from sending print jobs that use another printer language.
Printer Usage Max Speed Max Yield*	Determine how the color imaging unit operates during printing. • When set to Max Yield, the color imaging unit slows or stops while printing groups of black-only pages.

MENU ITEM	DESCRIPTION
	• When set to Max Speed, the color imaging unit always runs while printing, whether color or black pages are being printed.
Resource Save Off* On	Determine what the printer does with downloaded resources, such as fonts and macros, when it receives a job that requires more than the available memory. • When set to Off, the printer retains downloaded resources only until memory is needed. Resources associated with the inactive printer language are deleted. • When set to On, the printer preserves all the permanent downloaded resources across all language switches. When necessary, the printer shows memory full messages instead of deleting permanent resources.
Print All Order Alphabetical* Newest First Oldest First	Specify the order in which held and confidential jobs are printed when Print All is selected.
PJL File Access Control Off On*	Allow the users to set the printer job language file access control.
* Indicates the default value.	

QUALITY

MENU ITEM	DESCRIPTION
Print Mode Black and White Color*	Set the print mode.
Print Resolution 4800 CQ* 1200 dpi	Set the resolution for the printed output. 4800 CQ provides high-quality output at maximum speed.
Toner Darkness 1 to 5 (4*)	Determine the lightness or darkness of text images.
Halftone	Enhance the printed output to have smoother lines

MENU ITEM	DESCRIPTION
Normal* Detail	with sharper edges.
Color Saver Off* On	Reduce the amount of toner used to print graphics and images.
RGB Brightness -6 to 6 (0*)	Adjust the brightness, contrast, and saturation for color output. This setting does not affect files where CMYK color specifications are used.
RGB Contrast 0 to 5 (0*)	
RGB Saturation 0 to 5 (0*)	

Advanced Imaging

MENU ITEM	DESCRIPTION
Color Balance Cyan -5 to 5 (0*) Magenta -5 to 5 (0*) Yellow -5 to 5 (0*) Black -5 to 5 (0*) Reset Defaults	Adjust the amount of toner that is used for each color.
Color Correction Off Auto Manual* **Color Correction Content**	Modify the color settings used to print documents. • Off sets the printer to receive the color correction from the software. • Auto sets the printer to apply different color profiles to each object on the printed page. • Manual allows the customization of the RGB or CMYK color conversions applied to each object on the printed page. • Color Correction Content is available only when Color Correction is set to Manual.

MENU ITEM	DESCRIPTION
Color Samples Default* Advanced	Print sample pages for each of the RGB and CMYK color conversion tables used in the printer.
Color Adjust	Calibrate the printer to adjust color variations in the printed output.
Spot Color Replacement Set Custom CMYK	Assign specific CMYK values to 20 named spot colors.
RGB Replacement	Match the colors of the output with that of the original document. • This menu item requires that you select the Display-True-Black color table. • This menu item appears only in the Embedded Web Server.
* Indicates the default value.	

JOB ACCOUNTING

MENU ITEM	DESCRIPTION
Job Accounting Off* On	Set the printer to create a log of the print jobs that it receives.
Accounting Log Frequency Daily Weekly Monthly*	Specify how often the printer creates a log file.
Log Action at End of Frequency None* E-mail Current Log E-mail & Delete Current Log Post Current Log Post & Delete Current Log	Specify how the printer responds when the frequency threshold expires. The value defined in Accounting Log Frequency determines when this action is triggered.
Log Action at Near Full None* E-mail Current Log	The value defined in Log Near Full Level determines when this action is triggered.

MENU ITEM	DESCRIPTION
E-mail & Delete Current Log	
E-mail & Delete Oldest Log	
Post Current Log	
Post & Delete Current Log	
Post & Delete Oldest Log	
Delete Current Log	
Delete Oldest Log	
Delete All But Current	
Delete All Logs	
Log Action at Full None* E-mail & Delete Current Log E-mail & Delete Oldest Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All But Current Delete All Logs	Specify how the printer responds when disk usage reaches the maximum limit (100 MB).
URL to Post Log	Specify where the printer posts job accounting logs.
E-mail Address to Send Logs	Specify the e-mail address to which the printer sends job accounting logs.
Log File Prefix	Specify the prefix for the log file name. The current host name defined in the TCP/IP menu is used as the default log file prefix.
* Indicates the default value.	

XPS

MENU ITEM	DESCRIPTION
Print Error Pages	Off*
	On
	Print a test page that contains information on errors, including XML markup errors.
Minimum Line Width • Jobs printed in 1200 dpi use the value directly. • Jobs printed in 4800 CQ use half the value.	• 1–30 (2*) • Set the minimum stroke width.

PDF

MENU ITEM	DESCRIPTION
Scale to Fit Off* On	Scale the page content to fit the selected paper size.
Annotations Print Do Not Print*	Specify whether to print annotations in the PDF.

POSTSCRIPT

MENU ITEM	DESCRIPTION
Print PS Error Off* On	Print a page that describes the PostScript® error. When an error occurs, processing of the job stops, the printer prints an error message, and the rest of the print job is flushed.
Minimum Line Width 1–30 (2*)	Set the minimum stroke width. • Jobs printed in 1200 dpi use the value directly. • Jobs printed in 4800 CQ use half the value.
Lock PS Startup Mode Off* On	Disable the SysStart file.
Image Smoothing Off* On	Enhance the contrast and sharpness of low-resolution images. This setting has no effect on images with a resolution

MENU ITEM	DESCRIPTION
	of 300 dpi or higher.
Wait Timeout Off On* (40 seconds)	Set the printer to wait for more data before canceling a print job.
* Indicates the default value.	

PCL

MENU ITEM	DESCRIPTION
Font Source Resident* Disk Flash All	Choose the source which contains the default font selection. • Flash and Disk appear only in some printer models. • For Flash and Disk to appear, make sure that they are not read- or write-protected.
Font Name [List of available fonts] (Courier*)	Select a font from the specified font source.
Symbol Set [List of available symbol set] (10U PC-8*)	Specify the symbol set for each font name. A symbol set is a set of alphabetic and numeric characters, punctuation, and special symbols. Symbol sets support the different languages or specific programs such as math symbols for scientific text.
Pitch 0.08–100 (10*)	Specify the pitch for fixed or monospaced fonts. Pitch refers to the number of fixed-space characters in a horizontal inch of type.
Orientation Portrait* Landscape	Specify the orientation of text and graphics on the page.
Lines per Page 1–255	Specify the number of lines of text for each page printed through the PCL® datastream. • This menu item activates vertical escapement that causesthe selected number of requested lines to print between the default margins of the page. • 60 is the U.S. factory default setting. 64 is the international factory default setting.
PCL5 Minimum Line Width	Set the initial minimum stroke width.

MENU ITEM	DESCRIPTION
1–30 (2*) **PCLXL Minimum Line Width** 1–30 (2*)	• Jobs printed in 1200 dpi use the value directly. • Jobs printed in 4800CQ use half the value.
A4 Width 198mm* 203mm	Set the width of the logical page on A4-size paper. Logical page is the space on the physical page where data is printed.
Auto CR after LF Off* On	Set the printer to perform a carriage return after a line feed control command. Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.
Auto LF after CR Off* On	Set the printer to perform a line feed after a carriage return control command.
Tray Renumber Assign MP Feeder Assign Tray [x] Assign Manual Paper Assign Manual Envelope	Configure the printer to work with a different print driver or custom application that uses a different set of source assignments to request a given paper source. Choose from the following options: Off*—The printer uses the factory default paper source assignments. None—The paper source ignores the Select Paper Feed command. 0–199—Select a numeric value to assign a custom value to a paper source. The multipurpose feeder is available only in some printer models.
Tray Renumber View Factory Defaults	Show the factory default value assigned for each paper source.
Tray Renumber Restore Defaults	Restore the tray renumber values to their factory defaults.
Print Timeout Off On* [90]	Set the printer to end a print job after it has been idle for the specified amount of time in seconds.

HTML

MENU ITEM	DESCRIPTION
Font Name [List of fonts] (Times*)	Set the font to use for HTML documents.
Font Size 1–255 (12*)	Set the font size to use for HTML documents.
Scale 1–400% (100*)	Scale HTML documents.
Orientation Portrait* Landscape	Set the page orientation for HTML documents.
Margin Size 8–255mm (19*)	Set the page margin for HTML documents.
Backgrounds Do Not Print Print*	Print background information or graphics for HTML documents.

IMAGE

MENU ITEM	DESCRIPTION
Auto Fit On Off*	Select the best available paper size and orientation setting for an image. When set to On, this menu item overrides the scaling and orientation settings for the image.
Invert Off* On	Invert bitonal monochrome images. This menu item does not apply to GIF or JPEG image formats.

MENU ITEM	DESCRIPTION
Scaling Anchor Top Left Best Fit* Anchor Center Fit Height/Width Fit Height Fit Width	Adjust the image to fit the printable area. When Auto Fit is set to On, Scaling is automatically set to Best Fit.
Orientation Portrait* Landscape Reverse Portrait Reverse Landscape	Specify the orientation of text and graphics on the page.

Xerox® C310 Color Printer User Guide

Paper

TRAY CONFIGURATION

MENU ITEM	DESCRIPTION
Default Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Set the paper source for all print jobs. The multipurpose feeder is available only in some printer models.
Paper Size/Type Tray [x] Multipurpose Feeder Manual Paper Manual Envelope	Specify the paper size or paper type loaded in each paper source. The multipurpose feeder is available only in some printer models.
Substitute Size Off Statement/A5 Letter/A4 11x17/A3 All Listed*	Set the printer to substitute a specified paper size if the requested size is not loaded in any paper source. • Off prompts the user to load the required paper size. • Statement/A5 prints A5-size document on statement when loading statement and statement-size jobs on A5 paper size when loading A5. • Letter/A4 prints A4-size document on letter when loading letter and letter-size jobs on A4 paper size when loading letter. • 11x17 prints A3-size document on 11x17 when loading 11x17 and 11x17-size jobs on A3 paper size when loading 11x17. • All Listed substitutes letter/A4.

MEDIA CONFIGURATION

Universal Setup

MENU ITEM	DESCRIPTION
Units of Measure Inches Millimeters	Specify the unit of measurement for the universal paper. Inches is the U.S. factory default setting. Millimeters is the international factory default setting.
Portrait Width 3–52inches (8.50*) 76–1321mm (216*)	Set the portrait width of the universal paper.
Portrait Height 3–52inches (14*) 76–1321mm (356*)	Set the portrait height of the universal paper.
Feed Direction Short Edge* Long Edge	Set the printer to pick paper from the short edge or long edge direction. Long Edge appears only when the longest edge is shorter than the maximum width supported.

Media Types

MENU ITEM	DESCRIPTION
Plain	Specify the texture, weight, and orientation of the paper loaded.
Card Stock	
Recycled	
Glossy	
Labels	
Vinyl Labels	
Bond	
Envelope	
Letterhead	
Preprinted	
Colored Paper	
Light	
Heavy	
Rough/Cotton	
Custom Type [x]	

USB Drive

🖉 Note: This menu appears only in some printer models.

FLASH DRIVE PRINT

MENU ITEM	DESCRIPTION
Number of Copies 1–9999 (1*)	Set the number of copies.
Paper Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Set the paper source for the print job. The multipurpose feeder is available only in some printer models.
Color Off On*	Print the output in color.
Collate (1,1,1) (2,2,2) (1,2,3) (1,2,3)*	Print multiple copies in sequence.
Sides 1-Sided* 2-Sided	Specify whether to print on one side or two sides of the paper.
Flip Style Long Edge* Short Edge	Determine which side of the paper (long edge or short edge) is bound when performing two-sided printing. Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly.
Pages per Side Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side	Print multiple page images on one side of a sheet of paper.

MENU ITEM	DESCRIPTION
12 pages per side 16 pages per side	
Pages per Side Ordering Horizontal* Reverse Horizontal Reverse Vertical Vertical	Specify the positioning of multiple page images when using Pages per Side. The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side.
Separator Sheets Off* Between Copies Between Jobs Between Pages	Specify whether to insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for the separator sheet. The multipurpose feeder is available only in some printer models.
Blank Pages Do Not Print* Print	Specify whether to print blank pages in a print job.

Network/Ports

NETWORK OVERVIEW

MENU ITEM	DESCRIPTION
Active Adapter Auto* Standard Network	Specify how a network is connected.
Network Status	Show the connection status of the printer network.
Display Network Status on Printer On* Off	Show the network status on the display.
Speed, Duplex Auto*	Show the speed of the currently active network card.
IPv4	Show the IPv4 address.
All IPv6 Addresses	Show all IPv6 addresses.
Reset Print Server	Reset all active network connections to the printer. This setting removes all network configuration settings.
Network Job Timeout Off On* (90 seconds)	Set the time before the printer cancels a network print job.
Banner Page Off On*	Print a banner page.

WIRELESS

✎ Note: This menu is available only in printers connected to a Wi-Fi network or printers that have a wireless network adapter.

MENU ITEM	DESCRIPTION

Setup On Printer Panel
• Choose Network
• Add Wi-Fi Network
  – Network Name
  – Network Mode
    – Infrastructure
  – Wireless Security Mode
    – Disabled
    – WPA2/WPA - Personal
    – WPA2 - Personal
    – WPA2/WPA3 - Personal
    – WPA3 - Personal
    – 802.1x - RADIUS
	Determine the wireless network that the printer connects to.
	
	Select **Choose Network** to pick from a list of discovered wireless networks.
	
	Select **Add Wi-Fi Network** to manually add a non-advertised network.
	
	When set to 802.1x-RADIUS, make sure to configure the 802.1x authentication settings to avoid network disconnection.
	
	✎ Note: This menu item appears as *Wireless Connection Setup* in the Embedded Web Server.

Wi-Fi Protected Setup • Start Push Button Method • Start PIN Method	An alternate method to join a wireless network is through Wi-Fi Protected Setup. • Start Push Button Method connects the printer to a wireless network when buttons on both the printer and the access point (wireless router) are pressed within a given time. • Start PIN Method connects the printer to a wireless network when a PIN on the printer is entered into the wireless settings of the access point.
Compatibility 802.11b/g/n (2.4GHz)*	Specify the wireless standard for the wireless network.

Wireless Security Mode
• Disabled*
• WPA2/WPA-Personal
  – WPA2/WPA-PSK Encryption Mode
    – AES
  – Set Pre-Shared Key
• WPA2-Personal
  – WPA2-PSK Encryption Mode
    – AES
  – Set Pre-Shared Key
• WPA2/WPA3 - Personal
	Set the type of security for connecting the printer to wireless devices.
	
	Enable wireless security through Wi-Fi Protected Access (WPA) or through 802.1x standard.
	
	When set to WPA security mode, for the Pre-Shared Key, enter the password for the secure wireless connection.
	
	When set to 802.1x-RADIUS, make sure to configure the 802.1x authentication settings to avoid network disconnection.
	
	PMF is Protected Management Frames.

MENU ITEM	DESCRIPTION
– WPA2/WPA3 - PSK Encryption Mode – Set Pre-Shared Key • WPA3 - Personal – WPA3 - PSK Encryption Mode – Set Pre-Shared Key • 802.1x - RADIUS – 802.1x Encryption Mode – WPA + – WPA2* – WPA2 + PMF	
IPv4 • Enable DHCP – On* – Off • Set Static IP Address – IP Address – Netmask – Gateway	Enable Dynamic Host Configuration Protocol (DHCP) and configure static IP address. DHCP is a standard protocol that allows a server to distribute IP addressing and configuration information dynamically to clients.
IPv6 • Enable IPv6 – On* – Off • Enable DHCPv6 – On – Off* • Stateless Address Auto configuration – On* – Off • DNS Server Address • Manually Assigned IPv6 Address • Manually Assigned IPv6 Router • Address Prefix 0–128 (64*) • All IPv6 Addresses	Enable and configure IPv6 settings in the printer.

