**Xerox Tech Support Information**

**By Phone**

If you have a question call **1-800-822-2979** and ask for second level tech support.

**OR**

[**Online**](http://WWW.XEROX.COM)

Find the answer at [www.xerox.com](http://www.xerox.com). Under the “Support” tab, select “Support and Drivers”, type in the model number of your machine, select “Support” and type your question in the search tool. For example:

*“How to print a configuration report?”*

*“How to export a address book”*

For the purpose of transitioning from your Xerox machine to another manufacturer, we have listed what we feel will be the most commonly used instructions in the following pages.

**How To Access CentreWare Internet Services (CWIS)**

Access CentreWare Internet Services (CWIS)

**NOTE:** This solution assumes Microsoft Internet Explorer is being used as the web browser. If other browsers are used, the steps may vary.

The printer must be configured with an IP address before CWIS can be accessed. Print a Configuration Report to make sure the printer has an IP address and that the HTTP protocol is enabled.

1. From the computer, open an Internet browser window.
2. Enter the IP address of the printer in the **Address** field, and then press [Enter] on the keyboard. The CentreWare Internet Services window will be displayed.

*Login as System Administrator*:

If you will be configuring settings using CentreWare Internet Services, you may be prompted to login before the setting may be configured. Follow the instructions below to login as System Administrator.

*Login as System Administrator*:

1. In the top right area of the page, click [Login].
2. Under User ID, type [admin].
3. Under password, type the administrator password.  
     
   NOTE: The default password is [1111].
4. Click [Login].

*Logout of System Administrator Mode*:

1. Click on [Logout] in the upper, right corner of the page.
2. Click the [Logout] button when the Logout window displays.

**How To Print a Configuration Report**

Print a Configuration Report

The Configuration Report lists all current settings of the printer and prints at startup by default. See the **Related Content** for additional information on how to disable the report from printing at startup.

*To print a Configuration Report from the Control Panel:*

1. Press the [Machine Status] button on the Control Panel.
2. Select the [Information Pages] button on the Touch Screen.
3. Select [Configuration Report].
4. Select [Print].

*To print a Configuration Report using CentreWare Internet Services (CWIS):*

1. From the computer, open an Internet browser window.
2. Enter the IP address of the printer in the **Address** field, and then press [Enter] on the keyboard. The CentreWare Internet Services window will be displayed.
3. Click on the [Status] button.
4. Click on [Configuration Report].
5. To print the report, click on the [Print Configuration Page] button.   
     
   **NOTE:** If your System Administrator has restricted printing of the Configuration Report, a user name and password is required to print.

**How To Export a Device Address Book to a .CSV File**

Export a Device Address Book to a .CSV File

1. Access CentreWare Internet Services (CWIS) and if necessary, login as System Administrator.
2. Click on the [Address Book] tab.
3. Select [Export] from the drop down menu in the upper right corner of the screen.  
     
   **NOTE**: Management is the default setting for this drop down menu.
4. Under Delimiter drop down menu, select an option. Available options include: Comma (hex 2C) or Semicolon (hex 3B).
5. Place a check mark in the [Export in Legacy Mode] check box as needed. Legacy Mode omits favorites, groups, fax, and Scan To Destination contact information. Display Name is changed to Friendly Name, allowing you to import the file directly to an older printer without mapping address book fields.
6. Click the [Export] button.

**How To Export Xerox Standard Accounting (XSA) User Information**

**Solution: Export Xerox Standard Accounting (XSA) User Information**

Xerox Standard Accounting information may be exported using CentreWare Internet Services (CWIS) or from the Control Panel. Choose your desired method.

*To Export Xerox Standard Accounting User Information Using CentreWare Internet Services (CWIS):*

1. Access CentreWare Internet Services (CWIS) and if necessary, login as System Administrator.
2. Click on the **Properties** tab.
3. Click on **Login/Permissions/Accounting** on the left side of the screen.
4. Click on **Accounting Method**.
5. On the Accounting page, next to Users and Limits, click **Edit**.
6. From the Management Actions menu, select **Export**.
7. Under Delimiting Character, select an option.
8. Under Language, select the language of the text in your .csv file.
9. Click **Export**.
10. A message "The Xerox Standard Accounting accounts were exported successfully. Click the button below to download the file." Click on the **Download File Now** Button.
11. A pop up window displays. Click on **Open** to open the file or **Save** to save the file to your computer. If Save was selected, a Save as window displays. Select a location to save the file and rename the file if necessary then click on the **Save** button. The file downloads to the location specified.

*To Export Xerox Standard Accounting User Information From Control Panel*:

1. Login to System Administrator mode on the Control Panel.
2. Select **Accounting Settings**.
3. Select **Accounting Mode**.
4. Select **Xerox Standard Accounting**.
5. Select **Users & Limits**.
6. Select **Export** from drop down menu in upper right corner. Export .csv File screen displays.
7. Insert USB drive.
8. Select required option from Delimiting Character drop down menu.
9. Select **Export File** button.

**How To Perform Job Overwrite Immediately**

Perform a Disk Overwrite From the Control Panel

1. Login as the System Administrator or Key Operator.
2. Press the [Machine Status] button on the Control Panel. The Machine Status screen will be displayed.
3. Select the [Tools] tab on the Touch Screen.
4. Select [Security Settings].
5. Select [Image Overwrite Security].
6. Select the [Disk Overwrite Now] tab.
7. Select [Standard] or [Full].
8. Select [Overwrite Now].  
     
   **NOTE:** Depending on how many files are being deleted, the printer can be offline for up to 60 minutes during the deletion process.
9. To acknowledge the message and start the process, select [Overwrite].
10. Logout of the printer when finished.