Xerox CentreWare®
Printer Drivers Guide for Macintosh

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1 CentreWare Printer Drivers for Macintosh

CentreWare is software that brings the power of your Xerox systems right to your desktop. With these interactive drivers, printing and faxing from the Macintosh is simple. Printing options are easy to find, select, and use.

This guide introduces you to the CentreWare printer drivers and helps you to install and set up the Xerox system for use. Once installed, you can begin using the numerous and robust printing options of the Xerox system.

What's in this chapter:

- *CentreWare Printer Drivers and Applications* 1-2
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CentreWare Printer Drivers and Applications

Printer drivers for Macintosh OS X, the Xerox Font Management Utility, and Macintosh Scan Utility are available with this CentreWare release.

Some printer drivers also support faxing. Integrated fax capabilities vary with each Xerox system. Not all Xerox printers support both network printing and LAN fax submitted from the desktop. Check your product-specific literature for more details.

OS X Printer Drivers

Custom printer drivers are available for OS X (10.3 and above). The printer drivers consist of a disk image file (.DMG) that includes the following components:

- Custom PostScript Printer Description files (PPDs)
- Filters
- Plug-ins (Printer Dialog Extension/PDEs)

Xerox Font Management Utility

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

Xerox Scan Utility

The Xerox Scan Utility enables you to control and manage image files scanned to your computer from your printer.This utility is installed when the print driver and scan drivers are installed.

Obtaining CentreWare Printer Drivers

CentreWare Print and Fax Services Disc

The installation .DMG files (OS X) for the Xerox system printer and scan drivers are available in the Mac folder on the CentreWare Print and Fax Services disc.

Downloading from the Web

CentreWare printer drivers can be downloaded from the Xerox Web site (www.xerox.com). From the Xerox home page, click **Support & Drivers**. Follow the instructions on the Web page to locate the appropriate driver for your Xerox system.

Documentation

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

Printer Drivers Guide for Macintosh (This Guide)

The guide is intended for administrators who install and configure printer drivers. It is available on the *CentreWare Print and Fax Services* disc in electronic (PDF) format.

Help

OS X has a fully-featured help system that is accessed by clicking the help button on the CentreWare printer driver dialogs or by choosing **Help** from the Macintosh Help menu. Included in the help system are feature descriptions, step-by-step procedures, Xerox system information, and support information.

Using the Scan Drivers (Macintosh)

This guide is intended for those users who want to use the Xerox Scan Utility. The Xerox Scan Utility enables you to control and manage image files scanned to your computer from your printer. The guide is available to you once you have installed the scan drivers and Xerox Scan Utility by clicking the Help button on the Xerox Scan Utility window.

Support

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

Internet Support

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

Telephone Support

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

Xerox System Serial Number

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

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

Additional Tips

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

2 Installing and Configuring Printer Drivers in OS X

The *CentreWare Print and Fax Services* disc contains disk image (.DMG) files that support printing to Xerox systems from a Macintosh workstation running OS X versions 10.3 and above.

This chapter explains how to install and set up the Macintosh custom printer drivers for a Xerox system.

What's in this chapter:

- *Installing Printer Drivers* 2-2
- *Setting Up Printers* 2-3
- *Configuring Installable Options for Printers* 2-4
- *Removing Custom Printer Drivers* 2-4

Installing Printer Drivers

Custom printer drivers for OS X consist of the following elements:

PPD - A PostScript Printer Description file is a readable text file that provides a uniform approach for specifying special features and installable options for printer drivers that interpret PostScript.

PDE - A Printer Dialog Extension is used for printers with features that the standard Macintosh interface does not support.

Filters - A filter or converter accepts input in one format and converts it into another format that the printer can interpret.

Printer drivers for OS X combine these elements into one disk image file (.DMG) that contains package (.mpkg) files. An installer provided by Xerox is used to install the printer driver elements.

Note

Installing printer drivers on a Macintosh running OS X requires administrator privileges.

