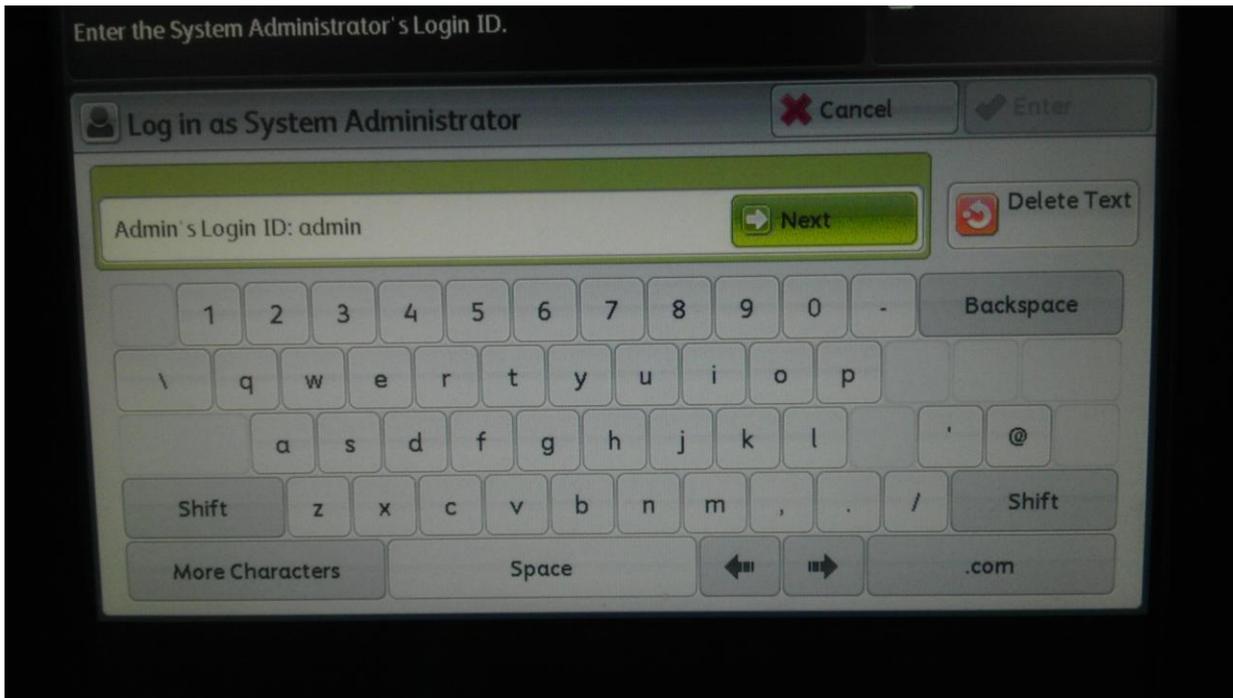# To solve Xerox 560 Disconnections: Applies to all software configurations....

