



Service Manual

Lexmark™ X860de, X862de, and X864de MFP

7500-432, -632, and -832

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Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1.

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) laser that is nominally a 5 milliwatt gallium arsenide laser operating in the wavelength region of 770-795 nanometers. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service condition.

Laser

Der Drucker erfüllt gemäß amtlicher Bestätigung der USA die Anforderungen der Bestimmung DHHS (Department of Health and Human Services) 21 CFR Teil J für Laserprodukte der Klasse I (1). In anderen Ländern gilt der Drucker als Laserprodukt der Klasse I, der die Anforderungen der IEC (International Electrotechnical Commission) 60825-1 gemäß amtlicher Bestätigung erfüllt.

Laserprodukte der Klasse I gelten als unschädlich. Im Inneren des Druckers befindet sich ein Laser der Klasse IIIb (3b), bei dem es sich um einen Galliumarsenlaser mit 5 Milliwatt handelt, der Wellen der Länge 770-795 Nanometer ausstrahlt. Das Lasersystem und der Drucker sind so konzipiert, daß im Normalbetrieb, bei der Wartung durch den Benutzer oder bei ordnungsgemäßer Wartung durch den Kundendienst Laserbestrahlung, die Klasse I übersteigen würde, Menschen keinesfalls erreicht.

Avis relatif à l'utilisation de laser

Pour les Etats-Unis : cette imprimante est certifiée conforme aux provisions DHHS 21 CFR alinéa J concernant les produits laser de Classe I (1). Pour les autres pays : cette imprimante répond aux normes IEC 60825-1 relatives aux produits laser de Classe I.

Les produits laser de Classe I sont considérés comme des produits non dangereux. Cette imprimante est équipée d'un laser de Classe IIIb (3b) (arséniure de gallium d'une puissance nominale de 5 milliwatts) émettant sur des longueurs d'onde comprises entre 770 et 795 nanomètres. L'imprimante et son système laser sont conçus pour impossible, dans des conditions normales d'utilisation, d'entretien par l'utilisateur ou de révision, l'exposition à des rayonnements laser supérieurs à des rayonnements de Classe I.

Avvertenze sui prodotti laser

Questa stampante è certificata negli Stati Uniti per essere conforme ai requisiti del DHHS 21 CFR Sottocapitolo J per i prodotti laser di classe 1 ed è certificata negli altri Paesi come prodotto laser di classe 1 conforme ai requisiti della norma CEI 60825-1.

I prodotti laser di classe non sono considerati pericolosi. La stampante contiene al suo interno un laser di classe IIIb (3b) all'arseniuro di gallio della potenza di 5mW che opera sulla lunghezza d'onda compresa tra 770 e 795 nanometri. Il sistema laser e la stampante sono stati progettati in modo tale che le persone a contatto con la stampante, durante il normale funzionamento, le operazioni di servizio o quelle di assistenza tecnica, non ricevano radiazioni laser superiori al livello della classe 1.

Avisos sobre el láser

Se certifica que, en los EE.UU., esta impresora cumple los requisitos para los productos láser de Clase I (1) establecidos en el subcapítulo J de la norma CFR 21 del DHHS (Departamento de Sanidad y Servicios) y, en los demás países, reúne todas las condiciones expuestas en la norma IEC 60825-1 para productos láser de Clase I (1).

Los productos láser de Clase I no se consideran peligrosos. La impresora contiene en su interior un láser de Clase IIIb (3b) de arseniuro de galio de funcionamiento nominal a 5 milivatios en una longitud de onda de 770 a 795 nanómetros. El sistema láser y la impresora están diseñados de forma que ninguna persona pueda verse afectada por ningún tipo de radiación láser superior al nivel de la Clase I durante su uso normal, el mantenimiento realizado por el usuario o cualquier otra situación de servicio técnico.

Declaração sobre Laser

A impressora está certificada nos E.U.A. em conformidade com os requisitos da regulamentação DHHS 21 CFR Subcapítulo J para a Classe I (1) de produtos laser. Em outros locais, está certificada como um produto laser da Classe I, em conformidade com os requisitos da norma IEC 60825-1.

Os produtos laser da Classe I não são considerados perigosos. Internamente, a impressora contém um produto laser da Classe IIIb (3b), designado laser de arseneto de potássio, de 5 milliwatts, operando numa faixa de comprimento de onda entre 770 e 795 nanómetros. O sistema e a impressora laser foram concebidos de forma a nunca existir qualquer possibilidade de acesso humano a radiação laser superior a um nível de Classe I durante a operação normal, a manutenção feita pelo utilizador ou condições de assistência prescritas.

Laserinformatie

De printer voldoet aan de eisen die gesteld worden aan een laserprodukt van klasse I. Voor de Verenigde Staten zijn deze eisen vastgelegd in DHHS 21 CFR Subchapter J, voor andere landen in IEC 60825-1.

Laserprodukten van klasse I worden niet als ongevaarlijk aangemerkt. De printer is voorzien van een laser van klasse IIIb (3b), dat wil zeggen een gallium arsenide-laser van 5 milliwatt met een golflengte van 770-795 nanometer. Het lasergedeelte en de printer zijn zo ontworpen dat bij normaal gebruik, bij onderhoud of reparatie conform de voorschriften, nooit blootstelling mogelijk is aan laserstraling boven een niveau zoals voorgeschreven is voor klasse 1.