To install printer drivers in OS X:

1. Double-click the **dmg** icon. A virtual disk image is created on the desktop which contains the **Xerox Printer Installer** file and **Mac OS X PPDs** folder.
2. Double-click the **Xerox Printer Installer** icon and follow the instructions in the installer.
3. There are two ways to install the printer driver. Choose one of the following methods:
   a. The installer shows a list of printers detected in network. Select one of the printer and click the **Install** button. The printer driver is installed and a print queue created.
   b. On the installer interface, type the IP address of your machine and click **Install**. The printer driver is installed and a print queue created.
4. After installation, the printer driver is available for configuring with the Macintosh Printer Setup Utility. The files are at the following locations:

   OS 10.3 and 10.4: Library/Printers/PPDs/Contents/Resources/<language>.lproj/Xerox <printer model>.gz

   OS 10.5: /Library/Printers/PPDs/Contents/Resources/Xerox <printer model>.gz
5. When the installation is complete a message is shown. You can register your printer by selecting the **Register My Printer** checkbox.
6. Click **Finish**.The Xerox Printer Installer session ends.After installation, the printer driver is available for configuring with the Macintosh Printer Setup Utility.
7. Close any open windows.

Setting Up Printers

Printer setup includes adding a printer, connecting a workstation to the printer, assigning a printer driver or PPD, and configuring installable options for the printer. Use the Macintosh Printer Setup Utility to perform these tasks for your Xerox system.

OS X (10.3 and above) supports the following protocols:

- AppleTalk
- Bluetooth
- IP Printing
- Open Directory
- Rendezvous
- USB
- Windows Printing (Windows print queue)

Adding Printers with the Printer Setup Utility

To add a printer in OS X 10.3:

1. Open the Printer Setup Utility.
2. Click **Printers > Add Printer** or click the **Add** icon.
3. Choose **a protocol from the top pop-up menu.**
4. Make any other selection(s) required for the specified protocol. (For example, choose AppleTalk, then choose an AppleTalk zone.) When finished, a listing of available printers appears.
5. Select a Xerox system to configure.
6. From the **Printer Model** pop-up menu, choose **Auto Select**.

   Note

   If choosing **Auto Select** fails to locate a driver, click **Xerox** and select your Xerox system model.

7. Click **Add**.
8. Configure the Xerox system's installable options. See "Configuring Installable Options for Printers" on page 2-4. for the procedure.
9. Open and print a document in an application to test the printer.

To add a printer in OS X 10.4 and 10.5:

1. On the menubar, select the **Apple** menu and then **System Preferences**. Double-click **Print and Fax**.
2. Below the Printers window, click the **+** to add a printer.
3. Choose a **Protocol** from the top pop-up menu.
4. Make any other selection(s) required for the specified protocol.
5. Type the printer Address.
6. Type a name for the printer and, if desired, a location.
7. From Print Using, choose **Auto Select**.

Note

If choosing **Auto Select** fails to locate a driver, choose **Select a driver** (OS X 10.5) and select the printer from the list presented or select **Xerox** and choose the printer model from the **Print Using** menu (OS X 10.4).

8. Click **Add**. The Installable Options sheet appears.
9. Choose other options in the dialog, such as Paper Tray, Output options, Hole Punch Unit, or LAN Fax options from the pop-up menus.
10. Click **Continue**.The printer is added. Close any open windows.
11. Open and print a document in an application to test the printer and printer driver.

Configuring Installable Options for Printers

Depending on the Xerox system, additional options are available for configuration, such as a Finisher or Hole Punch unit.

To configure installable options in OS X:

1. Open the Printer Setup Utility.
2. Choose the Xerox System to configure.
3. Click the **Show Info** icon.
4. Choose **Installable Options** from the pop-up menu.
5. Choose other options in the dialog, such as Finisher/Output Tray options, from the pop-up menu.
6. When you are finished, click **Apply Changes** and close the Printer Setup Utility.

Removing Custom Printer Drivers

You remove OS X drivers by manually deleting the files from the workstation. Always remove existing printer drivers prior to installing new/updated versions.

To remove Xerox printer drivers in OS X:

1. Open the Printer Setup Utility. The Printers List appears.
2. Select the Xerox system that you want to remove and click the Delete icon.
3. Exit the Printer Setup Utility.
4. Locate the **/Library/printers/Xerox/PDE**s folder on the Macintosh hard drive and remove the plug-in files (.plugin) associated with the Xerox system being removed.

   Note

   Plug-ins for Xerox printers have file names such as WorkCentre <model number>.plugin, and XeroxWatermark.plugin. If you are not removing all Xerox printers, be careful not to remove plug-ins needed by an active printer.

5. Close any open windows and empty the Trash.

Setting up Scanning

The scanning drivers for your machine are installed at the same time as the printer drivers. Some setup is required in order to use the scan drivers and the Xerox Scan Utility.

Note

For more information on how to use the scan driver, open the Xerox Scan Utility. Click **Applications > Xerox > Xerox Scan Utility > Xerox Scan Utility** and then click **Help**.

