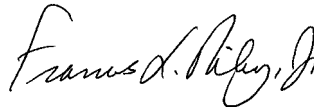


For: State Offices

Replacing Low Volume FAX Machines

Approved by: Acting Deputy Administrator, Management



1 Overview

A Background

ITSD, Telecommunications and Security Center (TSC) reviewed the nationwide FAX database and compiled a list of all Olivetti FAX machines with an incoming volume of less than 100 FAXes per week.

The majority of Field Offices with online Olivetti FAX machines that have documented FAX volume **less than 100** FAXes per week, will receive a Xerox WorkCentre Pro 580 laser FAX unit. A list of these offices is in Exhibit 1.

The following Olivetti FAX machines **will not** be replaced at this time:

- machines that are listed as backup
- machines that have no documented volume
- machines that are listed with an excessively low number of FAXes per week.

Note: Backup Olivetti FAX machines **will not** be covered under the nationwide maintenance contract.

B Purpose

This notice provides:

- instructions for Field Offices after replacement FAX machines are received
- instructions for excess equipment
- telephone numbers for National Help Desk (NHD) and contact personnel.

C Contact

Direct questions or comments about this notice to Lynn Oliphant, ITSD, TSC, at 816-926-1395.

Disposal Date	Distribution
December 1, 2003	State Offices; State Offices relay to applicable County Offices

Notice IRM-340

2 Action

A When FAX Machines Are Received

Field Offices shall follow the instructions in this table **within 3 calendar days** of receiving the new FAX machine.

Step	Action
1	Install, set-up, and test FAX machine operations according to Exhibit 2. Note: Contact FSA NHD at 816-926-1552 (FTS) or 800-255-2434 (non-FTS) for assistance.
2	After the new FAX machine has been successfully installed and tested, complete the FAX Equipment Acceptance Sheet (Exhibit 3).
3	FAX: <ul style="list-style-type: none">• completed Exhibit 3 to ITSD, TSC at 816-823-1982• FSA-951 to KCAO, Administrative Services Division, Attention Chief, Property Management Branch, at 816-926-2835.

B Maintenance

After the warranty period expires, FAX machine maintenance will be provided under the FSA nationwide maintenance program. See Notice IRM-336 for maintenance procedures.

C Replaced Olivetti FAX Machines

All replaced Olivetti FAX machines can be kept for backup purposes or disposed of as excess property according to 30-AS or 31-AS.

Forward the Olivetti equipment status (backup or excess), serial number, and unit model by FAX to Lynn Oliphant at 816-823-1982.

County Offices Receiving a Replacement FAX Machine

County Offices listed in this table:

- will receive a replacement Xerox WorkCentre Pro 580 laser FAX unit
- shall follow instructions in subparagraph 2 A within 3 calendar days of receiving the FAX machine
- shall inform Lynn Oliphant, TSC, of the status of the replaced Olivetti FAX machine.

State	County Offices Receiving a FAX Machine
AK	Homer, Palmer
AL	Autauga, Butler, Conecuh, Dallas, Fayette, Henry
AZ	Apache
CA	Contra Costa, Humboldt
CO	Conejos
FL	Gilchrist, Highlands, Okeechobee, St. Lucie
GA	Atkinson, Brantley, Calhoun, Candler, Crisp, Decatur, Dougherty, Effingham, Evans, Hall, Johnson, Lamar, Lanier, Morgan, Seminole, Taylor, Toombs, Wayne, Wilkes
HI	Kauai
ID	Benewah, Boundary, Cassia, Clearwater, Fremont, Gooding, Latah, Payette, Power, Teton
IN	Franklin, Greene
KS	Chase, Chautauqua, Clark, Comanche, Elk, Geary, Greenwood, Johnson, Leavenworth, Linn, Morris, Morton, Stanton, Wabaunsee
KY	Bath, Bourbon, Carroll, Crittenden, Garrard, Green, Hopkins, Knox, Lewis, Livingston, Metcalfe, Montgomery
LA	Caddo, Grant, Lincoln, Red River, St. John, St. Martin, Webster
MD	Carroll, Talbot
ME	Hancock, Kennebec, Knox, Penobscot
MI	Antrim, Arenac, Baraga, Barry, Dickinson, Emmet, Gladwin, Kalamazoo, Kent, Mecosta, Menominee, Midland, Montcalm, Newaygo, Ottawa, Presque Isle, Washtenaw
MN	Aitkin, Chisago, Clearwater, Crow Wing, Hubbard, Lake of the Woods, McLeod, Mahnomen, Red Lake, Wadena
MO	Bates, Cedar, Dallas, Grundy, Hickory, Phelps, Ralls, Wayne, Wright
MS	Choctaw, Neshoba, Pontotoc, Prentiss, Sharkey, Simpson, Tippah, Tunica, Union, Wayne, Winston, Yalobusha
MT	Beaverhead, Broadwater, Fergus, Golden Valley, Meagher, Park, Sheridan
NC	Brunswick, Buncombe, Cabarrus, Chatham, Chowan, Craven, Cumberland, Davidson, Durham, Franklin, Gaston/Lincoln, Granville, Harnett, Macon, Madison, Mitchell, Moore, Orange, Pamlico, Pender, Perquimans, Robeson, Rowan, Warren, Yadkin