Lasermeddelelse

Printeren er godkendt som et Klasse I-laserprodukt, i overensstemmelse med kravene i IEC 60825-1.

Klasse I-laserprodukter betragtes ikke som farlige. Printeren indeholder internt en Klasse IIIB (3b)-laser, der nominelt er en 5 milliwatt galliumarsenid laser, som arbejder på bølgelængdeområdet 770-795 nanometer. Lasersystemet og printeren er udformet således, at mennesker aldrig udsættes for en laserstråling over Klasse I-niveau ved normal drift, brugervedligeholdelse eller obligatoriske servicebetingelser.

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Huomautus laserlaitteesta

Tämä kirjoitin on Yhdysvalloissa luokan I (1) laserlaitteiden DHHS 21 CFR Subchapter J -määrityksen mukainen ja muualla luokan I laserlaitteiden IEC 60825-1 -määrityksen mukainen.

Luokan I laserlaitteiden ei katsota olevan vaarallisia käyttäjälle. Kirjoittimessa on sisäinen luokan IIIb (3b) 5 milliwatin galliumarsenidilaser, joka toimii aaltoalueella 770 - 795 nanometriä. Laserjärjestelmä ja kirjoitin on suunniteltu siten, että käyttäjä ei altistu luokan I määräytyksiä voimakkaammalle säteilylle kirjoittimen normaalin toiminnan, käyttäjän tekemien huoltotoimien tai muiden huoltotoimien yhteydessä.

VARO! Avattaessa ja suojalukitus ohitettaessa olet alttiina näkymättömälle lasersäteilylle. Älä katso säteerefer ton.

VARNING! Osynlig laserstrålning när denna del är öppnad och spärren är urkopplad. Betrakta ej strålen.

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Laser-notis

Denna skrivare är i USA certifierad att motsvara kraven i DHHS 21 CFR, underparagraf J för laserprodukter av Klass I (1). I andra länder uppfyller skrivaren kraven för laserprodukter av Klass I enligt kraven i IEC 60825-1.

Laserprodukter i Klass I anses ej hälsovådliga. Skrivaren har en inbyggd laser av Klass IIIb (3b) som består av en laserenhet av gallium-arsenid på 5 milliwatt som arbetar i våglängdsområdet 770-795 nanometer.

Lasersystemet och skrivaren är utformade så att det aldrig finns risk för att någon person utsätts för laserstrålning över Klass I-nivå vid normal användning, underhåll som utförs av användaren eller annan föreskriven serviceåtgärd.

Laser-melding

Skriveren er godkjent i USA etter kravene i DHHS 21 CFR, underkapittel J, for klasse I (1) laserprodukter, og er i andre land godkjent som et Klasse I-laserprodukt i samsvar med kravene i IEC 60825-1.

Klasse I-laserprodukter er ikke å betrakte som farlige. Skriveren inneholder internt en klasse IIIb (3b)-laser, som består av en gallium-arsenlaserenhet som avgir stråling i bølglengdeområdet 770-795 nanometer.

Lasersystemet og skriveren er utformet slik at personer aldri utsettes for laserstråling ut over klasse I-nivå under vanlig bruk, vedlikehold som utføres av brukeren, eller foreskrevne serviceoperasjoner.

Avís sobre el Làser

Segons ha estat certificat als Estats Units, aquesta impressora compleix els requisits de DHHS 21 CFR, apartat J, pels productes làser de classe I (1), i segons ha estat certificat en altres llocs, és un producte làser de classe I que compleix els requisits d'IEC 60825-1.

Els productes làser de classe I no es consideren perillosos. Aquesta impressora conté un làser de classe IIIb (3b) d'arseniür de gal.li, nominalment de 5 mil.liwats, i funciona a la regió de longitud d'ona de 770-795 nanòmetres. El sistema làser i la impressora han sigut concebuts de manera que mai hi hagi exposició a la radiació làser per sobre d'un nivell de classe I durant una operació normal, durant les tasques de manteniment d'usuari ni durant els serveis que satisfacin les condicions prescrites.



レーザーに関するお知らせ

このプリンターは、米国ではDHHS 21 CFRサブチャプターJのクラスI (1)の基準を満たしたレーザー製品であることが証明されています。また米国以外ではIEC 825の基準を満たしたクラスIのレーザー製品であることが証明されています。

クラスIのレーザー製品には危険性はないと考えられています。このプリンターはクラスIII b (3 b)のレーザーを内蔵しています。このレーザーは、波長が770 ~ 795ナノメートルの範囲で、通常5ミリワットのガリウム砒化物を放射するレーザーです。このレーザーシステムとプリンターは、通常の操作、ユーザのメンテナンス、規定された修理においては、人体がクラスIのレベル以上のレーザー放射に晒されることのないよう設計されています。

注意：

本打印机被美国认证合乎 DHHS 21 CFR Subchapter I 对分类 I (1) 激光产品的标准，而在其他地区则被认证合乎 IEC 825 的标准。

分类 I 激光产品一般认为不具危险性，本打印机内部含有分类 IIIb (3b) 的激光，在操作过程中会产生 5 毫瓦含镓及砷的微量激光，其波长范围在 770-795 nm 之间。本激光系统及打印机的设计，在一般操作、使用者维护或规定内的维修情况下，不会使人体接触分类 I 以上等级的辐射。

본프린터는 1등급 레이저 제품들에 대한 DHHS 21 CFR Subchapter 3의 규정을 준수하고 있음을 미국에서 인증받았으며, 그외의 나라에서도 IEC 825 규정을 준수하는 1등급 레이저 제품으로서 인증을 받았습니다.