MENU ITEM	DESCRIPTION
• All IPv6 Router Addresses	
Network Address • UAA • LAA	View the network addresses.
PCL SmartSwitch • On* • Off	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch • On* • Off	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language. If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Mac Binary PS • Auto* • On • Off	Set the printer to process Macintosh binary PostScript print jobs. • On processes raw binary PostScript print jobs. • Off filters print jobs using the standard protocol.
✏️ Note: An asterisk (*) next to a value indicates the factory default setting.	

WI-FI DIRECT

✏️ Note: This menu appears only when a direct Wi-Fi network is the active network.

MENU ITEM	DESCRIPTION
Enable Wi-Fi Direct • On • Off	Specify the service set identifier (SSID) of the Wi-Fi network.
Wi-Fi Direct Name	.
Wi-Fi Direct Password	Password must be at least 8 characters in length.
Show Password on Setup Page • On • Off	Specify the IP address of the group owner.
Preferred Channel Number • Auto	

MENU ITEM	DESCRIPTION
• 1 through 11	
Group Owner IP Address	
Auto-Accept Push Button Requests	Accept requests to connect to the network automatically.
	Accepting clients automatically is insecure.

AIRPRINT

MENU ITEM	DESCRIPTION
AirPrint • Enabled • Disabled	
Bonjour Name	The name to use to identify the printer on Airprint.
Organization Name	
Organizational Unit	
Printer Location	
Printer's Latitude	GPS latitude of the printer. The range is – 90 to 90.
Printer's Longitude	GPS longitude of the printer. The range is – 180 to 180.
Printer's Altitude	GPS altitude of the printer. The range is – 100000 to 100000.
More Options	From the Embedded Web Server, navigate to **Settings > Network/Ports > AirPrint > More Options** for the following options.
Supplies Black Cartridge Cyan Cartridge Magenta Cartridge Yellow Cartridge Imaging Kit Waste Toner Bottle Imaging Kit Waste Toner Bottle	This menu lists the supplies status/notifications.

MENU ITEM	DESCRIPTION
Printer Device Type Device Speed Firmware Level MP Feeder Tray 1 Tray 2 Standard Bin	This menu lists the printer specifications and input/output tray status/notifications.
Login Methods	For more information, refer to Login Methods.
Certificate Management	For more information, refer to Certificate Management.
Confidential Print Setup	For more information, refer to Confidential Print Setup.

MOBILE SERVICES MANAGEMENT

MENU ITEM	DESCRIPTION
Enable IPP Print • On* • Off	Enable IPP Print setting in the printer.
Enable IPP Over USB • On* • Off	Enable IPP Over USB setting in the printer. 🖉 Note: After changing this setting, user needs to restart the Printer.
Enable Mopria Print Discovery • On* • Off	Enable Mopria Print Discovery setting in the printer.

🖉 Note: An asterisk (*) next to a value indicates the factory default setting.

ETHERNET

MENU ITEM	DESCRIPTION
Network Speed	Show the speed of an active network adapter.
IPv4 Enable DHCP On*	Enable Dynamic Host Configuration Protocol (DHCP). DHCP is a standard protocol that allows a server to dynamically distribute IP addressing and configuration information to clients.

MENU ITEM	DESCRIPTION
Off	
IPv4 Set Static IP Address IP Address Netmask Gateway	Set the static IP address of your printer.
IPv6 Enable IPv6 Off On*	Enable IPv6 in the printer.
IPv6 Enable DHCPv6 Off* On	Enable DHCPv6 in the printer.
IPv6 Stateless Address Autoconfiguration Off On*	Set the network adapter to accept the automatic IPv6 address configuration entries provided by a router.
IPv6 DNS Server Address	Specify the DNS server address.
IPv6 Manually Assigned IPV6 Address	Assign the IPv6 address. Note: This menu item appears only in some printer models.
IPv6 Manually Assigned IPV6 Router	Assign the IPv6 router address. Note: This menu item appears only in some printer models.
IPv6 Address Prefix 0–128 (64*)	Specify the address prefix.
IPv6 All IPv6 Addresses	Show all IPv6 addresses.

MENU ITEM	DESCRIPTION
IPv6 All IPv6 Router Addresses	Show all IPv6 router addresses.
Network Address UAA LAA	Show the printer Media Access Control (MAC) addresses: Locally Administered Address (LAA) and Universally Administered Address (UAA). You can change the printer LAA manually.
PCL SmartSwitch Off On*	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language. If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. • On processes raw binary PostScript print jobs. • Off filters print jobs using the standard protocol.
Energy Efficient Ethernet Off On*	Reduce power consumption when the printer does not receive data from the Ethernet network.
* Indicates the default value.	

TCP/IP

🖉 Note: This menu appears only in network printers or printers attached to print servers.

MENU ITEM	DESCRIPTION
Set Hostname	Set the current TCP/IP host name.
Domain Name	Set the domain name. This menu item appears only in some printer models.
Allow DHCP/BOOTP to update NTP server	Allow the DHCP and BOOTP clients to update the NTP

MENU ITEM	DESCRIPTION
Off On*	settings of the printer.
Zero Configuration Name	Specify a service name for the zero configuration network. This menu item appears only in some printer models.
Enable Auto IP Off On*	Assign an IP address automatically.
DNS Server Address	Specify the current Domain Name System (DNS) server address.
Backup DNS Server Address	Specify the backup DNS server addresses.
Backup DNS Server Address 2	
Backup DNS Server Address 3	
Domain Search Order	Specify a list of domain names to locate the printer and its resources that reside in different domains on the network. This menu item appears only in some printer models.
Enable DDNS Off* On	Update the Dynamic DNS settings.
DDNS TTL	Specify the current DDNS settings.
Default TTL	
DDNS Refresh Time	
Enable mDNS Off On*	Update multicast DNS settings.
WINS Address	Specify a server address for Windows Internet Name Service (WINS).
Enable BOOTP Off* On	Allow the BOOTP to assign a printer IP address.
Restricted Server List	Specify an IP address for the TCP connections.

MENU ITEM	DESCRIPTION
	• Use a comma to separate each IP address. • You can add up to 50 IP addresses.
Restricted Server List Options Block All Ports* Block Printing Only Block Printing and HTTP Only	Specify how the IP addresses in the list can access the printer functionality.
MTU	Specify a maximum transmission unit (MTU) parameter for the TCP connections.
Raw Print Port 1–65535 (9100*)	Specify a raw port number for printers connected on a network.
Outbound Traffic Maximum Speed Off* On	Enable the printer maximum transfer rate.
Kilobits/second	If you select **On** for **Outbound Traffic Maximum Speed**, the Kilobits/second field appears. Select a Range between 100–1000000.
TLS Support	From the Embedded Web Server, go to **Settings > Networks/Ports > TCP/IP** Enhance printer privacy and data integrity. 🖉 Note: The TLS settings pertain to the Embedded Web Server only. They do not pertain to clients using TLS. For more information, refer to the *Embedded Web Server Administrator Guide*. 🖉 Note: TLSv1.3 is supported by default, and cannot be disabled. Deselecting the other TLS settings will force the EWS to use TLSv1.3 only.
Enable TLSv1.0 • On • Off*	Enable TLSv1.0 protocol settings.
Enable TLSv1.1 • On • Off*	Enable TLSv1.1 protocol settings.
Enable TLSv1.2 • On* • Off	Enable TLSv1.2 protocol settings.

MENU ITEM	DESCRIPTION
SSL Cipher List	DHE-RSA-AES256-GCM-SHA384:DHE-RSA-AES128-GCM-SHA256:ECDHE-RSA-AES256-GCM-SHA384:ECDHE-RSA-AES128-GCM-SHA256:DHE-RSA-AES256-SHA256:DHE-RSA-AES128-SHA256:ECDHE-RSA-AES256-SHA384:ECDHE-RSA-AES128-SHA256:ECDHE-RSA-AES256-SHA:ECDHE-RSA-AES128-SHA:DHE-RSA-AES256-SHA:DHE-RSA-AES128-SHA
TLSv1.3 SSL Cipher List	TLS_AES_256_GCM_SHA384:TLS_AES_128_GCM_SHA256
TCP /IP Port Access [Port Names x] • On • Off	Lists all of the Ports available and their status.

🖉 Note: An asterisk (*) next to a value indicates the factory default setting.

SNMP

🖉 Note: This menu appears only in network printers or printers that are attached to print servers.

MENU ITEM	DESCRIPTION
SNMP Versions 1 and 2c Enabled Off On* Allow SNMP Set Off On* Enable PPM MIB Off On* SNMP Community	Configure Simple Network Management Protocol (SNMP) versions 1 and 2c to install print drivers and applications.
SNMP Version 3 Enabled Off On* Set Read/Write Credentials User Name Password Set Read-only Credentials User Name Password Authentication Hash MD5 SHA1* Minimum Authentication Level No Authentication, No Privacy Authentication, No Privacy Authentication, Privacy* Privacy Algorithm DES AES-128*	Configure SNMP version 3 to install and update the printer security.

IPSEC

🖉 Note: This menu appears only in network printers or printers that are attached to print servers.

MENU ITEM	DESCRIPTION
Enable IPSec Off* On	Enable Internet Protocol Security (IPSec).
Base Configuration Default* Compatibility Secure	Set the IPSec base configuration. This menu item appears only when Enable IPSec is set to On.
IPSec Device Certificate	Specify an IPSec certificate. This menu item appears only when Base Configuration is set to Compatibility.
Pre-Shared Key Authenticated Connections Host [x] Address Key	Configure the authenticated connections of the printer. These menu items appear only when Enable IPSec is set to On.
Certificate Authenticated Connections Host [x] Address[/subnet] Address[/subnet]	

802.1X

🖉 Note: This menu appears only in network printers or printers that are attached to print servers.

MENU ITEM	DESCRIPTION
Active Off* On	Let the printer join networks that require authentication before allowing access. To configure the settings of this menu item, access the Embedded Web Server.

LPD CONFIGURATION

🖉 Note: This menu appears only in network printers or printers that are attached to print servers.

MENU ITEM	DESCRIPTION
LPD Timeout 0–65535 seconds (90*)	Set the time-out value to stop the Line Printer Daemon (LPD) server from waiting indefinitely for hung or invalid print jobs.
LPD Banner Page Off* On	Print a banner page for all LPD print jobs. A banner page is the first page of a print job used as a separator of print jobs and to identify the originator of the print job request.
LPD Trailer Page Off* On	Print a trailer page for all LPD print jobs. A trailer page is the last page of a print job.
LPD Carriage Return Conversion Off* On	Enable carriage return conversion. Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.

HTTP/FTP SETTINGS

🖉 Note: This menu appears only in network printers or printers attached to print servers.

MENU ITEM	DESCRIPTION
Proxy • HTTP Proxy IP Address • HTTP Default IP Port 1–65535 (80*) • FTP Proxy IP Address • FTP Default IP Port 1–65535 (21*) • Authentication – None – Auto – Basic – Digest – NTLM • User Name • Password • Local Domains	Configure the HTTP and FTP server settings. These menu items appear only in some printer models. Specify domain names for HTTP and FTP servers.
Other Settings • Enable HTTP Server – Off – On • Enable HTTPS • Force HTTPS Connections • Enable FTP/TFTP • HTTPS Device Certificate • Timeout for HTTP/FTP Requests • Retries for HTTP/FTP Requests	Access the Embedded Web Server to monitor and manage the printer. Configure the Hypertext Transfer Protocol Secure (HTTPS) settings. Enable FTP/TFTP - Send files using FTP. For HTTPS Device Certificate - Configure the HTTP and FTP server settings. These menu items appear only in some printer models. Specify the amount of time before the server connection stops. 1–299 seconds (30*) Set the number of retries to connect to the HTTP/FTP server. 1–299 retries (3*)
* Indicates the default value.	

THINPRINT

MENU ITEM	DESCRIPTION
Enable ThinPrint Off On*	Print using ThinPrint.
Port Number 4000–4999 (4000*)	Set the port number for the ThinPrint server.
Bandwidth (bits/sec) 100–1000000 (0*)	Set the speed to transmit data in a ThinPrint environment.
Packet Size (kbytes) 0–64000 (0*)	Set the packet size for data transmission.

USB

🖉 Note: This menu appears only in some printer models.

MENU ITEM	DESCRIPTION
PCL SmartSwitch Off On*	Set the printer to switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language. If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch to PS emulation when a print job received through a USB port requires it, regardless of the default printer language. If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.

MENU ITEM	DESCRIPTION
Mac Binary PS On Auto* Off	Set the printer to process Macintosh binary PostScript print jobs. • When set to On, the printer processes raw binary PostScript print jobs from computers using the Macintosh operating system. • When set to Auto, the printer processes print jobs from computers using either Windows or Macintosh operating systems • When set to Off, the printer filters PostScript print jobs using the standard protocol.
Enable USB Port Off On*	Enable the standard USB port.

RESTRICT EXTERNAL NETWORK ACCESS

MENU ITEM	DESCRIPTION
Restrict external network access • On • Off	If enabled, the printer monitors for restricted external network connections. If detected, the printer disables the network connection and sends an e-mail notification.
External network address	The external network address detected.
E-mail address for notification	The e-mail address to notify in the event an external network address is detected.
Ping frequency 1–300	The frequency with which the printer pings for an external network address.
Subject	Free form field that can contain up to 255 characters to fill for the notification subject of the e-mail.
Message	Free form field that can contain up to 255 characters to fill for the message of the notification e-mail.

UNIVERSAL PRINT

Universal Print is a cloud-based print protocol that provides a simple and secure print solution for Microsoft® 365 users. Universal Print allows administrators to manage printers without the need for on-premises print servers. Universal Print enables users to access cloud printers without the need for print drivers.

You can use the Universal Print page to register your Xerox® device for Universal Print.

Prerequisites

- Microsoft Azure AD Account
- Windows 10 Client version 1903 or higher

MENU ITEM	DESCRIPTION
Status	Device is not currently registered with Universal Print.
Registration	User can use the Universal print page to register the Xerox® device for Universal Print.
Printer Name	The Default printer name appears. User can also update the Xerox® printer name.

Register	To register, do the following steps:
	
	1 Go to **Settings > Network/Ports > Universal Print**, then click **Register**. The Registration process authenticates the device with Microsoft® Azure® Active Directory.
	2 The Register Device window appears. To copy the registration code, click **Copy**, then click the link https://microsoft.com/devicelogin.
	
	✎ Note: The registration code expires after 15 minutes. The registration process needs to be completed before the code expires.
	
	3 A Microsoft-managed webpage opens. Do the following steps:
	   a Paste the registration code into the code field in the Enter code window, then click **Next**.
	   b Select the appropriate Microsoft® account in the Pick an account window.
	
	✎ Note: For registration, select an available Microsoft® account. The selected account is used solely to establish a trusted connection for the device with the Universal Print service. After registration, Universal Print does not use the account again.
	
	4 A Xerox Universal Print window appears. Click **Continue** and close the window.

✎ Note: For more information, refer to the *Embedded Web Server Administrator Guide*.

MENU ITEM	DESCRIPTION
Status	Device is online and registered with Universal Print.
Registration	User can use the Universal print page to deregister the Xerox® device for Universal Print.
Printer Name	Registered printer name appears.
Deregister	Use this function to deregister the device from the Universal Print Service.

Additional information for Universal Print

To add a Printer from Windows Server

1. Go to **Settings > Printer & Scanners**, then click **Add a printer or scanner**.

2. Select the printer from the printer list, then click **Add device**. If the printer does not appear in the list, do the following steps:

   a. Go to **Search for printers in my organization**.

   b. Type the registered name on the text field, and click **Search**. Once the printer appears on the list, click **Add Device**.

   Note: Windows 11 supports PIN-protected printing. For example, to protect your print, you can use a 4-digit PIN between 0 and 9.

Xerox® C310 Color Printer User Guide

Security

✎ Note: Depending on your printer model, this menu may appear only in the Embedded Web Server.