County Offices Receiving a Replacement FAX Machine (Continued)

State	County Offices Receiving a FAX Machine
ND	Hettinger, McKenzie, Mercer
NE	Banner, Dakota, Dawes, Garfield
NH	Cheshire
NM	Harding, Hidalgo, McKinley
NV	Pershing
NY	Albany, Allegany, Chautauqua, Lewis, Niagara, Onondaga, Orleans, Oswego, Rensselaer, Saratoga, Seneca, Sullivan, Tioga, Washington, Wyoming
OH	Ohio State Office , Belmont, Carroll, Coshocton, Hardin, Harrison, Holmes, Medina, Meigs, Montgomery, Muskingum, Pike, Portage, Richland, Ross, Trumbull, Tuscarawas, Union
OK	Cleveland, Grady, Greer, Rogers, Wagoner, Woodward
OR	Harney, Lake
PA	Carbon, Clarion, Dauphin, Indiana, Schuylkill, Wyoming/Sullivan
PR	Adjuntas
SC	Abbeville, Lancaster, Newberry
SD	Ziebach
TN	Benton, Bledsoe, Bradley, Cannon, Carroll, Claiborne, DeKalb, Fentress, Greene, Hamblen, Hardeman, Henry, Humphreys, Jackson, Jefferson, Knox, Lake, McNairy, Marion, Sevier, Sullivan, Trousdale, Washington, White, Wilson
TX	Texas State Office , Blanco, Bosque, Burleson, Callahan, Cass, Chambers, Cherokee, Clay, Collingsworth, Coryell, Crockett, Delta, De Witt, Ector, Edwards, Fayette, Fort Bend, Freestone, Gillespie, Glasscock, Goliad, Gonzales, Hamilton, Harris, Harrison, Hays, Kent, Kerr, Kimble, Kleberg, Lampasas, Lavaca, Lee, Lipscomb, Madison, Mason, Menard, Midland, Mills, Mitchell, Motley, Oldham, Palo Pinto, Panola, Refugio, Roberts, San Augustine, San Saba, Shackelford, Stephens, Stonewall, Throckmorton, Travis, Uvalde, Walker, Washington, Wheeler, Young, Zapata
UT	Garfield, Millard
VA	Virginia State Office , Amelia, Appomattox, Brunswick, Campbell, Charlotte, Essex, Fauquier, Gloucester, Goochland, Grayson, Hanover, Lee, Louisa, Orange, Prince George, Shenandoah, Spotsylvania
VT	Addison
WA	Clarkston Service Center , Benton, Pierce/Thurston
WI	Ashland, Barron, Brown, Buffalo, Calumet, Chippewa, Door, Fond du Lac, Green Lake, Jackson, La Crosse, Marinette, Racine, Rusk, Waupaca
WV	Pocahontas, Tyler, Wood
WY	Laramie, Natrona, Niobrara, Uinta

Installing Xerox WorkCentre Pro 580 FAX Machine

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A Document Overview

This document contains instructions to assist users with the installation, configuration, maintenance, and troubleshooting of the Xerox WorkCentre Pro 580 FAX machine. Refer to the User's Guide for additional information on this FAX machine or call FSA NHD at 800-255-2434 for assistance.

B Supplies

The Xerox WorkCentre Pro 580 FAX machine uses a laser print cartridge that combines the drum and toner into 1 unit. The laser print cartridge is **line item 726** and **part number 113R00632**. The cartridge yields approximately 3,000 prints.

C Fax Machine Assembly

Follow the instructions in this table to assemble the FAX machine. If questions, or if a visual demonstration is desired, refer to Chapter 1 of the Quick Reference Guide included with the FAX machine. The last column in the table indicates the page in the Reference Guide where additional information can be found.

Step	Action	Manual Page
1	Remove the fax machine from the box and check for any visible damage.	
2	Ensure that all of the following components are included: <ul style="list-style-type: none"> • WorkCentre Pro 580 series FAX machine • laser printer cartridge • document exit tray • document input tray • handset • handset cradle • power cord • telephone line cord • WorkCentre Quick Reference Guide (Manual). 	