1등급 레이저 제품들은 안전한 것으로 간주됩니다. 본 프린터는 5 밀리와트 갈륨 아르세나이드 레이저로서 770-795 나노미터의 파장대에서 활동하는 Class III (3b) 레이저를 내부에 갖고 있습니다. 본 레이저 시스템과 프린터는 정상 작동 중이나 유지 보수 중 또는 규정된 서비스 상태에서 상기의 Class I 수준의 레이저 방출에 사람이 절대 접근할 수 없도록 설계되어 있습니다.

Lithium warning

| | |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>CAUTION—POTENTIAL INJURY:</p> <p>There is a danger of explosion if a lithium battery is incorrectly replaced. Replace it only with the same or an equivalent type of lithium battery. Do not recharge, disassemble, or incinerate a lithium battery. Discard used batteries according to the manufacturer's instructions and local regulations.</p> |
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Safety information

- The safety of this product is based on testing and approvals of the original design and specific components. The manufacturer is not responsible for safety in the event of use of unauthorized replacement parts.
- The maintenance information for this product has been prepared for use by a professional service person and is not intended to be used by others.
- There may be an increased risk of electric shock and personal injury during disassembly and servicing of this product. Professional service personnel should understand this and take necessary precautions.
-  **CAUTION:** When you see this symbol, there is a danger from hazardous voltage in the area of the product where you are working. Unplug the product before you begin, or use caution if the product must receive power in order to perform the task.

Consignes de sécurité

- La sécurité de ce produit repose sur des tests et des agréments portant sur sa conception d'origine et sur des composants particuliers. Le fabricant n'assume aucune responsabilité concernant la sécurité en cas d'utilisation de pièces de rechange non agréées.
- Les consignes d'entretien et de réparation de ce produit s'adressent uniquement à un personnel de maintenance qualifié.
- Le démontage et l'entretien de ce produit pouvant présenter certains risques électriques, le personnel d'entretien qualifié devra prendre toutes les précautions nécessaires.
-  **ATTENTION :** Ce symbole indique la présence d'une tension dangereuse dans la partie du produit sur laquelle vous travaillez. Débranchez le produit avant de commencer ou faites preuve de vigilance si l'exécution de la tâche exige que le produit reste sous tension.

Norme di sicurezza

- La sicurezza del prodotto si basa sui test e sull'approvazione del progetto originale e dei componenti specifici. Il produttore non è responsabile per la sicurezza in caso di sostituzione non autorizzata delle parti.
- Le informazioni riguardanti la manutenzione di questo prodotto sono indirizzate soltanto al personale di assistenza autorizzato.
- Durante lo smontaggio e la manutenzione di questo prodotto, il rischio di subire scosse elettriche e danni alla persona è più elevato. Il personale di assistenza autorizzato deve, quindi, adottare le precauzioni necessarie.
-  **ATTENZIONE:** Questo simbolo indica la presenza di tensione pericolosa nell'area del prodotto. Scollegare il prodotto prima di iniziare o usare cautela se il prodotto deve essere alimentato per eseguire l'intervento.

Sicherheitshinweise

- Die Sicherheit dieses Produkts basiert auf Tests und Zulassungen des ursprünglichen Modells und bestimmter Bauteile. Bei Verwendung nicht genehmigter Ersatzteile wird vom Hersteller keine Verantwortung oder Haftung für die Sicherheit übernommen.
- Die Wartungsinformationen für dieses Produkt sind ausschließlich für die Verwendung durch einen Wartungsfachmann bestimmt.
- Während des Auseinandernehmens und der Wartung des Geräts besteht ein zusätzliches Risiko eines elektrischen Schlags und körperlicher Verletzung. Das zuständige Fachpersonal sollte entsprechende Vorsichtsmaßnahmen treffen.
-  **ACHTUNG:** Dieses Symbol weist auf eine gefährliche elektrische Spannung hin, die in diesem Bereich des Produkts auftreten kann. Ziehen Sie vor den Arbeiten am Gerät den Netzstecker des Geräts, bzw. arbeiten Sie mit großer Vorsicht, wenn das Produkt für die Ausführung der Arbeiten an den Strom angeschlossen sein muß.

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Pautas de Seguridad

- La seguridad de este producto se basa en pruebas y aprobaciones del diseño original y componentes específicos. El fabricante no es responsable de la seguridad en caso de uso de piezas de repuesto no autorizadas.
- La información sobre el mantenimiento de este producto está dirigida exclusivamente al personal cualificado de mantenimiento.
- Existe mayor riesgo de descarga eléctrica y de daños personales durante el desmontaje y la reparación de la máquina. El personal cualificado debe ser consciente de este peligro y tomar las precauciones necesarias.
-  **PRECAUCIÓN:** este símbolo indica que el voltaje de la parte del equipo con la que está trabajando es peligroso. Antes de empezar, desenchufe el equipo o tenga cuidado si, para trabajar con él, debe conectarlo.