LOGIN METHODS

Manage Permissions

MENU ITEM	DESCRIPTION

Access Controls
 	
• Function Access
 	
  – Modify Address Book
 	
  – Manage Bookmarks
 	
  – Flash Drive Print
 	
  – Flash Drive Color Printing
 	
  – Held Jobs Access
 	
  – Cancel Jobs at the Device
 	
  – Change Language
 	
  – Internet Printing Protocol (IPP)
 	
  – B/W Print
 	
  – Color Print
 	
  – Network Folder Scan
 	
• Administrative Menus
 	
  – Security Menu
 	
  – Network/Ports Menu
 	
  – Paper Menu
 	
  – Reports Menu
 	
  – Function Configuration Menus
 	
  – Supplies Menu
 	
  – Option Card Menu
 	
  – SE Menu
 	
  – Device Menu
 	
  – Supplies Plan Menu
 	
• Device Management
 	
  – Remote Management
 	
  – Firmware Updates
 	
  – Import/Export All Settings
 	
  – Out of Service Erase
 	
  – Embedded Web Server Access
	Specify access controls for the printer functions.

Local Accounts

MENU ITEM	DESCRIPTION

Add User
• User Name/Password
  – Name
  – User Name
  – E-mail
  – Password
  – Confirm Password
  – PIN
• Permission Groups
  – All Users
  – Admin
  – Add New Group
    – Group Name
    – Access Controls: Function Access
    – Access Cont
    –
	Create local accounts to manage access to the printer functions.

New Group
Import Access Controls
• All Users
• Admin
Access Controls
• Function Access
  – Modify Address Book
  – Manage Bookmarks
  – Flash Drive Print
  – Flash Drive Color Printing
  – Held Jobs Access
  – Cancel Jobs at the Device
  – Change Language
  – Internet Printing Protocol (IPP)
  – B/W Print
  – Color Print
	Control group or user access to printer functions, applications, and security settings.

MENU ITEM	DESCRIPTION
– Network Folder Scan	
• Administrative Menus	
– Security Menu	
– Network/Ports Menu	
– Paper Menu	
– Reports Menu	
– Function Configuration Menus	
– Supplies Menu	
– Option Card Menu	
– SE Menu	
– Device Menu	
– Supplies Plan Menu	
• Device Management	
– Remote Management	
– Firmware Updates	
– Import/Export All Settings	
– Out of Service Erase	
– Embedded Web Server Access	

Network Accounts

MENU ITEM	DESCRIPTION
Add Login Method Active Directory Status is Joined or Not Joined. Join an Active Directory Domain: • Domain • User Name • Password • Organization Unit	Create local accounts to manage access to the printer functions.
Add Login Method LDAP — LDAP Setup Authentication Type • LDAP • LDAP + GSSAPI General Information • Setup Name • Server Address • Server Port • Required User Input – User Name and Password	Control group or user access to printer functions, applications, and security settings.

MENU ITEM	DESCRIPTION
– User Name	
Device Credentials	
• Anonymous LDAP Bind	
• Device Username	
• Device Password	
Advanced Options	
• Use SSL/TLS	
• Require Certificate	
• User ID Attribute	
• Mail Attribute	
• Fax Number Attribute	
• Full Name Attribute	
• Home Directory Attribute	
• Group Membership Attribute	
• Search Base	
• Search Timeout	
• Follow LDAP Referrals	
Search Specific Object Classes	
• person	
• Custom Object Class 1	
• Custom Object Class 2	
• Custom Object Class 3	
Address Book Setup	
• Displayed Name	
• Max Search Results	
• Use user credentials	
• **Search Attributes**	
– cn	
– sn	
– givenName	
– samaccountname	
– uid	
– [mail attribute]	
– [fax attribute]	
– Custom Attribute 1	
– Custom Attribute 2	
– Custom Attribute 3	

Xerox® C310 Color Printer User Guide

MENU ITEM	DESCRIPTION
– Custom Filter	

Add Login Method
 	
Kerberos — Kerberos Setup
 	
• KDC Address
• KDC Port
• KDC Realm
 	
Import Kerberos File
 	
Miscellaneous Settings
• Character Encoding
• Disable Revers IP Lookups
 	
   –   Yes
 	
   – No	

CERTIFICATE MANAGEMENT

MENU ITEM	DESCRIPTION
Configure Certificate Auto Update • On • Off	To configure certificate auto update, the printer must be joined to an Active Directory Domain.
Configure Certificate Defaults • Common Name • Organization Name • Unit Name • Country/Region • Province Name • City Name • Subject Alternative Name	The settings defined on the Set Certificate Defaults window are used as the defaults for all generated certificates. Common Name: Leave this field bland to default the Common Name to the hostname. Organization Name: Leave this field blank to use the manufacturer name as the Organization Name. Country/Region: The country Name (C) must conform to ISO 3166 (2 characters only) or the certificate will not be generated. Subject Alternate Name: The Alternative Name (AN) and prefix must confirm to RFC 2459 or the certificate will not be generated. If you want the Subject Alternate Name.

MENU ITEM	DESCRIPTION
Device Certificates • Generate • Import • Delete	The Device Certificates that are installed on the printer appear in the table below. Details include their Friendly Name, Common Name, Issuer Common Name, dates of validity, and an indication if they are signed or unsigned.
Manage CA Certificates • Upload CA • Delete	The Manage CA Certificates area shows any certificate authority certificates that are uploaded to the printer. If a CA certificate is uploaded, the table shows the CA Common Name and the dates of validity.

SCHEDULE USB DEVICES

MENU ITEM	DESCRIPTION

Schedule USB Devices
• Action
  – Enable
  – Disable
• Day(s)
  – Sunday
  – Monday
  – Tuesday
  – Wednesday
  – Thursday
  – Friday
  – Everyday (Mon-Sun)
  – Weekdays (Mon-Fri)
  – Weekends (Sat-Sun)
• Time
Add
00:00 — 23:00 on the hour
Remove
Add
Clear
	Select schedules to allow or restrict USB access to the printer.
	• To add a schedule, click **Add**, then enter specified data.
	• To clear the last schedule, click **Clear**.
	• To remove a specific schedule, at the end of the schedule, click **Remove**.

SECURITY AUDIT LOG

MENU ITEM	DESCRIPTION
Enable Audit Off* On	Record the events in the secure audit log and remote syslog.
Enable Remote Syslog Off* On	Send audit logs to a remote server.
Remote Syslog Server	Specify the remote syslog server.
Remote Syslog Port 1–65535 (514*)	Specify the remote syslog port.
Remote Syslog Method Normal UDP* Stunnel	Specify a syslog method to transmit logged events to a remote server.
Remote Syslog Facility 0 - Kernel Messages 1 - User-Level Messages 2 - Mail System 3 - System Daemons 4 - Security/Authorization Messages* 5 - Messages Generated Internally by Syslogs 6 - Line Printer Subsystem 7 - Network News Subsystem 8 - UUCP Subsystem 9 - Clock Daemon 10 - Security/Authorization Messages 11 - FTP Daemon 12 - NTP Subsystem 13 - Log Audit 14 - Log Alert 15 - Clock Daemon 16 - Local Use 0 (local0)	Specify a facility code that the printer uses when sending log events to a remote server.

MENU ITEM	DESCRIPTION
17- Local Use 1 (local1)	
18 - Local Use 2 (local2)	
19 - Local Use 3 (local3)	
20 - Local Use 4 (local4)	
21 - Local Use 5 (local5)	
22 - Local Use 6 (local6)	
23 - Local Use 7 (local7)	
Severity of Events to Log 0 - Emergency 1 - Alert 2 - Critical 3 - Error 4 - Warning* 5 - Notice 6 - Informational 7 - Debug	Specify the priority level cutoff for logging messages and events.
Remote Syslog Non-Logged Events Off* On	Send all events, regardless of severity level, to the remote server.
Admin's E-mail Address	Send e-mail notification of logged events to the administrator.
E-mail Log Cleared Alert Off* On	Send e-mail notification to the administrator when a log entry is deleted.
E-mail Log Wrapped Alert Off* On	Send e-mail notification to the administrator when the log becomes full and begins to overwrite the oldest entries.
Log Full Behavior Wrap Over Older Entries* E-mail Log Then Delete All Entries	Resolve log storage issues when the log fills its allotted memory.
E-mail % Full Alert	Send e-mail notification to the administrator when the

MENU ITEM	DESCRIPTION
Off*	log fills its allotted memory.
On	
% Full Alert Level	
1–99 (90*)	
E-mail Log Exported Alert	Send e-mail notification to the administrator when a log is exported.
Off*	
On	
E-mail Log Settings Changed Alert	Send e-mail notification to the administrator when Enable Audit is set.
Off*	
On	
Log Line Endings	Specify how the log file terminates the end of each line.
LF (\n)*	
CR (\r)	
CRLF (\r\n)	
Digitally Sign Exports	Add a digital signature to each exported log file.
Off*	
On	
Clear Log	Delete all audit logs.
Export Log	Export a security log to a flash drive.
Syslog (RFC 5424)	
Syslog (RFC 3164)	
CSV	

LOGIN RESTRICTIONS

MENU ITEM	DESCRIPTION
Login failures	Specify the number of failed login attempts before the user gets locked out.
1–10 (Default is 3 minutes)	
Failure time frame	Specify the time frame between failed login attempts before the user gets locked out.
1–60 minutes (Default is 5 minutes)	

MENU ITEM	DESCRIPTION
Lockout time 1–60 minutes (Default is 5 minutes)	Specify the lockout duration.
Web Login Timeout 1–120 minutes (Default is 10 minutes*)	Specify the delay for a remote login before the user is logged off automatically.

CONFIDENTIAL PRINT SETUP

MENU ITEM	DESCRIPTION
Max Invalid PIN 2–10	Set the number of times an invalid PIN can be entered. • A value of zero turns off this setting. • When the limit is reached, the print jobs for that user name and PIN are deleted.
Confidential Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time for confidential print jobs. • If this menu item is changed while confidential print jobs reside in the printer memory, then the expiration time for those print jobs does not change to the new default value. • If the printer is turned off, then all confidential jobs held in the printer memory are deleted.
Repeat Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time for a print job that you want to repeat.
Verify Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time that the printer prints a copy for the user to examine its quality, before printing the remaining copies.
Reserve Job Expiration Off* 1 Hour	Set the expiration time that the printer stores print jobs for printing later.

MENU ITEM	DESCRIPTION
4 Hours	
24 Hours	
1 Week	
Require All Jobs to be Held Off* On	Set the printer to hold all print jobs.
Keep duplicate documents Off* On	Set the printer to print other documents with the same file name without overwriting any of the print jobs.
* Indicates the default value for the field.	

ERASE TEMPORARY DATA FILES

MENU ITEM	DESCRIPTION
Stored in onboard memory Off* On	Delete all files stored on the printer memory.
* Indicates the default value.	

SOLUTIONS LDAP SETTINGS

USE	TO
Follow LDAP Referrals Off* On	Search the different servers in the domain for the logged-in user account.
LDAP Certificate Verification No* Yes	Enable verification of LDAP certificates.
* Indicates the default value for the field.	

MISCELLANEOUS

MENU ITEM	DESCRIPTION
Print Permission Off* On	Let the user log in before printing.
Security Reset Jumper Enable "Guest" access* No Effect	Specify the effect of using the security reset jumper. • The jumper is located beside a lock icon on the controller board. • Enable "Guest" access provides full access control to users who are not logged in. • No Effect means that the reset has no effect on the printer security configuration.
Minimum Password Length 0–32 (0*)	Specify the minimum characters that are allowed for a password.
* Indicates the default value for the field.	

Reports

MENU SETTINGS PAGE

MENU ITEM	DESCRIPTION
Menu Settings Page The Device Settings report appears.	Print or review a report that contains the printer menus.

DEVICE

MENU ITEM	DESCRIPTION
Device Information	View or print a report that contains information about the printer.
Device Statistics	View or print a report about printer usage and supply status.
Profile List	View or print a list of profiles that are stored in the printer.

NETWORK

MENU ITEM	DESCRIPTION
Network Setup Page	Print a page that shows the configured network and wireless settings on the printer. This menu item appears only in network printers or printers connected to print servers.
Wi-Fi Direct Connected Clients	View or print a page that shows the Wi-Fi Direct Connected Clients. The MAC Address and Hostname of the Wi-Fi Direct Connected Clients appears.

Supplies Plan

PLAN ACTIVATION

MENU ITEM	DESCRIPTION
• Sequence Number • Device Serial Number • Activation Code	It describes the details of the activation process for the purchased Supplies plan. Contact your Xerox representative to get a Supplies Activation Code. Subscription Service plans are not offered in all geographic locations For more information about Xerox®supplies and service plans, contact your Xerox representative.

PLAN CONVERSION

MENU ITEM	DESCRIPTION
• Current Plan • Device Serial Number • Total Impressions • Conversion Code	It describes the details of the conversion process for the existing Supplies plan. Contact your Xerox representative to get a Supplies Conversion Code. Subscription Service plans are not offered in all geographic locations For more information about Xerox®supplies and service plans, contact your Xerox representative.

SUBSCRIPTION SERVICE

MENU ITEM	DESCRIPTION
• Status	It indicates the subscription status.
• Check Subscription	To activate a Subscription Service Plan, do the following: 1 Go to **Settings > Supplies Plan > Subscription Service**. 2 For Subscription Service, click **Check Subscription**, then follow the directions provided by your Xerox representative.

Address Book

CONTACTS

MENU ITEM	DESCRIPTION

Add Contact — Edit Contact
• Contact Information
 – First Name
 – Last Name
 – Company
 – E-mail Address
 – Fax
• Contact Group Membership
• Authentication/Permissions
 Login Method
  • None
  • User Name/Password
   – User Name
   – Password
   – Confirm Password
  • User Name
   – User Name
  • Password
   – Password
   – Confirm Password
  • PIN
   – Enter PIN
   – Confirm PIN
• Permission Groups
 – **Add New Group**
  – Group Name
  – Import Access Controls
• **Add to Group**
 – New Group
 – <Group Name> Group
	Use the **Add Contact** link to create contacts to add to the address book.
	
	If you select options for Authentication/Permissions other than **None**, the Permission Groups menu appears.
	
	To create new groups, click **Add New Group**. You can import access controls or specify individual access controls for the new group on the New Group page.
	
	If you have already created groups, the **Add to Group** button becomes active. When you click **Add to Group**, you can select New Group to create a group, or you can select a group that is already created.

CONTACT GROUPS

MENU ITEM	DESCRIPTION

Add Group — Edit Contact Group
• Group Name
• Group Members
• Permission Groups
   – **Add Group**
      – Group Name
      – Members: Indicates the number of contacts in the group.
	Use the **Add Contact** link to create contacts to add to the address book.
	
	If you select options for Authentication/Permissions other than **None**, the Permission Groups menu appears.
	
	To create new groups, click **Add New Group**. You can import access controls or specify individual access controls for the new group on the New Group page.
	
	To delete a group, select an option in the Contact Groups list, then click Delete.

Bookmarks

MENU ITEM	DESCRIPTION

Add Bookmark — Edit Contact Group
• Bookmark Overview
  – Bookmark Name
  – Address: Click the down arrow to select an option:
    – http://
    – https://
    – ftp://
    – smb://
    Enter the address in the second field.
  – PIN
  – Parent folder
• Print Options
  – Copies: Enter a range between 1–9999.
  – Sides
    – Off
    – On
  – Flip Style
    – Long Edge
    – Short Edge
  – Collate
    – Off [1,1,1,2,2,2]
    – On [1,2,1,2,1,2]
  – Pages per Side Ordering
    – Horizontal
    – Reverse Horizontal
    – Vertical
    – Reverse Vertical
  – Pages per Side Border
    – None
    – Solid
	You can specify bookmarks to save in the embedded Web server. You can set up folders to organize bookmarks.

MENU ITEM	DESCRIPTION

– Pages per Side
  – Off
  – 2 pages per side
  – 3 pages per side
  – 4 pages per side
  – 6 pages per side
  – 9 pages per side
  – 12 pages per side
  – 16 pages per side
 	
• Paper Handling
  – Paper Source
    – Tray 1
    – Manual Paper
    – Manual Envelope
  – Pages per Side Orientation
    – Auto
    – Landscape
    – Portrait
  – Output Bin	

Add Folder • Folder Name • PIN • Parent Folder	Enter a **Folder Name** using letters or numbers. Do not use special characters, including /,\,?,:,>,<,l,". **PIN** is optional. If you enter a PIN, it must be 4 digits in length and only use numeric values 0–9.
Delete	If bookmarks are present, to delete a bookmark, select it from the list then click **Delete**.