Installing Xerox WorkCentre Pro 580 FAX Machine (Continued)

C FAX Machine Assembly (Continued)

Step	Action	Manual Page
3	Ensure that the FAX machine is placed: <ul style="list-style-type: none"> close to a telephone jack on a solid flat surface away from direct sunlight and not in a damp or dusty room. 	
4	Remove all protective tape from the outside of the FAX machine. There will be 6 or 7 strips of tape.	1.14
5	Open the front cover by pulling the gray cover release buttons and remove the automatic document feeder protection sheet.	1.14
6	Attach document input and exit trays .	1.15
7	Attach handset to the FAX machine by plugging the coiled cord of the handset into the jack on the left side of the FAX machine.	1.16
8	Attach cradle by inserting 2 tabs of the cradle into the slots on the left side of the machine while pressing the tab button on the bottom of the cradle, push the cradle toward the machine until it clicks into place.	1.16
9	Attach the telephone line from the wall jack to the jack on the back of the FAX machine labeled " line ".	1.17
10	Plug the power cord into a standard electrical outlet. This FAX machine has no off/on button. A surge protector is recommended.	1.19
11	Load paper in the FAX machine according to the following: <ul style="list-style-type: none"> pull the extension tray on the automatic paper feeder to the fully extended position insert paper (up to 150 sheets may be added) adjust the paper guides to the width of the paper by sliding the gray guides until they lightly touch the paper. 	1.20
12	Install the laser print cartridge according to the following: <ul style="list-style-type: none"> open the front cover by pulling the gray cover release buttons located on each side of the FAX machine remove the print cartridge from the packaging shake the cartridge from side to side 5 or 6 times to distribute the toner evenly locate the black cartridge slots inside the machine, one on each side grasp the handle on the front of the cartridge and slide it down along the cartridge slots until it clicks into place close the cover. Ensure that the cover is able to close completely. 	

Installing Xerox WorkCentre Pro 580 FAX Machine (Continued)

D Configuration Overview

Before using the new FAX machine, it must be configured to your site's specifications. This includes setting up the information needed by the FAX header that is automatically included on all FAXes sent from the machine. The header contains the sender's name (machine name), FAX number, and the time the FAX was sent. Follow the steps in sections E and F to configure the FAX machine name, number, date, and time. For additional resources, refer to the Quick Reference Guide.

E Setting FAX Machine Date and Time

Follow the instructions in this table to set the FAX machine date and time.

Step	Action	Manual Page
1	PRESS the "Setup" button on the front panel. The display shows the first setup menu; "FAX NUMBER/NAME" .	1.24
2	PRESS ◀ or ▶ until "TIME/DATE SETUP" , is in the display, then PRESS the "*Start/Enter" button to access the "Time/Date Setup" menu.	1.24
3	The display prompts you to choose a "DATE FORMAT" . PRESS the "Enter" button.	1.24
4	PRESS ◀ or ▶ to select "USA", then PRESS the "Enter" button.	1.24
5	The display shows the date and time currently set on the FAX machine. The date is displayed in the following order: MONTH, DATE, HOUR, and MINUTE. Time is entered in the 24-hour format. For example, enter 23:00 for 11:00 P.M.	1.24
6	The cursor is under the first digit of the month and the number is blinking. Enter the correct date and time for each item using the number pad.	1.24
7	When you have finished, PRESS the "Enter" button to save the new settings. The display will return to Standby mode and show the date and time you have just set.	1.24
*Note: The "START/ENTER" button will be referred to as the Enter or the Start button.		

Installing Xerox WorkCentre Pro 580 FAX Machine (Continued)

F Setting FAX Machine Name and Number

Follow the instructions in this table to set the FAX machine name and number.

Step	Action	Manual Page
1	PRESS the "Setup" button. The display shows the first menu, "FAX NUMBER/NAME."	1.25
2	PRESS the "Enter" button to access the Fax Number/Name Menu. The display will show "Fax Number."	1.25
3	PRESS the "Enter" button. If a number is already set, the number will be displayed.	
4	Enter the telephone number (up to 20 digits) for the FAX machine. Use the "#" key to insert a hyphen. Example: The number 800-255-2434 would be entered as follows, 800#255#2434.	1.26
5	Once the number has been entered, PRESS the "Enter" button. The display will prompt you to enter a name for the FAX machine. If a name has already been set, the name will be displayed.	1.26
6	Enter the new FAX machine name. The name can be up to 40 characters in length. Enter alphanumeric characters using the number keypad. Example: To enter an "R" press 7 (labeled PQRS), 3 times. Each time you press 7 , the display shows a different letter-first "P" , then "Q" , "R" , "S" and finally "7" . Special symbols, such as "+" or "-" , can be included by pressing "0" repeatedly. To enter the same letter or number in succession, enter 1 digit, then move the cursor by pressing the ▶ button, and enter the next digit. To insert a space press the ▶ twice.	1.26
7	If a mistake is made while entering a number or if an existing number or name needs to be edited, move the cursor to the desired location by pressing ◀ or ▶ . Then, press the correct number to change, or press the "Search/Delete" button to delete the letter or number.	1.29
8	PRESS the "Enter" button to save the new settings.	1.26

Installing Xerox WorkCentre Pro 580 FAX Machine (Continued)

G Save Mode Buttons

There are 4 save mode buttons in the upper left corner of the front panel of the FAX machine. The following table lists each button and describes how it is used.