Informações de Segurança

- A segurança deste produto baseia-se em testes e aprovações do modelo original e de componentes específicos. O fabricante não é responsável pela segurança, no caso de uso de peças de substituição não autorizadas.
- As informações de segurança relativas a este produto destinam-se a profissionais destes serviços e não devem ser utilizadas por outras pessoas.
- Risco de choques eléctricos e ferimentos graves durante a desmontagem e manutenção deste produto. Os profissionais destes serviços devem estar avisados deste facto e tomar os cuidados necessários.
-  **CUIDADO:** Quando vir este símbolo, existe a possível presença de uma potencial tensão perigosa na zona do produto em que está a trabalhar. Antes de começar, desligue o produto da tomada eléctrica ou seja cuidadoso caso o produto tenha de estar ligado à corrente eléctrica para realizar a tarefa necessária.

Informació de Seguretat

- La seguretat d'aquest producte es basa en l'avaluació i aprovació del disseny original i els components específics.
El fabricant no es fa responsable de les qüestions de seguretat si s'utilitzen peces de recanvi no autoritzades.
- La informació pel manteniment d'aquest producte està orientada exclusivament a professionals i no està destinada a ningú que no ho sigui.
- El risc de xoc elèctric i de danys personals pot augmentar durant el procés de desmuntatge i de servei d'aquest producte. El personal professional ha d'estar-ne assabentat i prendre les mesures convenients.
-  **PRECAUCIÓ:** aquest símbol indica que el voltatge de la part de l'equip amb la qual esteu treballant és perillós. Abans de començar, desendolieu l'equip o extremeu les precaucions si, per treballar amb l'equip, l'heu de connectar.

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안전 사항

- 본 제품은 원래 설계 및 특정 구성품에 대한 테스트 결과로 안정성이 입증된 것입니다. 따라서 무허가 교체부품을 사용하는 경우에는 제조업체에서 안전에 대한 책임을 지지 않습니다.
- 본 제품에 관한 유지 보수 설명서는 전문 서비스 기술자용으로 작성된 것이므로, 비전문가는 사용할 수 없습니다.
- 본 제품을 해체하거나 정비할 경우, 전기적인 충격을 받거나 상처를 입을 위험이 커집니다. 전문 서비스 기술자는 이 사실을 숙지하고, 필요한 예방 조치를 취하도록 하십시오.
-  **주의:** 이 표시는 해당영역에서 고압전류가 흐른다는 위험 표시입니다. 시작전에 플러그를 뽑으시거나, 주의를 기울여 주시기 바랍니다.

安全信息

- 本产品的安全性以原来设计和特定产品的测试结果和认证为基础。万一使用未经许可的替换部件，制造商不对安全性负责。
- 本产品的维护信息仅供专业服务人员使用，并不打算让其他人使用。
- 本产品在拆卸、维修时，遭受电击或人员受伤的危险性会增高，专业服务人员对这点必须有所了解，并采取必要的预防措施。
-  **切记:** 当您看到此符号时，说明在您工作的产品区域有危险电压的存在。请在开始操作前拔掉产品的电源线，或者在产品必须使用电源来执行任务时，小心从事。

Preface

Service information for the Lexmark X860de, X862de, and X864de is contained within two service manuals:

- *MFP Service Manual*—Contains specific service information for the MFP and includes the options error codes.
- *Options Service Manual*—Contains specific service information for the 2X 500-Sheet Drawer (2TM), High Capacity Feeder, and Finisher.

This manual contains maintenance procedures for service personnel. It is divided into the following chapters:

1. **General information** contains a general description of the printer and the maintenance approach used to repair it. Special tools and test equipment are required, as well as general environmental and safety instructions.
2. **Diagnostic information** contains an error indicator table, symptom tables, and service checks used to isolate failing field replaceable units (FRUs).
3. **Diagnostic aids** contains tests and checks used to locate or repeat symptoms of printer problems.
4. **Repair information** provides instructions for making adjustments and removing and installing FRUs.
5. **Component locations** uses illustrations to identify the component locations and test points on the printer.
6. **Preventive maintenance** contains the lubrication specifications and recommendations to prevent problems.
7. **Parts catalog** contains illustrations and part numbers for individual FRUs.

Change history

| Revision date | Updates |
|---------------|-----------------------------------------------------|
| 2011/11/09 | Added the Scanner and TTM assembly wiring diagrams. |

Conventions

Note: A note provides additional information.

Warning: A warning identifies something that might damage the product hardware or software.

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There are several types of caution statements:

| | |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>CAUTION—POTENTIAL INJURY: A caution identifies something that might cause a servicer harm.</p> |
|  | <p>CAUTION—SHOCK HAZARD: This type of caution indicates there is a danger from hazardous voltage in the area of the product where you are working. Unplug the product before you begin, or use caution if the product must receive power in order to perform the task.</p> |
|  | <p>CAUTION—HOT SURFACE: This type of caution indicates a hot surface.</p> |
|  | <p>CAUTION—TIPPING HAZARD: This type of caution indicates a tipping hazard.</p> |

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1. General information

The Lexmark™ X860 Series is a family of multi-function printers that integrate print, scan, copy, and fax (standard or optional) functionality. All information in this service manual pertains to all models unless explicitly noted.