Maintain the Printer

This chapter contains:

> ⚠️ **Warning:** Failure to maintain optimum printer performance, or to replace parts and supplies, may cause damage to your printer.

Checking the status of parts and supplies

1. From the control panel, navigate to **Settings > Reports > Device > Device Statistics**.

    Note: For non-touchscreen printer models, use the arrow keys to navigate through the menu, then press press the **OK** button after each selection.

2. Scroll down in the report to locate the Supply Information section. Details about supplies and usage appear in this section.

3. To print the report, click **Print**. To exit the report without printing, click **OK**.

Configuring supply notifications

1. Open a Web browser, then in the address field, type the printer IP address.

   - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as `123.123.123.123`.

   - If you are using a proxy server, to load the Web page correctly, disable the proxy server temporarily.

2. Click **Settings > Device > Notifications**.

3. From the Supplies menu, click **Custom Supply Notifications**.

   The Custom Supply Notification screen appears. This screen shows all of the supply notification options that you can configure.

4. To configure each supply notification, click the name of the supply to expand its pane, then select the notifications that you want.

5. When you are finished, click **Save**.

Setting up e-mail alerts

You can configure the printer to send e-mail alerts to individual e-mail addresses or to e-mail lists when supplies are low, when paper must be changed or added, or when there is a paper jam.

1. Open a Web browser, then type the IP address of the printer in the address field.

   • View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

   • If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Settings > Device > Notifications > E-mail Alerts Setup**, then configure the settings.

   🖉 Note: To obtain the correct E-mail Setup settings for your printer, contact your E-mail Provider.

3. On the E-mail Alerts Setup page, click **Setup E-mail Lists and Alerts**.

4. To set up an e-mail list, for E-mail List 1, type a valid e-mail address, then click **Add**. You can add as many e-mail addresses as you need. To create E-mail List 2, follow the same process.

5. To specify subject text, for Subject Text, click the down arrow to select an option.

6. For each listed e-mail event that you want the printer to e-mail alerts, select the check box, then select the E-mail list to include.

7. When you are finished, click **Save**.

Viewing and printing reports

You can view reports from the Embedded Web Server. These reports are useful for assessing the status of the printer, network, and supplies.

1. Open a Web browser, then type the printer IP address in the address field.

    -   View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

    -   If you are using a proxy server, temporarily disable it to load the Web page correctly.

2. Click **Settings > Reports**, then click the type of report that you want to view.

3. For each report, to print the report, click **Print**. To exit the screen, click **OK**.

Ordering Parts and Supplies

To view and order supplies for your printer, go to https://www.xerox.com/supplies, then enter your product in the search field.

> ⚠️ **Warning:** Failure to maintain optimum printer performance, or to replace parts and supplies, may cause damage to your printer.

> 🖉 Note: All life estimates for printer supplies assume printing on letter or A4-size plain paper.

USING GENUINE XEROX PARTS AND SUPPLIES

Your Xerox printer is designed to function best with genuine Xerox parts and supplies. Use of third-party parts or supplies can affect the performance, reliability, or life of the printer and its imaging components. It can also affect warranty coverage. Damage caused by the use of third-party parts or supplies is not covered by the warranty.

All life indicators are designed to function with Xerox supplies and parts and can deliver unpredictable results if third-party supplies are used. Imaging component usage beyond the intended life can damage your Xerox printer or associated components.

> ⚠️ **Warning:** Supplies and parts without Return Program agreement terms may be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies or parts. Resetting counters on the supply or part without proper remanufacturing can cause damage to your printer. After resetting the supply or part counter, your printer may display an error indicating the presence of the reset item.

Replacing parts and supplies

REPLACING A TONER CARTRIDGE

1. Open door B.
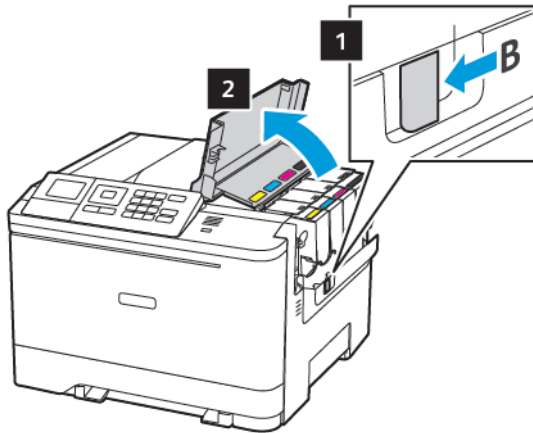
2. Remove the used toner cartridge.
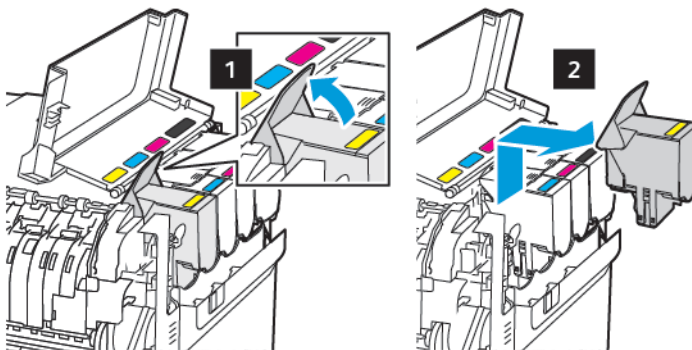
3. Unpack the new toner cartridge.

4. Insert the new toner cartridge.
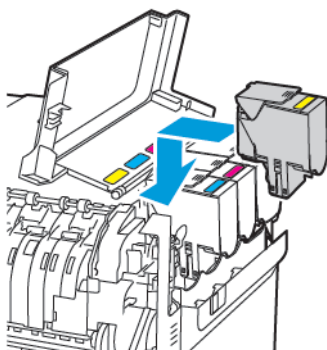
5. Close door B.
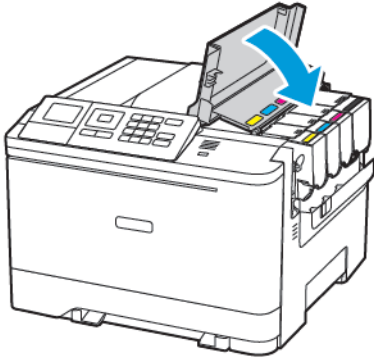
REPLACING THE WASTE TONER BOTTLE

1. Open door B.
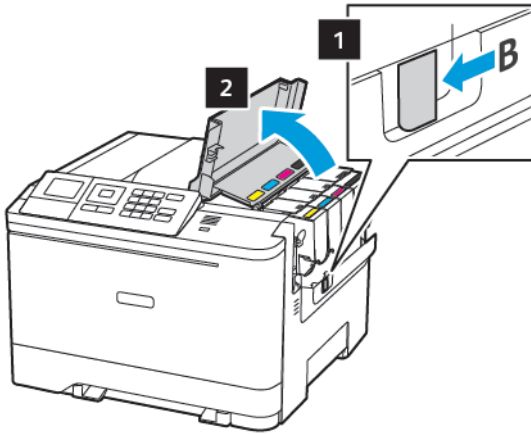
2. Open door A.

> ⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.


Xerox® C310 Color Printer User Guide
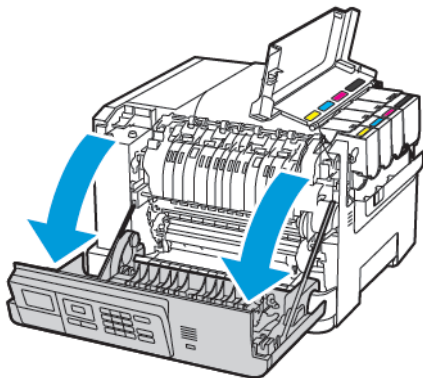
3. Remove the right side cover.

4. Remove the used waste toner bottle.
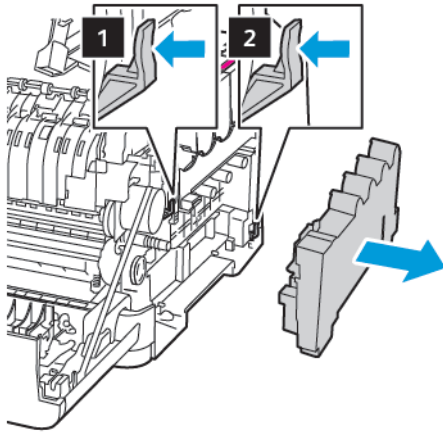
📝 Note: To avoid spilling the toner, place the bottle in an upright position.

5. Unpack the new waste toner bottle.

6. Insert the new waste toner bottle.
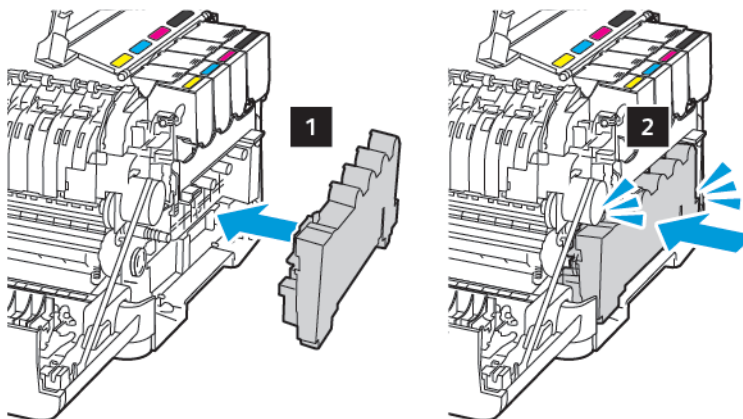
7. Insert the right side cover.
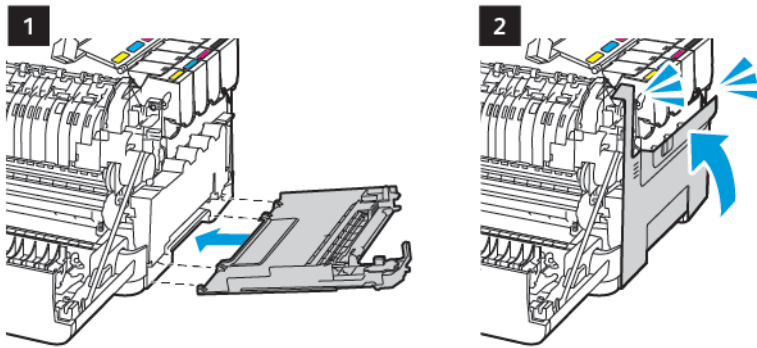
8. Close door B.
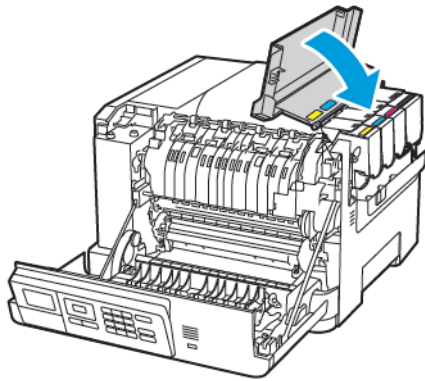
9. Close door A.

REPLACING AN IMAGING KIT

1. Open door B.
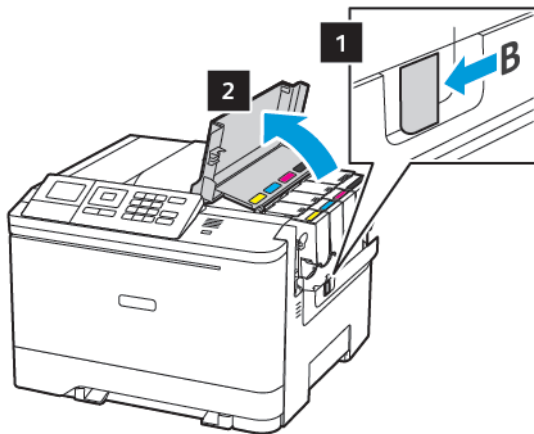
2. Open door A.

> ⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
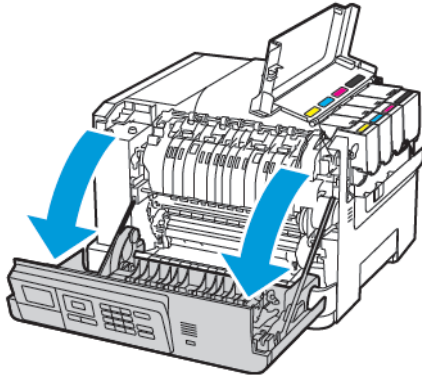
3. Remove the right side cover.
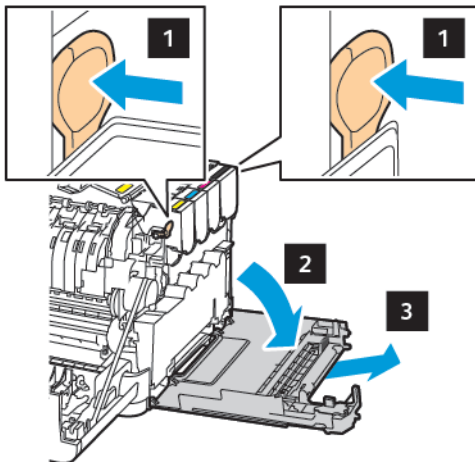
4. Remove the waste toner bottle.
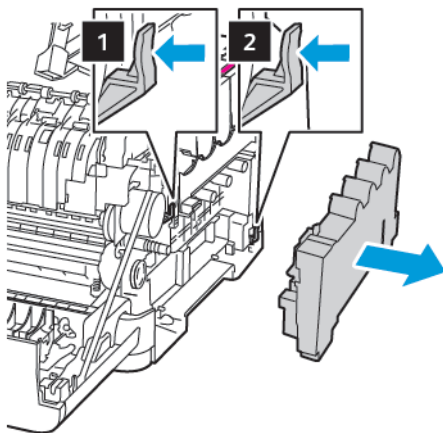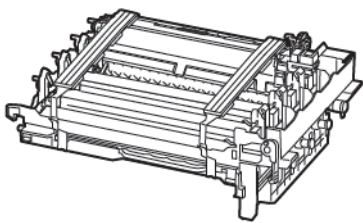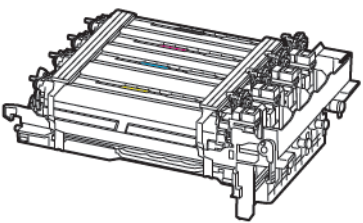
5. Remove the toner cartridges.
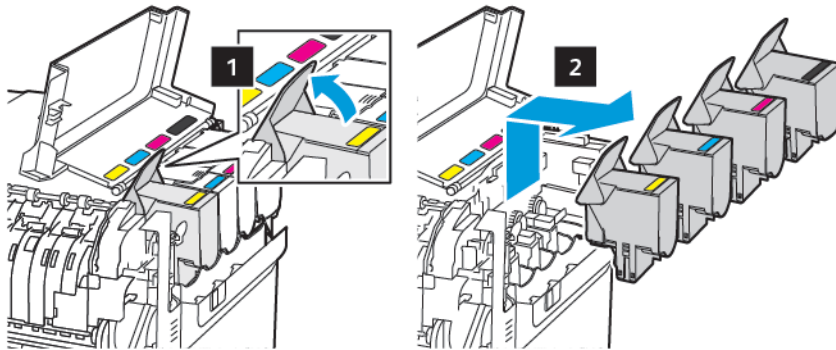
6. Remove the used imaging kit.
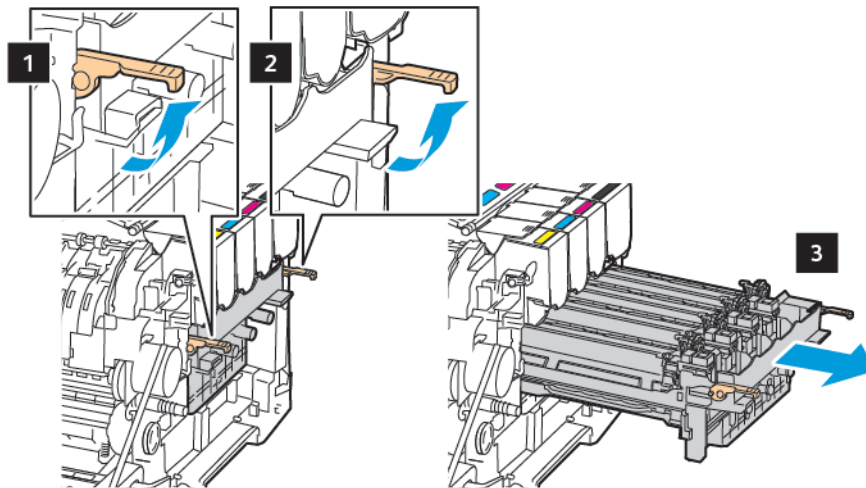
7. Unpack the new imaging kit.