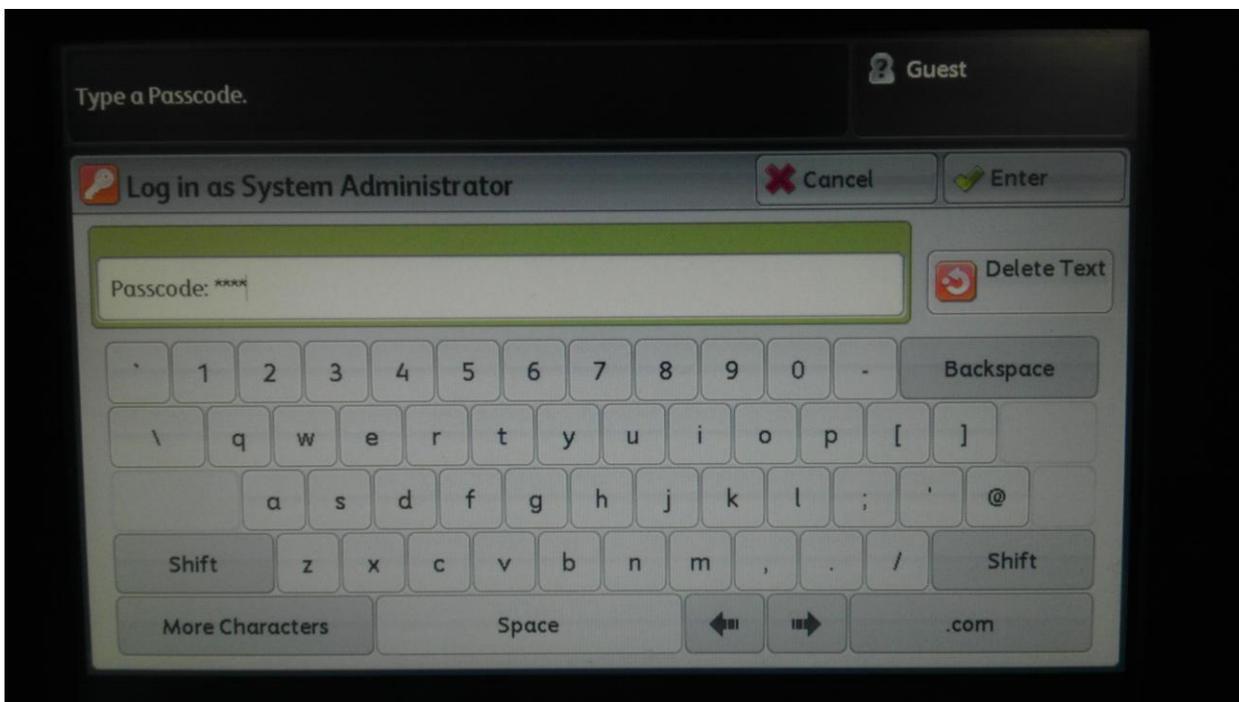**At the Printer:**

Push the Login/Out button (Lower right under the touch screen)

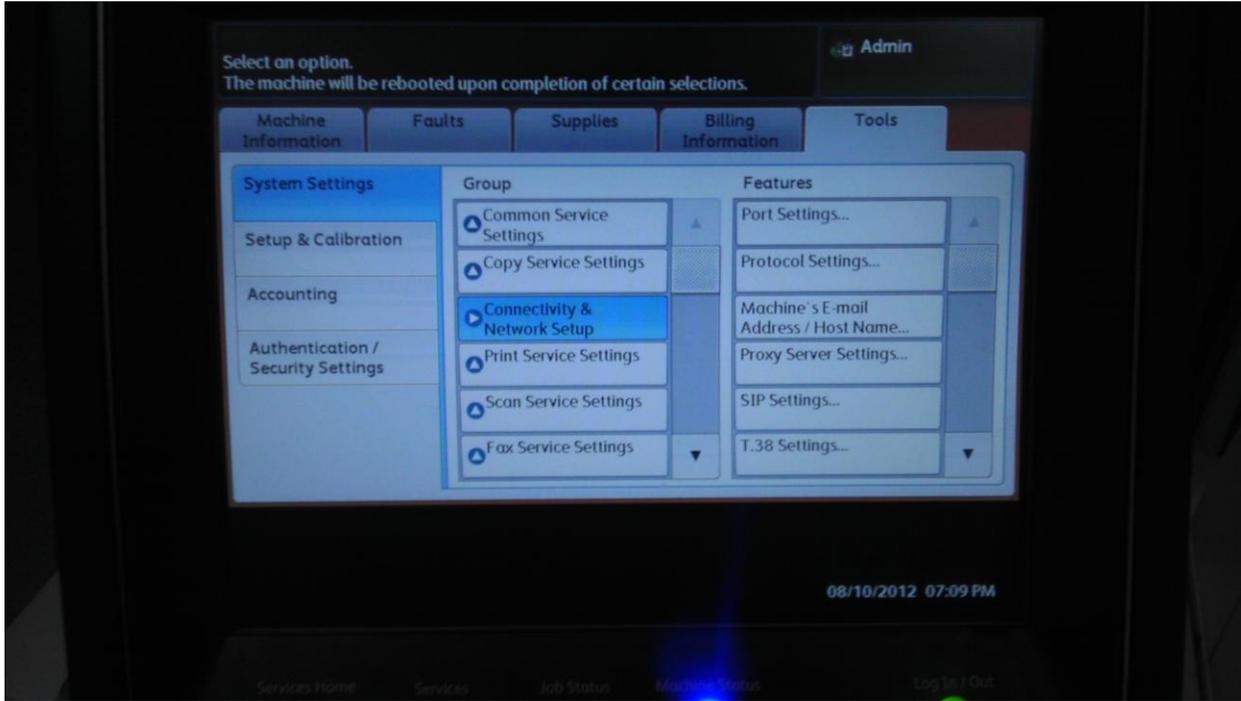**Enter the Login ID as "admin" and touch "next"**