Button	Description	Manual Page
Toner Save Mode	If the LED above the "Toner Save" button is on, this feature has been activated and the machine uses less toner to print a page.	1.29
Power Save Mode	<p>If the LED above the "Power Save" button is on, this feature has been activated and reduces power usage when idle. The amount of time the machine waits before going to power save mode can be adjusted according to the following:</p> <ul style="list-style-type: none"> • PRESS and HOLD the "Power Save" button until "ON" or "OFF" is displayed in the LED • PRESS ◀ or ▶ to select "ON" or "OFF" • PRESS the "Start" button • select desired time length (5, 10, or 15 minutes) using the ◀ or ▶ • once the time has been selected, PRESS "Enter". 	1.29
Paper Save Mode	<p>The paper save mode can save paper by reducing the image size and printing 2 pages on 1 sheet of paper. This feature can be used when making copies or printing received documents. The "FAX" and "copy" options of this feature are activated separately but both may be active at the same time. The LED above the "Paper Save" button will be on if either option has been activated. Here are the steps to activate both the "Copy" and "FAX" options.</p> <ul style="list-style-type: none"> • PRESS and HOLD the power save button until "2-UP COPY" or "2-UP FAX" is displayed in the LED. • PRESS ◀ or ▶ to select "2-UP COPY" or "2-UP FAX" • PRESS the "Start" button. • select desired option (ON or OFF) using the ◀ or ▶ • once the selection has been made, PRESS "Enter". 	1.31
Toll Save Mode	Toll save mode allows documents to be stored in memory and transmitted at a later time when the call charge is discounted. If the LED above the "Toll Save" button is on, this feature has been activated.	1.32

Installing Xerox WorkCentre Pro 580 FAX Machine (Continued)

H Cleaning Document Scanner Glass

One of most common issues with FAX machines is lines or streaks on the documents. If sending FAXes or making copies and they have lines or streaks on them, the document scanner glass may need cleaning. Clean the document scanner glass and roller according to the following.

Step	Action
1	Open front cover by pulling gently just above the LED.
2	Locate the white roller with a purple tab.
3	Rotate the purple tab, pull up gently, and then slide the roller out of the other side.
4	The scanner glass should be exposed. It is a clear plastic strip.
5	Wipe the glass with a moist towel using water or glass cleaner.
6	The roller should also be wiped down in the same manner.
7	Reinsert the roller.
8	Close front cover.

I Optional Settings

Press the "Setup" button on the FAX machine console to access the optional settings. Scroll using ◀ ▶ until "System Setup" is displayed, press "Enter".

Item	Available Options	Default Setting	Recommended Setting
Language	ENG/GER/FRE/ITASPA/POR/DUT	English	English
Send from Memory	On/Off	On	On
Sending Confirm	On/Off/Error	Error	Error
Fax Paper Size	Letter/A4/Legal	Letter	Letter
Auto Reduction	On/Off	On	On
Discard Size	0-30mm	20mm	20mm
Rings to Answer	1-7	2	2
Stamp Receive Name	On/Off	Off	Off
Receive Start Code	0-9	*9*	*9*
Error Correction Mode (ECM)	On/Off		On
Caller Id	On/Off	Off	Off
Junk Fax Barrier	On/Off	Off	Off
DRPD Mode	On/Off	Off	Off

FAX Equipment Acceptance Sheet

Complete and FAX the following to TSC according to subparagraph 2 A.

Office Information	
Site ID (State and county codes)	
Site Name	
Street Address	
City/State/ZIP Code	
Contact Person	
Telephone Number	
FAX Number	
FAX Equipment Information	
Equipment Manufacturer	
Equipment Model	
Equipment Serial Number	
FAX Type (Ink, Laser, etc.)	
Equipment Received Date	
Equipment Install Date	
<p>I certify that the FAX equipment has been delivered and is fully functional.</p> <p>Office Representative (print name) _____</p> <p>Representative's Title _____</p> <p>Signature _____</p> <p>Date _____</p> <p>FAX to ITSD, TSC, Attention Lynn Oliphant at 816-823-1982.</p>	