Models

| Model name | Machine type | Model configuration |
|----------------|--------------|--------------------------------------------|
| Lexmark X860de | 7500-432 | with cabinet |
| Lexmark X862de | 7500-632 | with cabinet + 2 x 500-sheet drawer (2TM) |
| Lexmark X864de | 7500-832 | with cabinet + 2000-sheet dual input (TTM) |

Printer technology

- Monochrome laser
- 9" color LCD operator panel with touch panel user interface
- A3/Tabloid size flatbed color scanner
- Recirculation ADF
- Duplex printing integrated

Maximum resolution

- Up to 1200 x 1200 dpi

Processor

- 800 MHz

Memory

- Standard: 256 MB
- Maximum: 1280 MB
- Hard drive: 80 GB

Standard connectivity

- Ethernet
- USB

Optional connectivity

- Parallel
- Serial
- Wireless 802.11g adapter

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Operating systems—printer driver

- Microsoft Windows
- Linux
- Mac OS
- Novell
- UNIX

Emulation

- PCL 6
- PostScript 3
- PPDS Migration Tool
- XPS
- PDF v1.6
- HTML
- Direct Image

Fonts

- PCL 6 emulation
 - Scalable: 89 (84 plus 5 special)
 - Bit mapped: 2
- PostScript 3 emulation
 - Scalable: 158
- PPDS
 - Scalable: 39
 - Bit mapped: 5
- PDF 1.6

Paper capacity

- Input
 - Standard: 5 sources for 3,100 sheets
 - Maximum: 6 sources for 5,100 sheets
- Output
 - Standard: 1 bin for 500 sheets
 - Maximum: 2 bins—one with finisher—for 3,800 sheets

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Paper handling

- Input
 - Standard
 - 100-sheet multipurpose feeder
 - Two 500-sheet trays
 - 2,000-sheet dual input drawer (one 850-sheet tray and one 1,150-sheet tray)
 - Optional
 - 2,000-sheet high capacity feeder
- Output
 - Standard
 - 500-sheet output (reduced to 300 sheets, if finisher is installed)
 - Optional
 - Finisher (3-hole or 4-hole punch)
 - Finisher bin 1: 500 sheets
 - Finisher bin 2: Up to 3,000 sheets

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Media types

- Plain paper, envelopes, card stock, transparencies, paper labels

Media weights

- Plain paper: 17 to 28 lb.
- Card stock: Up to 90 lb. index

Size and weight—without finisher

- Size: W x D x H—25 x 26 x 43 in. (640 x 700 x 1095 mm)
- Weight: 233 lb. (106 kg)

Duty cycle

- Printer
 - 300,000 pages per month maximum, based on a single-month's usage
- Standard warranty
 - One year On-Site or 600,000 pages, whichever comes first

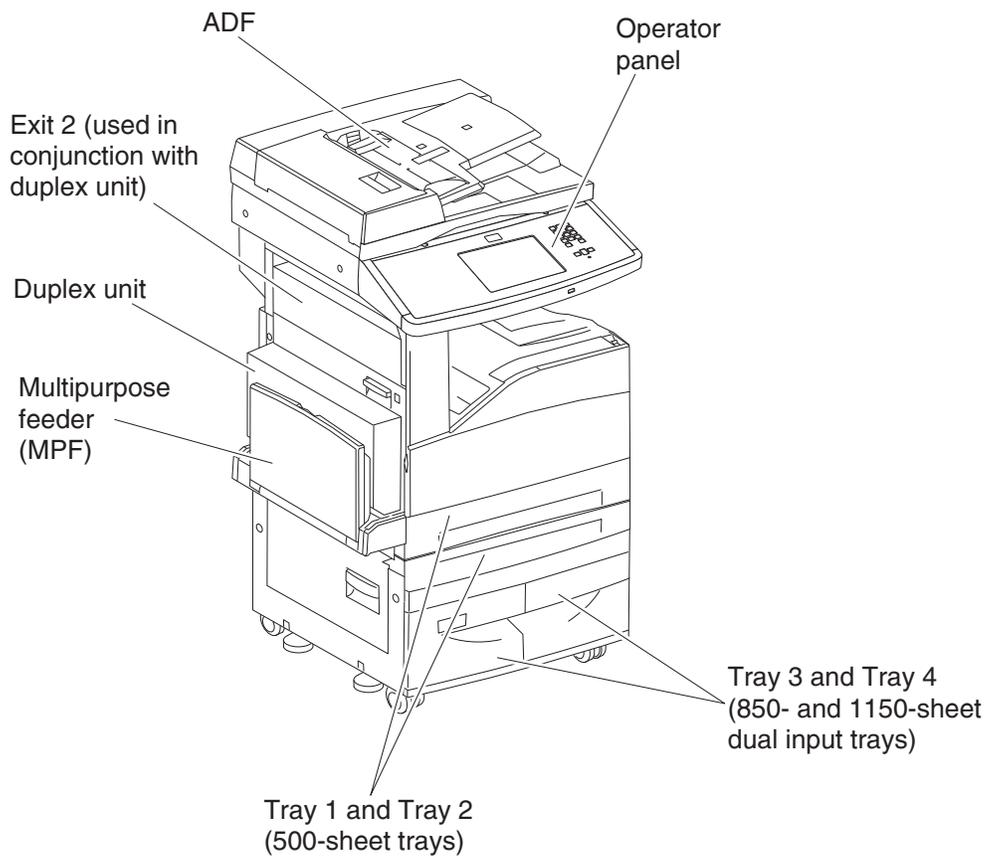
Printer overview



CAUTION: Do not set up this product or make any electrical or cabling connections, such as the power cord or options and features, during a lightning storm.