BLACK IMAGING KIT	BLACK AND COLOR IMAGING KIT

- The black imaging kit includes the imaging kit and the black developer unit.

- The black and color imaging kit includes the imaging kit and the black, cyan, magenta, and yellow developer units.

- When replacing the black imaging kit, save the cyan, magenta, and yellow developer units from the used imaging kit.

8. Remove the packing material.
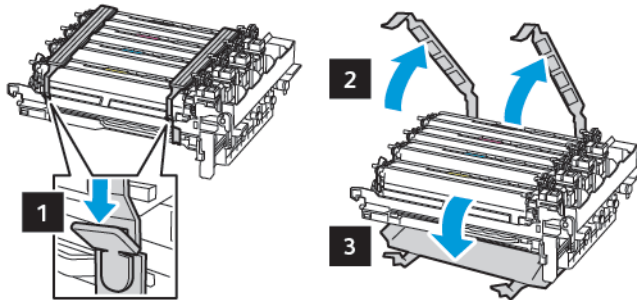
📝 Note: If you are replacing the black imaging kit, then insert the magenta, cyan, and yellow developer units into the new imaging kit.

⚠️ **Warning:** Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.
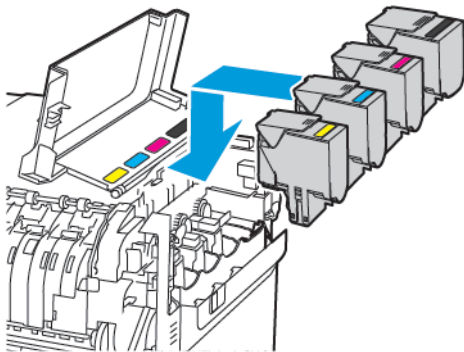
⚠️ **Warning:** Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.
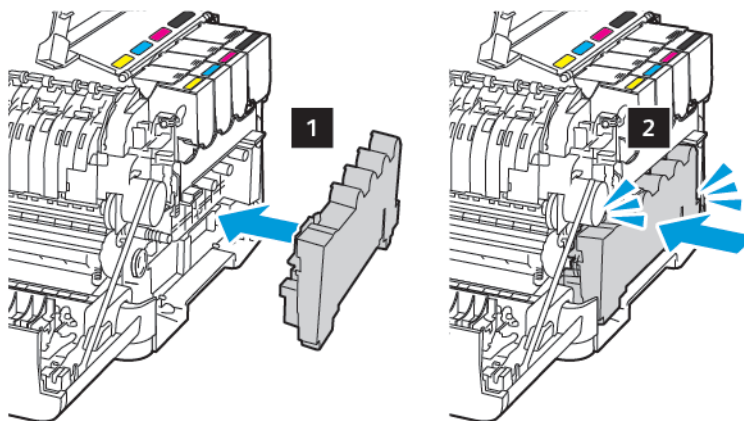
9. Insert the imaging kit until it is fully seated.
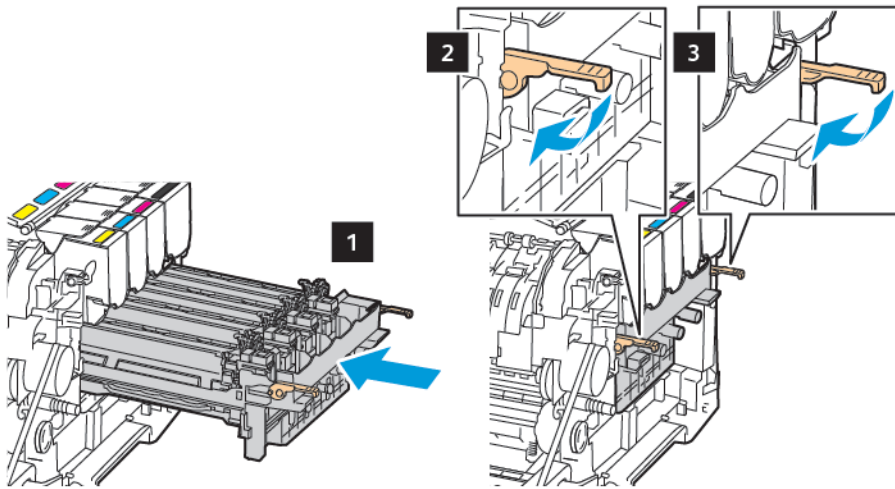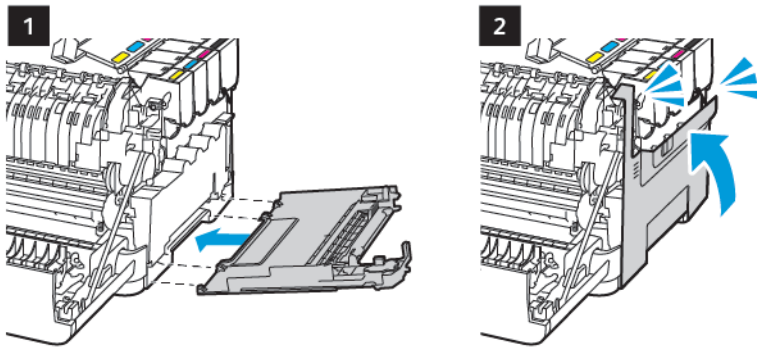

10. Insert the toner cartridges.
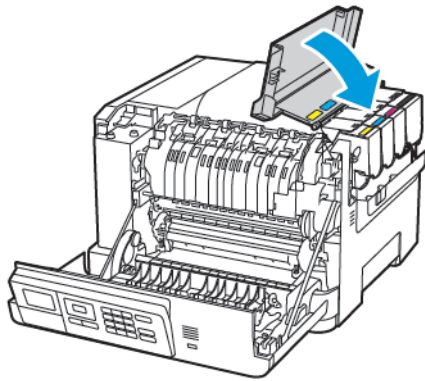

11. Insert the waste toner bottle.

12. Insert the right side cover.

13. Close door B.

14. Close door A.

Cleaning the printer

> ⚡ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

- Perform this task after every few months.

- Damage to the printer caused by improper handling is not covered by the printer warranty.

1. Turn off the printer, and then unplug the power cord from the electrical outlet.

2. Remove paper from the standard bin and multipurpose feeder.

3. Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.

4. Wipe the outside of the printer with a damp, soft, lint-free cloth.

   - Do not use household cleaners or detergents, as they may damage the finish of the printer.

   - Make sure that all areas of the printer are dry after cleaning.

5. Connect the power cord to the electrical outlet, and then turn on the printer.

> ⚠ **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Saving energy and paper

CONFIGURING THE POWER SAVE MODE SETTINGS

To save power when the printer is idle for a specified amount of time, you can configure the printer to go into Sleep Mode, Hibernate, or schedule Power Modes for specific times of day.

1. Open a Web browser, then type the printer IP address in the address field.

   - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

   - If you are using a proxy server, temporarily disable it to load the Web page correctly.

2. Click **Device > Power Management**.

3. To set how the printer reacts after printing, for Sleep Mode Profile, click the down arrow, then select an option:

   - **Stay Awake after printing**

   - **Enter Sleep Mode after printing**

4. To specify how and when the printer times out, for Timeouts, select options:

   - For Sleep Mode, select a time range from 1–120 minutes.

   - For Hibernate Timeout, to specify the printer never to go into Timeout, select **Disabled**. To specify the printer to go into Timeout, click the down arrow, then select an option between **1 hour** and **1 month**.

   - For Hibernate Timeout on Connection, to configure the printer not to go into Hibernate, select **Do Not Hibernate**. To configure the printer to go into Hibernate Timeout on Connection, select **Hibernate**.

5. To set the printer to use a pre-configured schedule, for **Schedule Power Modes**, type an **Action**, **Day(s)**, and a **Time**.

   - Actions include **Sleep**, **Wake**, or **Hibernate**.

   - Day(s) can include a single day of the week, or a schedule, such as **Every day**, **Weekdays**, or **Weekends**.

6. After you create a Schedule Power Modes option, to save the option, click **Add**.

7. When you are finished, click **Save**.

ADJUSTING THE BRIGHTNESS OF THE DISPLAY

Note: This setting is available only in some printer models.

1. From the control panel, navigate to:

   Settings > Device > Preferences

   For non-touch-screen printer models, press ![OK] to navigate through the settings.

2. In the Screen Brightness menu, adjust the setting.

CONSERVING SUPPLIES

You can set up the printer to use Eco-Mode settings to save printer supplies, such as paper and toner.

1. Open a Web browser, then type the printer IP address in the address field.

    - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

    - If you are using a proxy server, temporarily disable it to load the Web page correctly.

2. Click **Device > Eco-Mode**.

3. For Print, select options:

    - For Sides, click the down arrow, then select either **1–Sided** or **2–Sided**.

    - For Pages per Side, click the down arrow to view the options. If you want to print a single page on one side of a sheet of paper, select **Off**. If you want to print multiple pages on each side of a sheet of paper, select options from **2 pages per side** to **16 pages per side**.

    🖉 Note: If you selected **2–Sided** for Sides, the printer prints the number of pages for each side that you selected on both sides of a sheet of paper.

    - For **Toner Darkness**, click the slider to move to the right for darker toner or to the left for lighter toner.

    - To save color toner, for **Color Saver**, select the check box.

4. When you are satisfied with your choices, click **Save**.
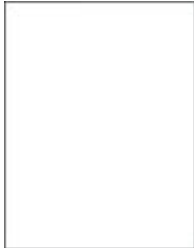
Troubleshoot a Problem

This chapter contains:

Printing problems

PRINT QUALITY IS POOR

Blank or white pages

🖉 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to

Settings > **Troubleshooting** > **Print Quality Test Pages**. For non-touch-screen printer models, press [OK] to navigate through the settings.

ACTION	YES	NO
1 Remove, and then reinstall the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Is the printer printing blank or white pages?	Contact customer support.	The problem is solved.

Dark Print

Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 1 Perform Color Adjust. From the control panel, navigate to: **Settings > Print > Quality > Advanced Imaging > Color Adjust** 2 Print the document. Is the print too dark?	Go to step 2.	The problem is solved.
Step 2 1 Depending on your operating system, reduce toner darkness from the Printing Preferences or Print dialog. You can also change the setting on the printer control panel. Navigate to: **Settings > Print > Quality > Toner Darkness** 2 Print the document. Is the print too dark?	Go to step 3.	The problem is solved.
Step 3 1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: **Settings > Paper > Tray Configuration > Paper Size/ Type** 2 Print the document. Is the print too dark?	Go to step 4.	The problem is solved.

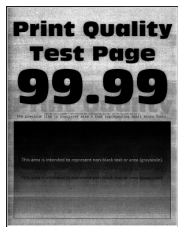| ACTION	YES	NO
Step 4 Check if the paper has texture or rough finishes. Are you printing on textured or rough paper?	Go to step 5.	Go to step 6.
Step 5 1 Replace textured or rough paper with plain paper. 2 Print the document. Is the print too dark?	Go to step 6.	The problem is solved.
Step 6 1 Load paper from a fresh package. Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2 Print the document. Is the print too dark?	Contact customer support.	The problem is solved.

Ghost Images

🖊 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 1 Load the tray with the correct paper type. 2 Print the document. Do ghost images appear on prints?	Go to step 2.	The problem is solved.
Step 2 1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: **Settings > Paper > Tray Configuration > Paper Size/Type** 2 Print the document. Do ghost images appear on prints?	Go to step 3.	The problem is solved.

ACTION	YES	NO

Step 3
1 Perform Color Adjust.
 	
  From the control panel, navigate to:
 	
  Settings > Print > Quality > Advanced Imaging > Color Adjust
 	
2 Print the document.
 	
Do ghost images appear on prints?
	Go to step 4.	The problem is solved.

Step 4
1 Remove, and then insert the imaging kit.
 	
  Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.
 	
  Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.
 	
2 Print the document.
 	
Do ghost images appear on prints?
	Contact customer support.	The problem is solved.

Gray or Colored Background

✏ Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.
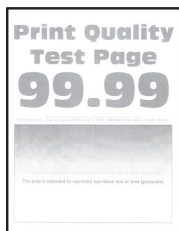
ACTION	YES	NO

Step 1
1 Perform Color Adjust.
 	
   From the control panel, navigate to:
 	
   Settings > Print > Quality > Advanced Imaging > Color Adjust
 	
2 Print the document.
 	
Does gray or colored background appear on prints?
	Go to step 2.	The problem is solved.

Step 2
1 Remove, and then insert the imaging kit.
 	
   Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.
 	
   Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs.
 	
2 Print the document.
 	
Does gray or colored background appear on prints?
	Contact customer support.	The problem is solved.

Incorrect Margins

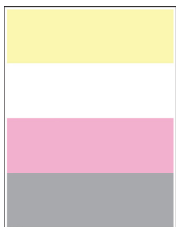| ACTION	YES	NO
Step 1 1 Adjust the paper guides to the correct position for the paper loaded. 2 Print the document. Are the margins correct?	The problem is solved.	Go to step 2.
Step 2 1 Set the paper size from the control panel. Navigate to: **Settings > Paper > Tray Configuration > Paper Size/ Type** 2 Print the document. Are the margins correct?	The problem is solved.	Go to step 3.
Step 3 1 Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog. Make sure that the setting matches the paper loaded. 2 Print the document. Are the margins correct?	The problem is solved.	Contact customer support.

Light Print

⬙ Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 1 Perform Color Adjust. From the control panel, navigate to: **Settings > Print > Quality > Advanced Imaging > Color Adjust** 2 Print the document. Is the print light?	Go to step 2.	The problem is solved.
Step 2 1 Depending on your operating system, increase toner darkness from the Printing Preferences or Print dialog. You can also change the setting on the printer control panel. Navigate to: **Settings > Print > Quality > Toner Darkness** 2 Print the document. Is the print light?	Go to step 3.	The problem is solved.
Step 3 1 Turn off Color Saver. From the control panel, navigate to: **Settings > Print > Quality > Color Saver** 2 Print the document. Is the print light?	Go to step 4.	The problem is solved.
Step 4 1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Make sure that the setting matches the paper loaded.	Go to step 5.	The problem is solved.

ACTION	YES	NO
• You can also change the setting on the printer control panel. Navigate to: **Settings > Paper > Tray Configuration > Paper Size/ Type** 2 Print the document. Is the print light?		
Step 5 Check if paper has texture or rough finishes. Are you printing on textured or rough paper?	Go to step 6.	Go to step 7.
Step 6 1 Replace textured or rough paper with plain paper. 2 Print the document. Is the print light?	Go to step 7.	The problem is solved.

ACTION	YES	NO
Step 7 1 Load paper from a fresh package. Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2 Print the document. Is the print light?	Go to step 8.	The problem is solved.
Step 8 1 Remove, and then insert the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Is the print light?	Contact customer support.	The problem is solved.

Missing Colors

✎ Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
1 Remove the toner cartridge of the missing color. 2 Remove the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 3 Remove, and then insert the developer unit of the missing color. 4 Insert the imaging kit. 5 Insert the toner cartridge. 6 Print the document. Are some colors missing on prints?	Contact customer support.	The problem is solved.

