

Customer Support

The Xerox Welcome Center is available to provide general information, answer questions, and take service calls. You can reach the Welcome Center, toll-free, at 1-800-821-2797.

Space and Electrical

Adequate space is required for ventilation, ease of operation, replacement of consumables, and service. The dimensions are:

Configuration	Width	Depth	Height	Weight
Standard (Inches)	21.3"	17.4"	19.2"	58 lb.
Standard (mm)	540mm	441mm	448mm	26 kg
With 2 nd paper tray option:				
Paper tray (Inches)	21.3"	17.4"	24.4"	67 lb.
Paper tray (mm)	540mm	441mm	619mm	30 kg

Electrical Requirements

Voltage	110V
Amperage	15 Amp Circuit
Cycles	50/60 Hz

Inbox Items (shipped with)

- Install Sheet
- User Guide
- 6' USB Cable
- Quick Start Guide
- Power Cord
- Telephone Cord
- Toner Cartridge (starter)
- Drum Cartridge

-CD's containing:

Item	M20	M20i
User Guide	●	●
Printer Drivers, Twain Driver, ControlCentre™ 5.0	●	●
PaperPort® SE v2.0; OmniPage® SE v2.0 software	●	●
Systems Administrator Guide	●*	●
Device Management Software Tools: Centroware Web, Centroware Internet Services, Centroware DP, NDPS, HPOpenview	●*	●
Network Accessory Kit	●*	

*supplied when Network Accessory Kit is ordered

Duty Cycle

Configuration	Maximum Duty Cycle
CopyCentre 20	20,000 impressions per month
WorkCentre 20/20i	20,000 impressions per month

Supply Cartridge Items

Supply Item	Starter	Replacement
Toner (p/n 106R01047)	4,000 *	8,000 *
Drum (p/n 113R00671)	20,000	20,000

* Expected life based on 5% area coverage.

Foreign Device Interface

Supported third party metering devices (through Foreign Device Interface option) include: Danyl Vend Station-Card Reader and External Audtron; Jamex Vend Station-Card Reader; Hecon Mechanical Audtron; and Remote Meter.

Product Capability Information

CopyCentre C20

- The CopyCentre C20 is not upgradeable

WorkCentre M20

- The WorkCentre M20 includes direct connect printing and scanning (USB or Parallel ports) to PC. A TWAIN compliant driver is provided for scanning.
- The WorkCentre M20 can be upgraded to include network printing and Scan-to-Email. Faxing is not an option on the M20.

WorkCentre M20i

- The WorkCentre M20i is the fully configured multi-function offering including copy, print, fax, scan, and email.

Printing

- PCL6 printing is standard on M20/M20i
- Postscript 3 printing is standard on M20i, and optional on M20
- Windows 95 print driver is not supported (Win98 driver will likely work, however there is no support and customers are encouraged to upgrade to a more current version of Microsoft operating system)
- UNIX print driver is not supported
- Citrix PCL and Postscript printing is supported
- Internal wireless connectivity is not available (consider use of external 3rd party device to accomplish similar capabilities as the device is 802.11B and 802.11G compatible)
- When printing envelopes, significantly degraded performance may occur including paper jams, wrinkle and lower print quality

Faxing

- Faxing is standard on the M20i (can not add fax to the C20 or M20)
- Internet Fax is not available (use Scan to Email to accomplish similar function)
- Installation of the M20i onto DSL equipped phone lines is not supported

Scanning

- Network scanning is not supported. (Use Scan to Email and then Paperport to get document(s) to network)
- Maximum Scan to email file size is 4 MB (Larger file sizes will automatically be broken down into 4MB or less size and sent as multiple e-mails)
- Network user authentication is not supported. Instead, local user authentication ("on-box") can be enabled on the device for access to Scan to Email feature.
- Device email server authentication is supported through SMTP.

Device Management Tools

- Print queue viewing and queue management capabilities are not supported through Centroware Internet Services
- Novell Print Queue password cannot be set up through Centroware Internet Services (use Centroware DP to establish password)
- Automated meter read via Proxy in Centroware Web is not supported
- Paper tray status through Centroware Web is provided as ready or empty (there is no stack height sensor available to provide feedback of how much paper is in tray)
- Consumables status through Centroware Web is provided as ready, low, or empty

General

- Consumables are not the same as the WorkCentre M15

Installation Expectations

The C20, M20, and M20i are customer installable. Professional installation is available upon request for a charge.