Basic model

The following illustration shows a printer with its base features.



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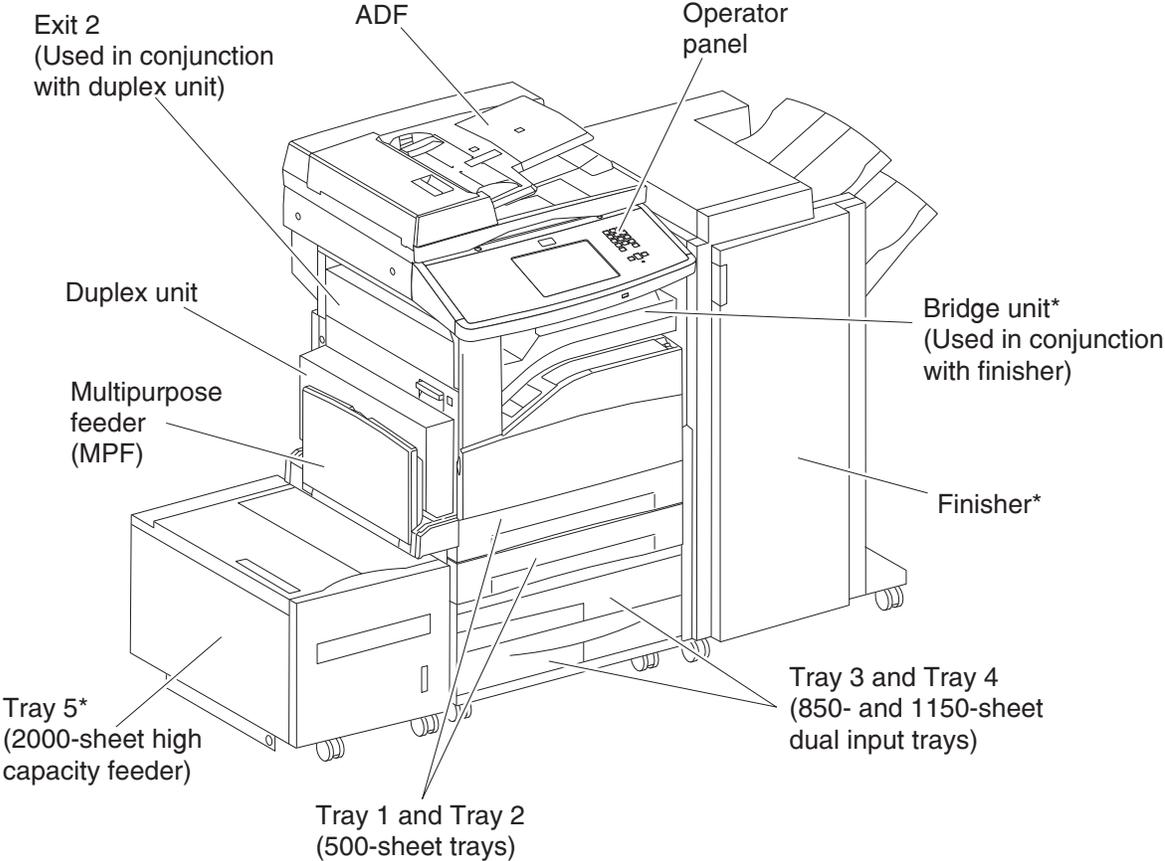
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Configured model

The following illustration shows a fully configured printer. Items denoted with an asterisk (*) are options.



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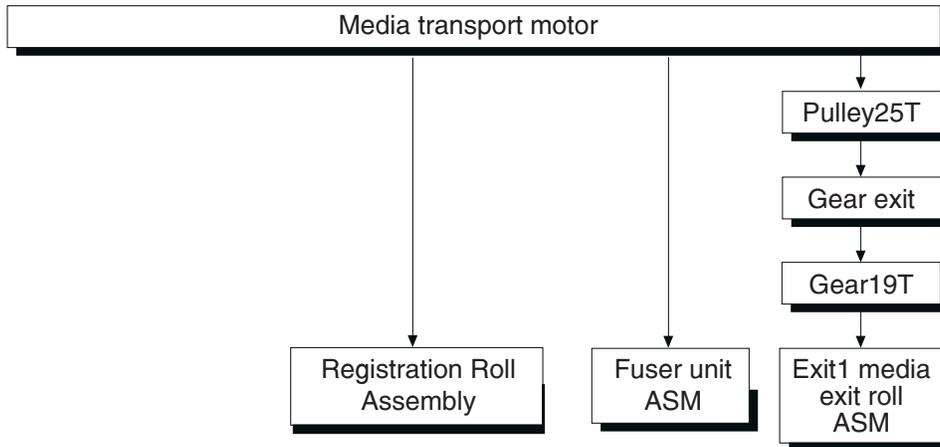
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Printer theory

Driving force transmission path

Media transport motor

The rotating force of the transport motor is transmitted through the gear and the pulley (25 tooth) to components that need mechanical driving force as shown in the following diagram.