Mottled Print and Dots

🖉 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 Check the printer for leaked toner contamination. Is the printer free of leaked toner?	Go to step 2.	Contact customer support.
Step 2 1 From the control panel, navigate to:	Go to step 4.	Go to step 3.

ACTION	YES	NO
Settings > Paper > Tray Configuration > Paper Size/ Type 2 Check if the paper size and paper type settings match the paper loaded. Make sure that paper does not have texture or rough finishes. Do the settings match?		
Step 3 1 Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog. Make sure that the settings match the paper loaded. 2 Print the document. Is the print mottled?	Go to step 4.	The problem is solved.

ACTION	YES	NO
Step 4 1 Load paper from a fresh package. Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2 Print the document. Is the print mottled?	Go to step 5.	The problem is solved.
Step 5 1 Remove, and then insert the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Is the print mottled?	Contact customer support.	The problem is solved.

Paper Curl

ACTION	YES	NO
Step 1 1 Adjust the guides in the tray to the correct position for the paper loaded. 2 Print the document. Is the paper curled?	Go to step 2.	The problem is solved.
Step 2 1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: **Settings > Paper > Tray Configuration > Paper Size/ Type** 2 Print the document. Is the paper curled?	Go to step 3.	The problem is solved.
Step 3 Print on the other side of the paper. 1 Remove paper, flip it over, and then reload paper. 2 Print the document. Is the paper curled?	Go to step 4.	The problem is solved.
Step 4 1 Load paper from a fresh package. Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2 Print the document. Is the paper curled?	Contact customer support.	The problem is solved.

Print Crooked or Skewed

Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 1 Adjust the paper guides in the tray to the correct position for the paper loaded. 2 Print the document. Is the print crooked or skewed?	Go to step 2.	The problem is solved.
Step 2 1 Load paper from a fresh package. Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2 Print the document. Is the print crooked or skewed?	Go to step 3.	The problem is solved.
Step 3 1 Check if the paper loaded is supported. If paper is not supported, then load a supported paper. 2 Print the document. Is the print crooked or skewed?	Contact customer support.	The problem is solved.

Solid color or black images

🖉 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to

Settings > Troubleshooting > Print Quality Test Pages. For non-touch-screen printer models, press [OK] to navigate through the settings.

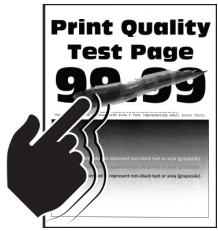| ACTION	YES	NO
1 Remove, and then reinstall the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Is the printer printing solid color or black images?	Contact customer support.	The problem is solved.

Text or Images Cut Off

🖉 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

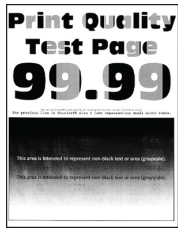| ACTION	YES	NO
Step 1 1 Adjust the paper guides in the tray to the correct position for the paper loaded. 2 Print the document. Are text or images cut off?	Go to step 2.	The problem is solved.
Step 2 1 Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog. • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: **Settings > Paper > Tray Configuration > Paper Size/ Type** 2 Print the document. Are text or images cut off?	Go to step 3.	The problem is solved.
Step 3 1 Remove, and then insert the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Are text or images cut off?	Contact customer support.	The problem is solved.

Toner Easily Rubs Off

Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

| ACTION	YES	NO

Step 1
1   Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.
   •   Make sure that the setting matches the paper loaded.
   •   You can also change the setting on the printer control panel. Navigate to:
Settings > Paper > Tray Configuration > Paper Size/ Type
2   Print the document.
Does toner easily rub off?
	Go to step 2.	The problem is solved.

Step 2 1 Check if the paper weight is supported. If paper weight is not supported, then load a supported one. 2 Print the document. Does toner easily rub off?	Go to step 3.	The problem is solved.
Step 3 1 Load paper from a fresh package. Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2 Print the document. Does toner easily rub off?	Contact customer support.	The problem is solved.

Uneven Print Density

🖉 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

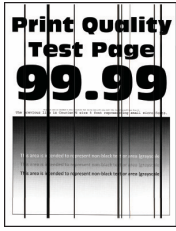| ACTION	YES	NO
1 Remove, and then reinstall the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Is the print density uneven?	Contact customer support.	The problem is solved.

Horizontal Dark Lines
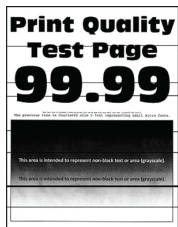
• Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

• If horizontal dark lines keep appearing on the prints, then refer to *Repeating Defects*.

ACTION	YES	NO
Step 1 1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: **Settings > Paper > Tray Configuration > Paper Size/Type** 2 Print the document. Do dark lines appear on prints?	Go to step 2.	The problem is solved.
Step 2 1 Load paper from a fresh package. Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. 2 Print the document. Do dark lines appear on prints?	Go to step 3.	The problem is solved.
Step 3 1 Remove, and then insert the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Do dark lines appear on prints?	Contact customer support.	The problem is solved.

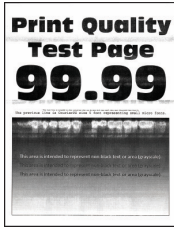**Vertical Dark Lines**

Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: **Settings > Paper > Tray Configuration > Paper Size/ Type** 2 Print the document. Do vertical dark lines appear on prints?	Go to step 2.	The problem is solved.
Step 2 1 Load paper from a fresh package. Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. 2 Print the document. Do vertical dark lines appear on prints?	Go to step 3.	The problem is solved.
Step 3 1 Remove, and then insert the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light can cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Do vertical dark lines appear on prints?	Contact customer support.	The problem is solved.

Horizontal White Lines

- Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

- If horizontal white lines keep appearing on your prints, then refer to *Repeating Defects*.

ACTION	YES	NO

Step 1
1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.
  • Make sure that the setting matches the paper loaded.
  • You can also change the setting on the printer control panel. Navigate to:
Settings > Paper > Tray Configuration > Paper Size/ Type
2 Print the document.
Do horizontal white lines appear on prints?
	Go to step 2.	The problem is solved.

Step 2 1 Remove, and then insert the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light can cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Do horizontal white lines appear on prints?	Contact customer support.	The problem is solved.

Vertical White Lines

Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO
Step 1 1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. Navigate to: **Settings > Paper > Tray Configuration > Paper Size/ Type** 2 Print the document. Do vertical white lines appear on prints?	Go to step 2.	The problem is solved.
Step 2 Check if you are using the recommended paper type. 1 Load the paper source with the recommended paper type. 2 Print the document. Do vertical white lines appear on prints?	Go to step 3.	The problem is solved.
Step 3 1 Remove, and then insert the imaging kit. Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems. Do not touch the photoconductor drum under the imaging kit. Doing so may affect the quality of future print jobs. 2 Print the document. Do vertical white lines appear on prints?	Contact customer support.	The problem is solved.

Repeating Defects

🖉 Note: Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**. For non-touch-screen printer models, press **OK** to navigate through the settings.

ACTION	YES	NO

1 Using the Print Quality Test Pages, measure the distance between the repeating defects on the affected color page.
2 Check if the repeating defects match any of the following measurements: **Imaging kit**
  • 94.20mm (3.71in.)
  • 29.80mm (1.17in.)
  • 23.20mm (0.91in.)
Developer unit
  • 43.90mm (1.73in.)
  • 45.50mm (1.79in.)
Transfer module
  • 37.70mm (1.48in.)
  • 78.50mm (3.09in.)
  • 55mm (2.17in.)
Fuser
  • 79.80mm (3.14in.)
  • 94.30mm (3.71in.)
 	
Do the repeating defects match any of the measurements?
	Take note of the distance, and then contact customer support.	Take note of the distance, and then contact customer support.

CONFIDENTIAL AND OTHER HELD DOCUMENTS DO NOT PRINT

ACTION	YES	NO
Step 1 1 From the control panel, check if the documents appear in the Held Jobs list. If the documents are not listed, then print the documents using the Print and Hold options. 2 Print the documents. Are the documents printed?	The problem is solved.	Go to step 2.
Step 2 The print job may contain a formatting error or invalid data. • Delete the print job, and then send it again. • For PDF files, generate a new file, and then print the documents. Are the documents printed?	The problem is solved.	Go to step 3.
Step 3 If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates. **For Windows users** 1 Open the Printing Preferences dialog. 2 From the Print and Hold section, select **Keep duplicate documents**. 3 Enter a PIN. 4 Resend the print job. **For Macintosh users** 1 Save and name each job differently. 2 Send the job individually. Are the documents printed?	The problem is solved.	Go to step 4.

ACTION	YES	NO
Step 4 1 Delete some held jobs to free up printer memory. 2 Resend the print job. Are the documents printed?	The problem is solved.	Go to step 5.
Step 5 1 Add printer memory. 2 Resend the print job. Are the documents printed?	The problem is solved.	Contact customer support.

SLOW PRINTING

ACTION	YES	NO
Step 1 Make sure that the printer cable is securely connected to the printer and to the computer, print server, option, or other network device. Is the printer printing slow?	Go to step 2.	The problem is solved.
Step 2 1 Make sure that the printer is not in Eco-Mode or Quiet Mode. • From the control panel, navigate to: **Settings > Device > Power Management > Eco-Mode** • From the control panel, navigate to: **Settings > Device > Maintenance > Configuration Menu > Device Operations > Quiet Mode** For non-touch-screen printer models, press **OK** to navigate through the settings. 2 Print the document. Is the printer printing slow?	Go to step 3.	The problem is solved.

ACTION	YES	NO
Step 3 1 Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog. 2 Set the resolution to 4800 CQ. 3 Print the document. Is the printer printing slow?	Go to step 4.	The problem is solved.
Step 4 1 From the control panel, navigate to: **Settings > Print > Quality > Print Resolution** For non-touch-screen printer models, press ⬛OK to navigate through the settings. 2 Set the resolution to 4800 CQ. 3 Print the document. Is the printer printing slow?	Go to step 5.	The problem is solved.
Step 5 1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. • Heavier paper prints more slowly. • Paper narrower than letter, A4, and legal may print more slowly. 2 Print the document. Is the printer printing slow?	Go to step 6.	The problem is solved.
Step 6 1 Make sure that the printer settings for Media Texture and	Go to step 7.	The problem is solved.

ACTION	YES	NO
Media Weight match the paper being loaded. From the control panel, navigate to: **Settings > Paper > Media Configuration > Media Types** For non-touch-screen printer models, press ![OK] to navigate through the settings. Rough paper textures and heavy paper weights may print more slowly. 2 Print the document. Is the printer printing slow?		
Step 7 Remove held jobs. Is the printer printing slow?	Go to step 8.	The problem is solved.
Step 8 1 Make sure that the printer is not overheating. • Allow the printer to cool down after a long print job. • Observe the recommended ambient temperature for the printer. For more information, see Selecting a location for the printer. 2 Print the document. Is the printer printing slow?	Go to step 9.	The problem is solved.
Step 9 1 Add more printer memory. 2 Print the document. Is the printer printing slow?	Contact customer support.	The problem is solved.

PRINT JOBS DO NOT PRINT

ACTION	YES	NO
Step 1 1 From the document you are trying to print, open the Print dialog, and then check if you have selected the correct printer. 2 Resend the print job. Is the document printed?	The problem is solved.	Go to step 2.
Step 2 1 Check if the printer is on. 2 Resolve any error messages that appear on the display. 3 Resend the print job. Is the document printed?	The problem is solved.	Go to step 3.
Step 3 1 Check if the ports are working and if the cables are securely connected to the computer and the printer. For more information, see the setup documentation that came with the printer. 2 Resend the print job. Is the document printed?	The problem is solved.	Go to step 4.
Step 4 1 Turn off the printer, wait for about 10 seconds, and then turn it back on. 2 Resend the print job. Is the document printed?	The problem is solved.	Go to step 5.
Step 5 1 Remove, and then reinstall the printer software. The printer software is available at www.xerox.com. 2 Resend the print job. Is the document printed?	The problem is solved.	Contact customer support.

THE PRINTER IS NOT RESPONDING

ACTION	YES	NO
Step 1 Check if the power cord is connected to the electrical outlet. To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated andproperly grounded electrical outlet that is near the product and easily accessible. Is the printer responding?	The problem is solved.	Go to step 2.
Step 2 Check if the electrical outlet is turned off by a switch or breaker. Is the electrical outlet turned off by a switch or breaker?	Turn on the switch or reset the breaker.	Go to step 3.
Step 3 Check if the printer is on. Is the printer on?	Go to step 4.	Turn on the printer.
Step 4 Check if the printer is in Sleep or Hibernate mode. Is the printer in Sleep or Hibernate mode?	Press the power button to wake the printer.	Go to step 5.
Step 5 Check if the cables connecting the printer and the computer are inserted to the correct ports. Are the cables inserted to the correct ports?	Go to step 6.	Insert the cables to the correct ports.
Step 6 Turn off the printer, install the hardware options, and then turn on the printer. For more information, see the documentation that came with the option.	The problem is solved.	Go to step 7.

ACTION	YES	NO
Is the printer responding?		
Step 7 Install the correct print driver. Is the printer responding?	The problem is solved.	Go to step 8.
Step 8 Turn off the printer, wait for about 10 seconds, and then turn on the printer. Is the printer responding?	The problem is solved.	Contact customer support.

JOB PRINTS FROM THE WRONG TRAY OR ON THE WRONG PAPER

ACTION	YES	NO
Step 1 1 Check if you are printing on the correct paper. 2 Print the document. Is the document printed on the correct paper?	Go to step 2.	Load the correct paper size and paper type.
Step 2 1 Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog. • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. 2 Print the document. Is the document printed from the correct tray or on the correct paper?	The problem is solved.	Go to step 3.
Step 3 1 Check if the trays are not linked. For more information, refer to Linking trays. 2 Print the document. Is the document printed from the correct tray?	The problem is solved.	Contact customer support.

Network connection problems

CANNOT OPEN EMBEDDED WEB SERVER

ACTION	YES	NO
Step 1 Check if you are using a supported browser: • Internet Explorer® version 11 or later • Microsoft Edge™ • Safari version 6 or later • Google Chrome™ version 32 or later • Mozilla Firefox version 24 or later Is your browser supported?	Go to step 2.	Install a supported browser.
Step 2 Make sure that the printer IP address is correct. View the printer IP address: • From the home screen • From the TCP/IP section in the Network/Ports menu • By printing a network setup page or menu settings page, and then finding the TCP/IP section An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123. Is the printer IP address correct?	Go to step 3.	Type the correct printer IP address in the address field.
Step 3 Check if the printer is on. Is the printer on?	Go to step 4.	Turn on the printer.
Step 4 Check if the network connection is working.	Go to step 5.	Contact your administrator.

ACTION	YES	NO
Is the network connection working?		
Step 5 Make sure that the cable connections to the printer and print server are secure. For more information, see the setup documentation that came with the printer. Are the cable connections secure?	Go to step 6.	Secure the cable connections.
Step 6 Check if the web proxy servers are disabled. Are the web proxy servers disabled?	Go to step 7.	Contact your administrator.
Step 7 Access the Embedded Web Server. Did the Embedded Web Server open?	The problem is solved.	Contact customer support.

UNABLE TO READ THE FLASH DRIVE

ACTION	YES	NO
Step 1 Check if the printer is not busy processing another print, copy, scan, or fax job. Is the printer ready?	Go to step 2.	Wait for the printer to finish processing the other job.
Step 2 Check if the flash drive is inserted into the front USB port. The flash drive does not work when it is inserted into the rear USB port. Is the flash drive inserted into the correct port?	Go to step 3.	Insert the flash drive into the correct port.

ACTION	YES	NO
Step 3 Check if the flash drive is supported. Is the flash drive supported?	Go to step 4.	Insert a supported flash drive.
Step 4 1 Check if the USB port is enabled. 2 Remove, and then insert the flash drive. Does the printer recognize the flash drive?	The problem is solved.	Contact customer support.