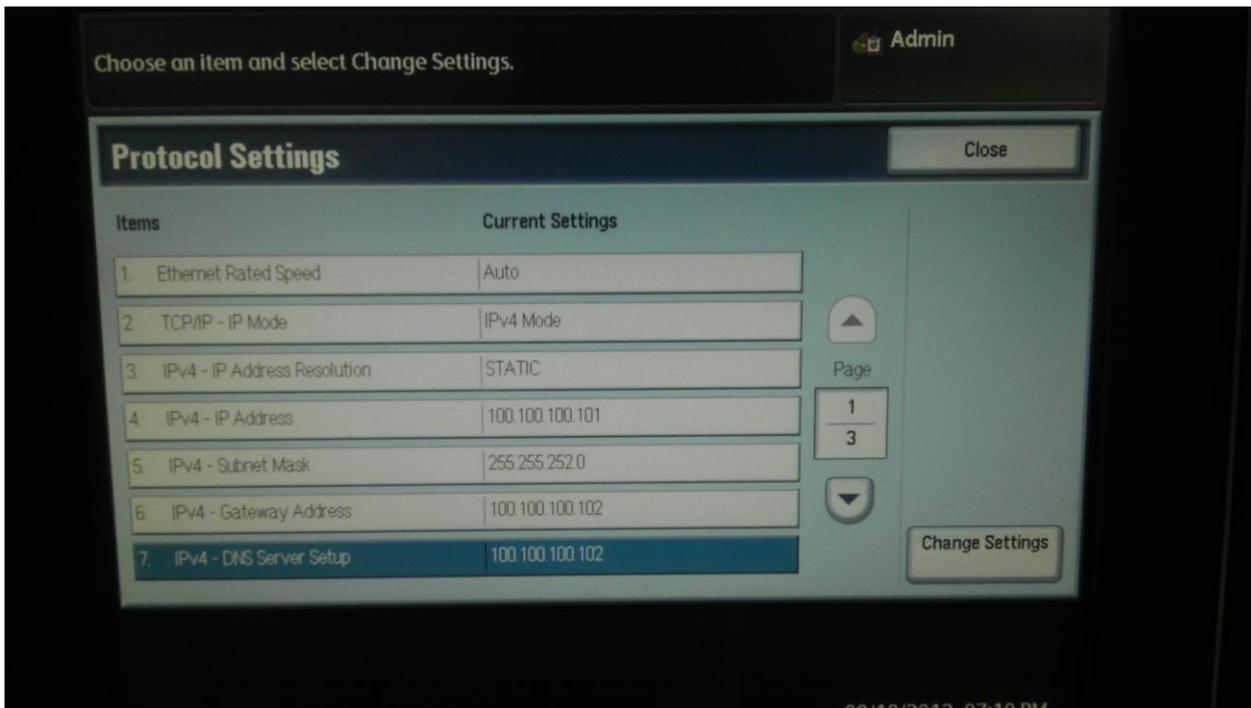**Then the Passcode as "1111" and then touch "Enter"**

Push the Machine Status Button (Up and right from the 3)

On the touch screen select "Tools/System Settings/Connectivity and Network Setup/Protocol Settings

Change everything on this screen to match the next image exactly including the DNS no matter what your network settings are.

After saving all the info just Logout and it will reboot/prompt you to let it reboot

(At this point it will look frozen, It isn't, it is rebooting it just doesn't tell you)

You are now done dealing with the printer directly, and we now need to deal with the printer on its embedded web page. For this we need your computer and a web browser (ie, chrome, firefox, safari)

In the address bar of your browser put the IP address of your Printer and hit "enter"

(This is the IP you print to, not the IP we adjusted on the previous pages)

This will get you to the Fiery Print server which has its own webpage built in. All we need here is to click on the "Xerox Centreware" link at the bottom right of the screen (Shown purple here)

You will now get a new webpage, which is built into the copier portion of the machine, We need to add a bit more information to the network settings in order to ensure it does not lose connection.

From here we need to select the "Properties" tab, this will usually prompt you for the username and password which as in the previous steps is…

Username = "admin" and password = "1111"

Now in the left side tree menu select

Connectivity/Protocols/TCPIP and scroll down to " DNS Configuration"

Be sure there is no checkmark in 'Obtain DNS Server Address Automatically"

Leave the Preferred DNS Server as it is and your local router/DNS server as Alternate DNS Server 1:

Also fill out the next one if you have one. And finally the most important step, the one that completely eliminates the disconnection issues:

Change the DNS "Connection Time-Out" field from 1 to "15", now scroll to the bottom of the page and click "OK" the machine will prompt for another reboot, once it comes back online the issue will be resolved.