

Troubleshooting DocuCards

Problem	Solution
DocuCards are not feeding at all or registering feeding tray jams.	Too many DocuCards are in the feed tray. Take some out, gently fan the remainder, and try again. Make sure the paper edge guide is properly installed, and be sure the Tiltatron is working properly.
DocuCards seem to jam more but 4024 Xerox paper runs fine.	DocuCards will jam more often than xerographic paper. When running simplex, you can expect about 1 jam in every 1000 sheets. When running duplex, about 1 jam in every 500 sheets.
There is excessive jamming and/or tearing in the duplex area or the inverter area (areas 8-11).	<p>This is most often seen with the 2up WindoWell cards.</p> <p>If you are duplexing, make sure that you are printing on the card side first. If this does not solve the problem, the pitch of the machine can be reduced to 5 pitch mode. This change will allow the documents more space between DocuCards as they move through the machine.</p> <p><i>NOTE: This will reduce output to 96 images per minute. See your system analyst and consult your Xerox Laser Printing Systems Reference to alter the pitch mode.</i></p>
The DocuCards are not stacking well in the bins.	Too many DocuCards are in the bin stackers. Try running only 150 DocuCards in each bin and switch back and forth between bins, filling the empty bin while the full bin is being emptied. Stackatrons are also available from CAS to allow for stacking of up to 400 DocuCards in the output bins.

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The printing near the edge of the card is blurred or absent.	Because the carrier sheet and the card are not the same thickness, toner cannot be transferred to the edges of the card. As a result, cards with image data within ¼" of the edge of the card will not print properly.
The print job is not even or does not fit on the card.	When manufacturing DocuCards, some variability occurs, including skewing or slight misplacement of the cards onto the carrier sheet. For this reason, do not design the print job to fill the entire card. Xerox specifications allow for as much as 1/16" deviation of the placement of the cards onto the sheet. This allows 1/32" deviation in the sheets themselves and 1/32" deviation in print or placement of the card.
The toner image is flaking off of the card.	Have the Xerox service representative adjust the fusing temperature to the high end of the specification.
Sometimes when I peel off the card the carrier sheet rips.	To ensure the card will not fall off accidentally, it has strong adhesive attaching it to the carrier sheet. For this reason the carrier sheet may tear slightly when the card is peeled off.
The DocuCard does not work with my post-processing equipment.	Xerox Representatives will work with the manufacturers of the post-processing equipment and attempt to enable the application. Please note that Xerox does not guarantee the performance of DocuCards in post-processing equipment.