ENABLING THE USB PORT

From the control panel, navigate to:

Settings > Network/Ports > USB > Enable USB Port

For non-touch-screen printer models, press ￼ OK to navigate through the settings.

CHECKING THE PRINTER CONNECTIVITY

1. Print the Network Setup Page.

    From the control panel, navigate to:

    Settings > Reports > Network > Network Setup Page

    For non-touch-screen printer models, press ￼ OK to navigate through the settings.

2. Check the first section of the page and confirm that the status is connected.

    If the status is not connected, then the LAN drop may be inactive or the network cable may be unplugged or malfunctioning. Contact your administrator for assistance.

Issues with supplies

REPLACE CARTRIDGE, PRINTER REGION MISMATCH

To correct this problem, purchase a cartridge with the correct region that matches the printer region, or purchase a worldwide cartridge.

- The first number in the message after 42 indicates the region of the printer.

- The second number in the message after 42 indicates the region of the cartridge.

Table 8.1 Printer and toner cartridge regions

REGION	NUMERIC CODE
Worldwide or Undefined region	0
North America (United States, Canada)	1
European Economic Area, Western Europe, Nordic countries, Switzerland	2
Asia Pacific	3
Latin America	4
Rest of Europe, Middle East, Africa	5
Australia, New Zealand	6
Invalid region	9

Note: To find the region settings of the printer and toner cartridge, print the print quality test pages. From the control panel, navigate to: **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

NON-XEROX PARTS AND SUPPLIES

The printer has detected a non-Xerox part or supply installed in the printer.

Your Xerox printer is designed to function best with genuine Xerox parts and supplies. Use of third-party parts or supplies can affect the performance, reliability, or life of the printer and its imaging components.

All life indicators are designed to function with Xerox parts and supplies and can deliver unpredictable results if third-party parts or supplies are used. Imaging component usage beyond the intended life may damage your Xerox printer or associated components.

⚠️ **Warning:** Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies or parts may not be covered by the warranty.

To accept any and all of these risks and to proceed with the use of non-genuine supplies in your printer, press and hold X and OK simultaneously for 15 seconds.

If you do not want to accept these risks, then remove the third-party supply or part from your printer and install a genuine Xerox supply or part. For more information, refer to Using Genuine Xerox Parts and Supplies.

Hardware options problems

CANNOT DETECT INTERNAL OPTION

ACTION	YES	NO
Step 1 Turn off the printer, wait for about 10 seconds, and then turn on the printer. Does the internal option operate correctly?	The problem is solved.	Go to step 2.
Step 2 Print the Menu Settings Page, and then check if the internal option appears in the Installed Features list. Is the internal option listed in the menu settings page?	Go to step 4.	Go to step 3.

ACTION	YES	NO
Step 3 Check if the internal option is installed properly into the controller board. 1 Turn off the printer, and then unplug the power cord from the electrical outlet. 2 Make sure that the internal option is installed in the appropriate connector in the controller board. 3 Connect the power cord to the electrical outlet, and then turn on the printer. To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible. Does the internal option operate correctly?	The problem is solved.	Go to step 4.
Step 4 1 Check if the internal option is available in the print driver. If necessary, manually add the internal option in the print driver to make it available for print jobs. For more information, see Adding available options in the print driver. 2 Resend the print job. Does the internal option operate correctly?	The problem is solved.	Contact customer support.

DEFECTIVE FLASH DETECTED

Try one or more of the following:

- Replace the defective flash memory.

- From the printer control panel, select **Continue** to ignore the message and continue printing.

• Cancel the current print job.

NOT ENOUGH FREE SPACE IN FLASH MEMORY FOR RESOURCES

Try one or more of the following:

• From the printer control panel, select **Continue** to clear the message and continue printing.

• Delete fonts, macros, and other data stored in the flash memory.

• Install flash memory with larger capacity.

•

🖉 Note: Downloaded fonts and macros that are not previously stored in the flash memory are deleted.

UNFORMATTED FLASH DETECTED

Try one or more of the following:

• From the control panel, select **Continue** to stop the defragmentation and continue printing.

• Format the flash memory.

🖉 Note: If the error message remains, then the flash memory may be defective and needs to be replaced.
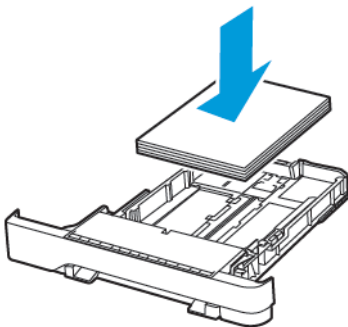
Clearing Jams

Load Paper Properly

- Make sure that the paper lies flat in the tray.

CORRECT LOADING OF PAPER	INCORRECT LOADING OF PAPER
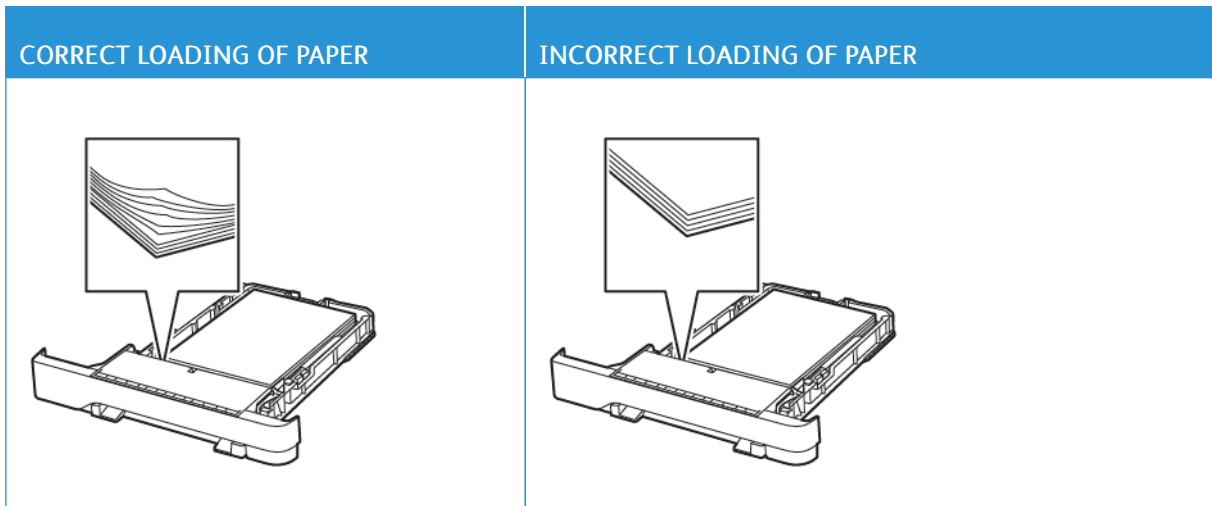
- Do not load or remove a tray while the printer is printing.

- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.

- Do not slide paper into the tray. Load paper as shown in the illustration.

- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.

- Push the tray firmly into the printer after loading paper.

Use Recommended Paper

- Use only recommended paper or specialty media.

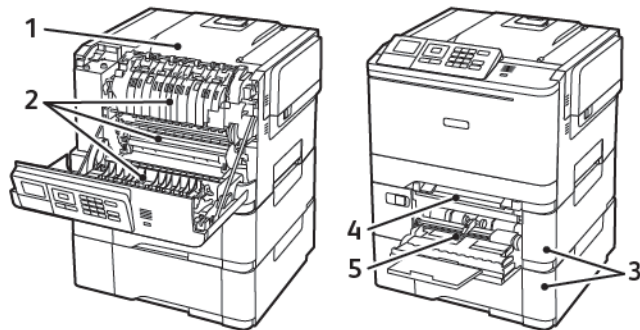- Do not load paper that is wrinkled, creased, damp, bent, or curled.

- Flex, fan, and align the paper edges before loading.
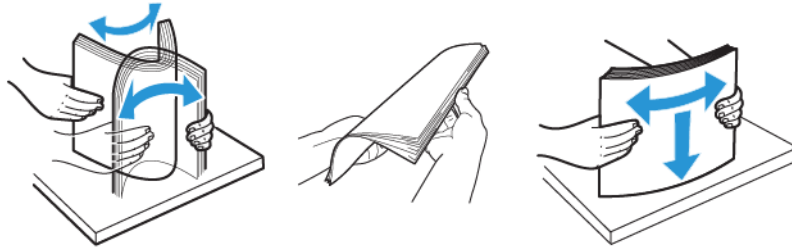
- Do not use paper that has been cut or trimmed by hand.

- Do not mix paper sizes, weights, or types in the same tray.

- Make sure that the paper size and type are set correctly on the computer or printer control panel.

- Store paper according to manufacturer recommendations.

IDENTIFYING JAM LOCATIONS

- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.

- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.

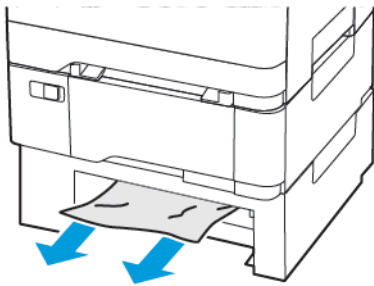| NUMBER	JAM LOCATION
1	Standard bin
2	In the fuser
3	Below the fuser
4	Duplex unit
5	Trays
6	Manual feeder
7	Multipurpose feeder The multipurpose feeder is available only in some printer models.

PAPER JAM IN TRAYS

1. Remove the tray.
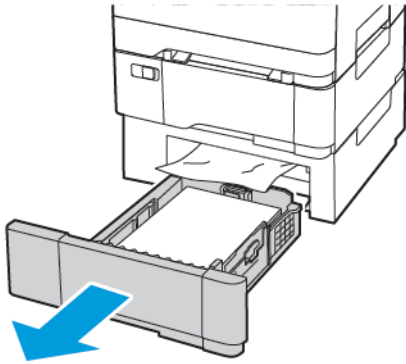
2. Remove the jammed paper.

   🖉 Note: Make sure that all paper fragments are removed.
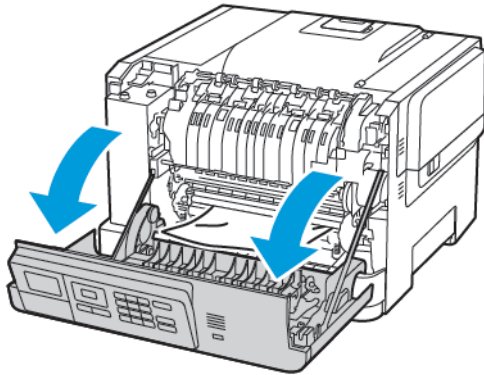

3. Insert the tray.

Paper Jams in Door A
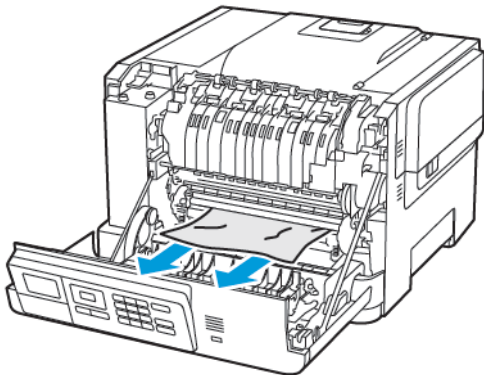
Paper jam in the fuser

1. Open door A.

> ⚠️ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

2. Remove the jammed paper.

> 🖉 Note: Make sure that all paper fragments are removed.

3. Open the fuser access door, and then remove the jammed paper.

🖉 Note: Make sure that all paper fragments are removed.

4. Close door A.

Paper jam in the duplex unit

1. Open door A.

⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
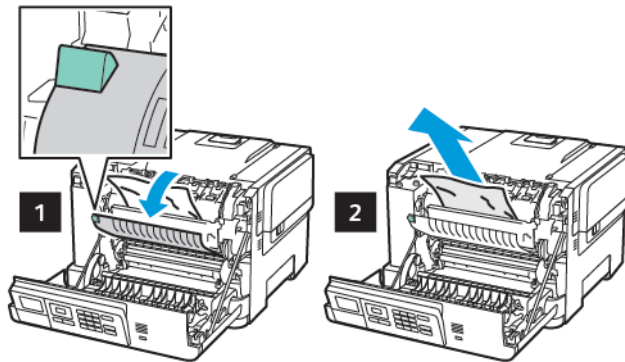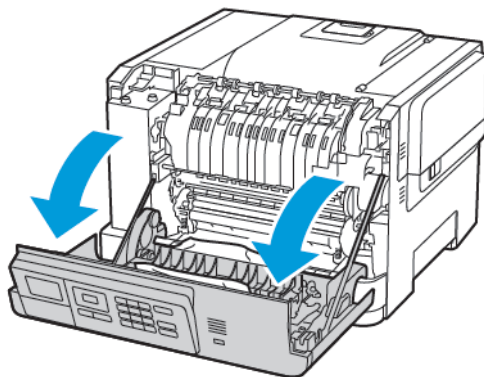
2. Remove the jammed paper.

✎ Note: Make sure that all paper fragments are removed.

3. Close door A.

PAPER JAM IN THE STANDARD BIN

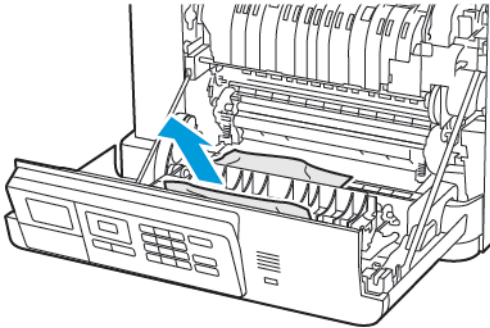Remove the jammed paper.

✎ Note: Make sure that all paper fragments are removed.
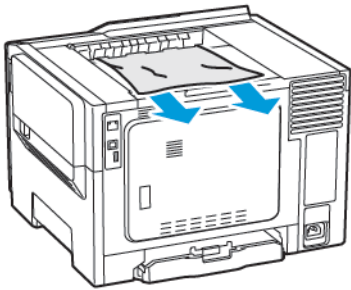
PAPER JAM IN THE MULTIPURPOSE FEEDER

✎ Note: The multipurpose feeder is available only in some printer models.

Xerox® C310 Color Printer User Guide

1. Remove paper from the multipurpose feeder.
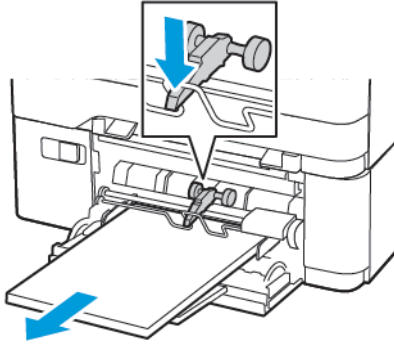
2. Remove the jammed paper.

    📝 Note: Make sure that all paper fragments are removed.

3. Flex, fan, and align the paper edges before loading.

4. Reload paper.
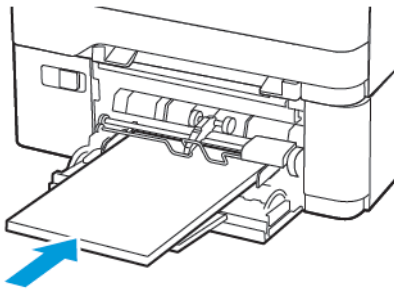
PAPER JAM IN THE MANUAL FEEDER

1. Remove the tray.
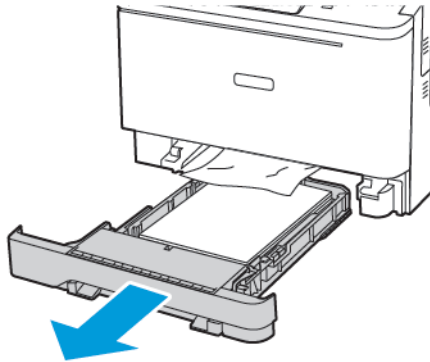
2. Remove the jammed paper.

    ✎ Note: Make sure that all paper fragments are removed.
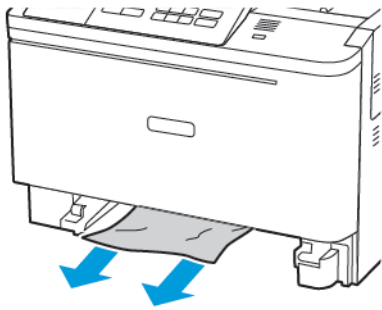
3. Insert the tray.