Turn on Windows Sharing

1. From the Apple menu, select **System Preferences > Sharing**.The **Sharing** window opens.
2. For **OS 10.4**:
   a. Select **Windows Sharing**.Windows Sharing is turned on.
   b. Click **Accounts** and select the accounts that are allowed to be used for scanning.
   c. Click **Done** when finished selecting accounts.
3. For **OS 10.5**:
   d. Select **File Sharing**.
   e. In the Shared Folders area, click **+** and then select the folder that will be shared and contain the scanned images.
   f. In the **Users** area, click **+** to add users that will have access to the folder and scanned images.
   g. Click **Options**.
   h. Select **Share files and folders using SMB** and the select the accounts that will have access to sharing.
   i. Click **Done** when finished selecting accounts.
4. Close the Sharing window.

Set up and save a Xerox Scan Utility template

You must set up and save a template on the Scan Settings tab in order for the template to be available on your printer. You use this scan template at the printer to send scans back to your computer.

1. On the menubar, click **Applications > Xerox > Xerox Scan Utility > Xerox Scan Utility**.
2. Select the **Scan Settings** tab.
3. Make any scan settings you want and then type a template name in the **Saved Template Settings** menu.
4. Click **Save**. The template is saved on your computer and is sent to your printer. You can select this template from the printer to send a scan back to your computer.

3 About OS X Printer Drivers

CentreWare Macintosh OS X printer drivers provide the printing tools to help save you time and increase your productivity. These drivers offer many feature options for you to easily choose how your document will look and print.

What's in this chapter:

- *Custom Driver Features* 3-2
- *Dialogs* 3-2
- *Driver Help System* 3-3

Custom Driver Features

OS X printer driver features are contained in the Xerox Features drop-down menu. The features are arranged on the following dialogs: Paper/Output, Special Pages, Color Options, Image Options, Layout/Watermark, and Advanced.

> Note
> Some printer driver features are only supported by specific printers or finishers and are not available on all Xerox systems.

The features on the dialogs are organized for your convenience with the most frequently used options available to you when you open the driver. Icons appear next to key features so that you can quickly locate them.

Dialogs

Printer driver dialogs are accessed through your application's print dialog. Changes to the features apply to the open document and application, and most are temporary. Depending on your printer, you may have either the Color Options dialog or the Image Options dialog.

Paper/Output

The Paper/Output dialog includes the most frequently used features. For example, you can choose two-sided printing, specific media on which to print, or delay your print job to a time specified by you. The Paper/Output dialog also contains finishing options, which may include staple, booklet creation, booklet fold, folding, hole punch, or post-process insertion options, depending on the type of finisher you have installed.

Special Pages

The Special Pages dialog includes features for adding Covers, Inserts, and Exceptions to your print document.

Color Options

The Color Options dialo, if available, groups together features that are related to color manipulation within the print driver.

Image Options

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

Layout/Watermark

The Layout/Watermark dialog includes features for page layout, such as Booklet Layout, and features for creating and printing watermarks. The Watermark Editor, which is accessed from this dialog, enables you to create and customize text or graphic watermarks.

Advanced

The Advanced dialog includes features that infrequently change once the options are set, such as Banner Sheet and Request Set Offset.

Accounting

The Accounting dialog contains the Xerox Standard or Auditron and Network Accounting options. This dialog is accessed from the feature pop-up menu (the same pop-up menu as *Xerox Features*) in your application's printer driver dialog.

About

Clicking the *About* button displays information about the printer driver such as version number and copyright date.

Driver Help System

The Help system is the primary source for information about using the printer drivers. Access help by clicking the Help button in the driver dialog.

Help contains information about each of the features available in the printer drivers. *How do I* procedures explain how to access and use specific features, for example, **How Do I Select Paper Options and How Do I Specify Page Inserts**.

4 Problem Solving

Application, device, and network errors can occur in a variety of printing situations. In many cases, simply restarting the application, the workstation, or the printer will resolve the problem.

What's in this chapter:

- *Troubleshooting a Problem* 4-2
- *Known Issues for OS X* 4-2

Troubleshooting a Problem

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

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

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

Known Issues for OS X

The following general issues pertain to OS X printer drivers and are not application specific.

Cover Page (After Document) Not Printing with Generic PPD

In OS X 10.3, the cover page does not print after the document when printing using the Generic PPD. Printing the cover page before the document works properly.

Solution

Use the custom printer driver or print cover pages before the document.

Reset Page Setup after Changing Printers

In OS X 10.4 or earlier, when you change printers in an application, choose **File > Page Setup** and reset the page size before printing.

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