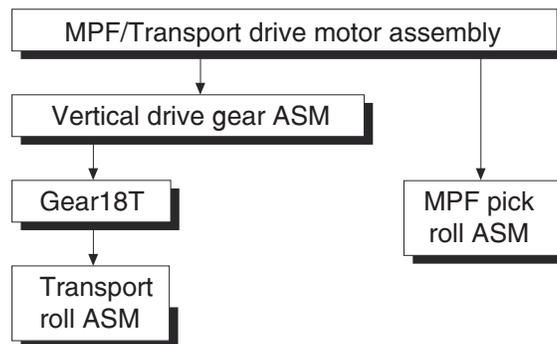
The driving force transmitted to the gear drives the transport roll assembly, multipurpose feeder (MPF) feed roll, registration roll assembly, fuser assembly, and exit 1 media exit roll assembly through the clutch and gears.

The driving force transmitted to the pulley (25 tooth) drives the exit 1 media exit roll assembly through the gears.

The driving force transmitted to the fuser assembly drives the heat roll.

MPF/transport drive motor

The rotating force of the transport motor is transmitted through the gear and the pulley (25 tooth) to components that need mechanical driving force as shown in the following diagram.



The MPF/transport drive motor provides the driving force transmitted to the gear drives, the transport roll assembly, and the multipurpose feeder (MPF) pick roll.

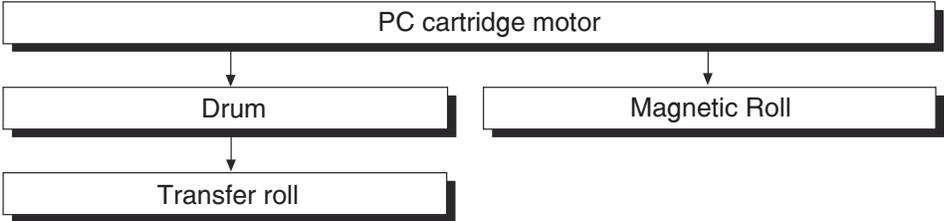
The driving force transmitted to the pulley (25 tooth) drives the exit 1 media exit roll assembly through the gears.

The driving force transmitted to the fuser assembly drives the heat roll.



PC cartridge motor

The rotating force of the PC cartridge motor is transmitted through the gears to components that need a mechanical driving force as shown in the following diagram.



The driving force transmitted to the PC cartridge drives the drum. The driving force is then transmitted to the transfer roll assembly by direct contact with the drum.

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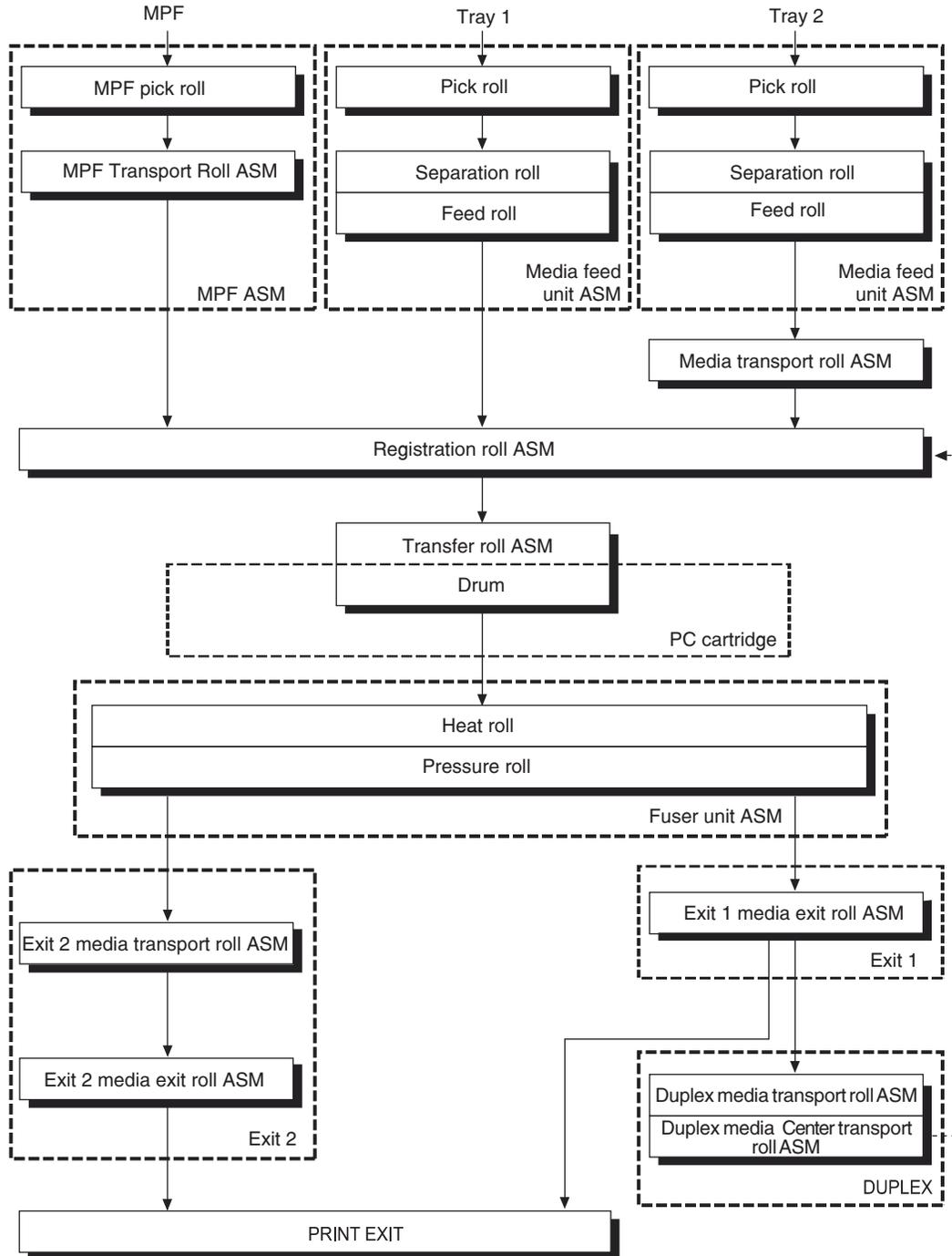


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Media transport

Media transport path

Media is supplied from the MPF, tray 1 or tray 2, and is transported to the printer along the media transport path shown below.