Paper feed problems

ENVELOPE SEALS WHEN PRINTING

ACTION	YES	NO
Step 1 1 Use an envelope that has been stored in a dry environment. Printing on envelopes with high moisture content can seal the flaps. 2 Send the print job. Does the envelope seal when printing?	Go to step 2.	The problem is solved.
Step 2 1 Make sure that paper type is set to Envelope. From the control panel, navigate to: **Settings > Paper > Tray Configuration > Paper Size/ Type** For non-touch-screen printer models, press OK to navigate through the settings. 2 Send the print job. Does the envelope seal when printing?	Contact customer support.	The problem is solved.

COLLATED PRINTING DOES NOT WORK

ACTION	YES	NO
Step 1 1 From the printer control panel, navigate to: **Settings > Print > Layout > Collate** For non-touch-screen printer models, press ![OK] to navigate through the settings. 2 Set Collate to **On**. 3 Print the document. Are the pages collated correctly?	The problem is solved.	Go to step 2.
Step 2 1 From the document that you are trying to print, open the Print dialog, and then select **Collate**. 2 Print the document. Are the pages collated correctly?	The problem is solved.	Go to step 3.
Step 3 1 Reduce the number of pages to print. 2 Print the document. Are the pages collated correctly?	The problem is solved.	Contact customer support.

TRAY LINKING DOES NOT WORK

ACTION	YES	NO
Step 1 1 Check if the trays contain the same paper size and type. 2 Check if the paper guides are positioned correctly. 3 Print the document. Do the trays link correctly?	The problem is solved.	Go to step 2.
Step 2 1 From the control panel, navigate to: **Settings > Paper > Tray Configuration > Paper Size/ Type** For non-touch-screen printer models, press ![OK] to navigate through the settings. 2 Set the paper size and type to match the paper loaded in the linked trays. 3 Print the document. Do the trays link correctly?	The problem is solved.	Contact customer support.

PAPER FREQUENTLY JAMS

ACTION	YES	NO

Step 1
1 Remove the tray.
2 Check if paper is loaded correctly.
    • Make sure that the paper guides are positioned correctly.
    • Make sure that the stack height is below the maximum paper fill indicator.
    • Make sure to print on recommended paper size and type.
3 Insert the tray.
4 Print the document.
 	
Do paper jams occur frequently?
	Go to step 2.	The problem is solved.

Step 2 1 From the Paper menu on the control panel, check if the printer is set to the correct paper size. 2 Print the document. Do paper jams occur frequently?	Go to step 3.	The problem is solved.
Step 3 1 Load paper from a fresh package. Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. 2 Print the document. Do paper jams occur frequently?	Contact customer support.	The problem is solved.

JAMMED PAGES ARE NOT REPRINTED

ACTION	YES	NO
1 From the control panel, navigate to: **Settings > Device > Notifications > Jam Content Recovery** For non-touch-screen printer models, press **OK** to navigate through the settings. 2 Select **On** or **Auto**, and then apply the changes. 3 Print the document. Are the jammed pages reprinted?	The problem is solved.	Contact customer support.

Color quality problems

ADJUSTING TONER DARKNESS

1. From the control panel, navigate to:

   Settings > **Print** > **Quality**

   For non-touch-screen printer models, press to navigate through the settings.

2. From the Darkness menu, adjust the setting.

3. Apply the changes.

MODIFYING THE COLORS IN PRINTED OUTPUT

For non-touch-screen printer models, press to navigate through the settings.

1. From the control panel, navigate to:

   Settings > **Print** > **Quality** > **Advanced Imaging** > **Color Correction**

2. From the Color Correction menu, select **Manual** > **Color Correction Content**.

3. Choose the appropriate color conversion setting.

OBJECT TYPE	COLOR CONVERSION TABLES
RGB Image RGB Text RGB Graphics	• Vivid—Produces brighter, more saturated colors and may be applied to all incoming color formats. • sRGB Display—Produces an output that approximates the colors displayed on a computer monitor. Black toner usage is optimized for printing photographs. • Display-True Black—Produces an output that approximates the colors displayed on a computer monitor. This setting uses only black toner to create all levels of neutral gray. • sRGB Vivid—Provides an increased color saturation for the sRGB Display color correction. Black toner usage is optimized for printing business graphics. • Off
CMYK Image CMYK Text CMYK Graphics	• US CMYK—Applies color correction to approximate the Specifications for Web Offset Publishing (SWOP) color output. • Euro CMYK—Applies color correction to approximate Euroscale color output. • Vivid CMYK—Increases the color saturation of the US CMYK color correction setting. • Off

FAQ ABOUT COLOR PRINTING

What is RGB color?

RGB color is a method of describing colors by indicating the amount of red, green, or blue used to produce a certain color. Red, green, and blue light can be added in various amounts to produce a large range of colors observed in nature. Computer screens, scanners, and digital cameras use this method to display colors.

What is CMYK color?

CMYK color is a method of describing colors by indicating the amount of cyan, magenta, yellow, and black used to reproduce a particular color. Cyan, magenta, yellow, and black inks or toners can be printed in various amounts to produce a large range of colors observed in nature. Printing presses, inkjet printers, and color laser printers create colors in this manner.

How is color specified in a document to be printed?

Software programs are used to specify and modify the document color using RGB or CMYK color combinations. For more information, see the software program Help topics.

How does the printer know what color to print?

When printing a document, information describing the type and color of each object is sent to the printer and is passed through color conversion tables. Color is translated into the appropriate amounts of cyan, magenta, yellow, and black toner used to produce the color you want. The object information determines the application of color conversion tables. For example, it is possible to apply one type of color conversion table to text while applying a different color conversion table to photographic images.

What is manual color correction?

When manual color correction is enabled, the printer employs user-selected color conversion tables to process objects. Manual color correction settings are specific to the type of object being printed (text, graphics, or images). It is also specific to how the color of the object is specified in the software program (RGB or CMYK combinations). To apply a different color conversion table manually, see Modifying the colors in printed output.

If the software program does not specify colors with RGB or CMYK combinations, then manual color correction is not useful. It is also not effective if the software program or the computer operating system controls the adjustment of colors. In most situations, setting the Color Correction to Auto generates preferred colors for the documents.

How can I match a particular color (such as a corporate logo)?

From the printer Quality menu, nine types of Color Samples sets are available. These sets are also available from the Color Samples page of the Embedded Web Server. Selecting any sample set generates multiple-page prints consisting of hundreds of colored boxes. Each box contains a CMYK or RGB combination, depending on the table selected. The observed color of each box is obtained by passing the CMYK or RGB combination labeled on the box through the selected color conversion table.

By examining Color Samples sets, you can identify the box with color closest to the color being matched. The color combination labeled on the box can then be used for modifying the color of the object in a software program. For more information, see the software program Help topics. Manual color correction may be necessary to use the selected color conversion table for the particular object.

Selecting which Color Samples set to use for a particular color-matching problem depends on:

- The Color Correction setting being used (Auto, Off, or Manual)

- The type of object being printed (text, graphics, or images)

- How the color of the object is specified in the software program (RGB or CMYK combinations)

If the software program does not specify colors with RGB or CMYK combinations, then the Color Samples pages are not useful. Additionally, some software programs adjust the RGB or CMYK combinations specified in the program through color management. In these situations, the printed color may not be an exact match of the Color Samples pages.

THE PRINT APPEARS TINTED

ACTION	YES	NO
Step 1 Perform Color Adjust. 1 From the control panel, navigate to: **Settings > Print > Quality > Advanced Imaging > Color Adjust** For non-touch-screen printer models, press **OK** to navigate through the settings. 2 Print the document. Does the print appear tinted?	Go to step 2.	The problem is solved.
Step 2 1 From the control panel, navigate to: **Settings > Print > Quality > Advanced Imaging > Color Balance** For non-touch-screen printer models, press **OK** to navigate through the settings. 2 Adjust the settings. 3 Print the document. Does the print appear tinted?	Contact customer support.	The problem is solved.

Contacting customer support

Before contacting customer support, make sure to have the following information:

- Printer problem

- Error message

- Printer model type and serial number

To receive email, chat support, or to browse the supported documentation, drivers, and other downloads, go to www.xerox.com, click on the **Customer Support** link, and search for your product.

Technical support via telephone is also available. In the U.S. or Canada, go to www.xerox.com/supplies. For other countries or regions, go to or contact the place where you purchased the printer.

Regulatory Information

This appendix contains:

Basic Regulations

NOISE EMISSION LEVELS

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

🖉 Note: Some modes may not apply to your product.

1-METER AVERAGE SOUND PRESSURE, DBA	
Printing	50
Ready	16

STATIC SENSITIVITY NOTICE

This symbol identifies static-sensitive parts. Do not touch the areas near these symbols without first touching a metal surface in an area away from the symbol.

To prevent damage from electrostatic discharge when performing maintenance tasks, such as clearing paper jams or replacing supplies, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer, even if the symbol is not present.

ENERGY STAR

Any Xerox product bearing the ENERGY STAR emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as of the date of manufacture.

—

TEMPERATURE INFORMATION

Operating temperature and relative humidity	10 to 32.2°C (50 to 90°F) and 15 to 80% RH
Printer, cartridge, or imaging unit long-term storage[1]	-40 to 40°C (60 to 90°F) and 8 to 80% RH Maximum wet bulb temperature[2]: 22.8°C (73°F) Non-condensing environment
Printer, cartridge, or imaging unit short-term shipping	-40 to 43.3°C (-40 to 110°F)

[1] Supplies shelf life is approximately 2 years. This is based on storage in a standard office environment at 22°C (72°F) and 45% humidity.

[2] Wet-bulb temperature is determined by the air temperature and the relative humidity.

INFORMACIÓN DE LA ENERGÍA DE MÉXICO

- Consumo de energía en operación: 510 Wh
- Consumo de energía en modo de espera: 0.2 Wh
- Cantidad de producto por unidad de energía consumida: 4.12 páginas/Wh

LASER NOTICE

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1: 2014.

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

- Class: IIIb (3b) AlGaInP
- Nominal output power (milliwatts): 15
- Wavelength (nanometers): 650–670

POWER

Product Power Consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

MODE	DESCRIPTION	POWER CONSUMPTION (WATTS)
Printing	The product is generating hard-copy output from electronic inputs.	510 W
Ready	The product is waiting for a print job.	23.5
Sleep Mode	The product is in a high-level energy-saving mode.	1.4
Hibernate	The product is in a low-level energy-saving mode.	0.1
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.1

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Sleep Mode

This product is designed with an energy-saving mode called Sleep Mode. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the Sleep Mode Timeout.

Note: Factory default Sleep Mode Timeout for this product is 15 minutes.

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. If the print speed is less than or equal to 30 pages per minute, then you can set the timeout only up to 60 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Hibernate Mode

This product is designed with an ultra-low power operating mode called Hibernate mode. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes

Note: Factory default Hibernate Timeout for this product in all countries or regions is 3 days.

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Off Mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total Energy Usage

It is sometimes helpful to estimate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

REGULATORY NOTICES FOR WIRELESS PRODUCTS

This section contains regulatory information that applies only to wireless models.

If in doubt as to whether your model is a wireless model, go to http://support.xerox.com.

Modular Component Notice

Wireless models contain modular components. To determine which modular components are installed in your particular product, refer to the labeling on your actual product.

Exposure to Radio Frequency Radiation

The radiated output power of this device is far below the radio frequency exposure limits of the FCC and other regulatory agencies. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC and other regulatory agencies.

Innovation, Science and Economic Development Canada

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standards. Operation is subject to the following two conditions:

1. This device may not cause interference, and

2. This device must accept any interference, including interference that may cause undesired operation of the device.

Innovation, Sciences et Développement économique Canada

Cet appareil est conforme aux normes RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes:

1. Cet appareil ne doit pas causer d'interférences et

2. Il doit accepter toutes les interférences, y compris les celles qui peuvent entraîner un fonctionnement indésirable.

European Union and European Economic Area Compliance

The CE mark applied to this product indicates compliance to applicable EU Directives. The full text of the EU Declaration of Conformity is located at https://www.xerox.com/en-us/about/ehs.

Restrictions

This radio equipment is restricted to indoor use only. Outdoor use is prohibited. This restriction applies to all the countries listed in the table below:

AT	BE	BG	CH	CY	CZ
DE	DK	EE	EL	ES	FI
FR	HR	HU	IE	IS	IT
LI	LT	LU	LV	MT	
NL	NO	PL	PT	RO	
SE	SI	SK	TR	UK	

EU and Other Countries Statement of Radio Transmitter Operational Frequency Bands and Maximum RF Power

This radio product transmits in either the 2.4GHz (2.412–2.472 GHz in the EU) or 5GHz (5.15–5.35, 5.47–5.725 in the EU) bands. The maximum transmitter EIRP power output, including antenna gain, is ≤ 20dBm for both bands.

FEDERAL COMMUNICATIONS COMMISSION (FCC) COMPLIANCE INFORMATION STATEMENT

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. 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 receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

For more information on Environment, Health, and Safety in relation to this Xerox product and supplies, contact the following:

Web address: https://www.xerox.com/en-us/about/ehs

Call (US and Canada only): 1–800–ASK-XEROX (1–800–275–9376)

Email: EHS-Europe@xerox.com

GERMANY

Germany - Blue Angel

RAL, the German Institute for Quality Assurance and Labeling, has awarded the following configuration of this device the Blue Angel Environmental Label:

Network printer with automatic 2-sided printing and USB or network connectivity.

This label distinguishes it as a device that satisfies Blue Angel criteria for environmental acceptability in terms of device design, manufacture, and operation. For more information, go to www.blauer-engel.de.

Blendschutz

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Importeur

Xerox GmbH

Hellersbergstraße 2-4

41460 Neuss

Deutschland

TURKEY ROHS REGULATION

In compliance with Article 7 (d), we hereby certify "it is in compliance with the EEE regulation."

"EEE yönetmeliğine uygundur."

UKRAINE ROHS COMPLIANCE

Обладнання відповідаєвимогам Технічного регламенту щодо обмеження

використання деяких небезпечних речовин в електричному та електронному

обладнані, затвердженого постановою Кабінету Міністрів України від 3 грудня

2008 № 1057.

(The equipment complies with requirements of the Technical Regulation, approved by the Resolution of Cabinet of Ministry of Ukraine as of December 3, 2008, in terms of restrictions for the use of certain dangerous substances in electrical and electronic equipment.)

Material Safety Data Sheets

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

- Web Address: https://safetysheets.business.xerox.com/en-us/

- United States and Canada: 1-800-ASK-XEROX (1-800-275-9376)

- Other markets, send an email request to EHS-Europe@xerox.com

Xerox® C310 Color Printer User Guide

Recycling and Disposal

This appendix contains:

Product Disposal and Recycling

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

North America

Xerox operates an equipment take-back and reuse and recycle program. Contact your Xerox representative (1–800–ASK-XEROX) to determine if this Xerox product is part of the program. For more information about Xerox environmental programs, go to https://www.xerox.com/en-us/about/ehs.

Xerox Green World Alliance

The Xerox Green World Alliance Program allows you to return qualified supplies to Xerox for reuse or recycling. One hundred percent of the empty cartridges returned to Xerox are either reused or de-manufactured for recycling. The boxes used to return the cartridges are also recycled.

To return Xerox cartridges for reuse or recycling, do the following:

1. Go to https://www.xerox.com/office/recycle.

2. Click **Recycling**.

3. Select an option for return.

Waste from Electrical and Electronic Equipment (WEEE) Directive

The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products.

If you have further questions about recycling options, contact your local sales office.

INDIA E-WASTE NOTICE

This product including components, consumables, parts and spares complies with the "India E-Waste Rules" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 % by weight and 0.01 % by weight for cadmium, except for the exemption set in the Rule.