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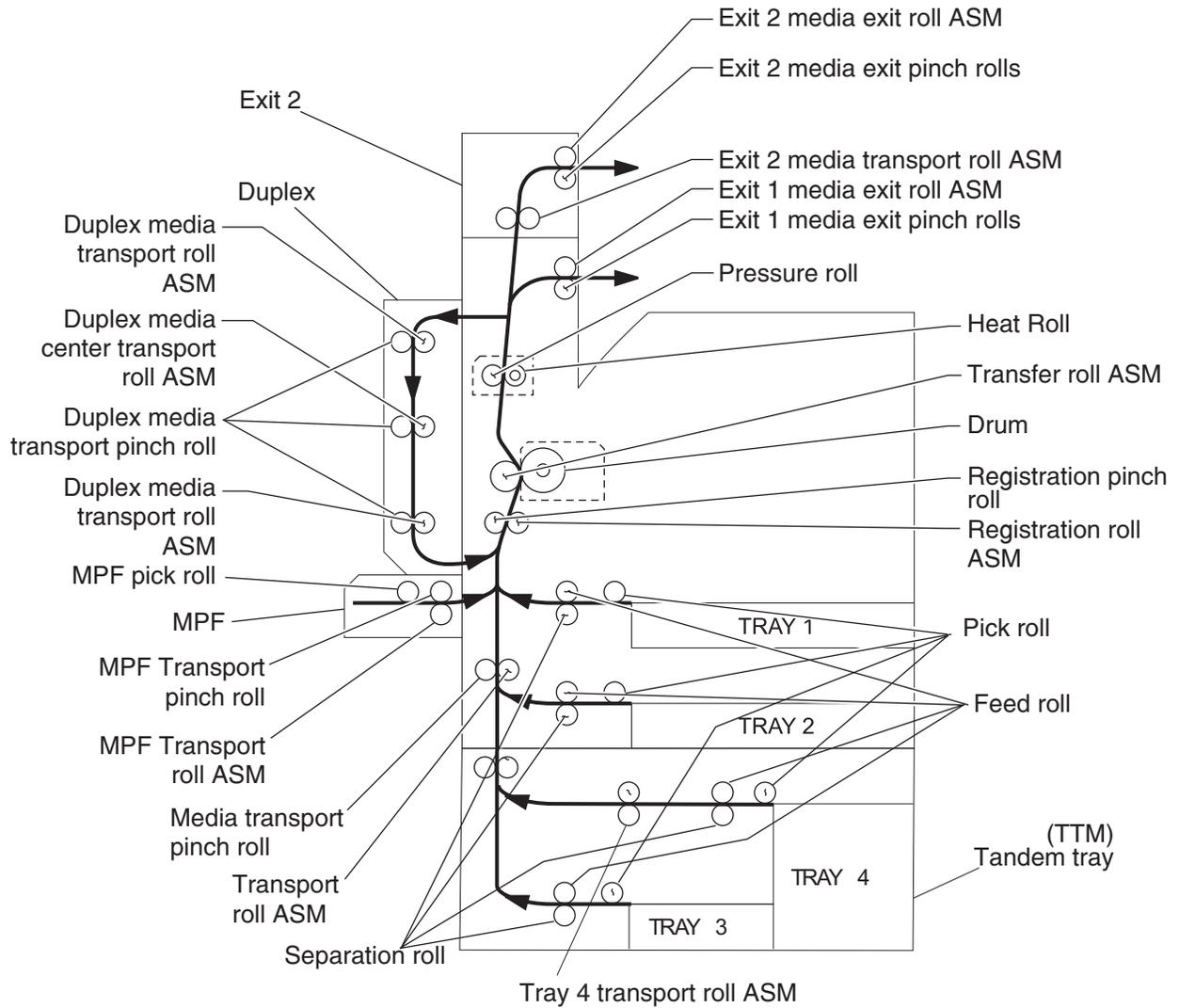


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Media transport path layout

The following is a cross section of the laser printer, showing main components directly associated with the media path and transport.

Main components associated with transport of media



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Functions of main components

- Media tray assembly
- Media feed unit assembly
- MPF
- Xerographics
- Fuser
- Drive
- Electrical components and rolls

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Media tray assembly

It is necessary to adjust the front media tray guide assembly, rear media tray guide and media tray end guide of the media tray assembly to match the media size.

Front media tray guide assembly and rear media guide

The front media tray guide assembly can be adjusted to different media sizes by moving the guides to the front or rear. These guides come into contact with the media and hold it in position.

The rear media tray guide moves together with the front media tray guide assembly.

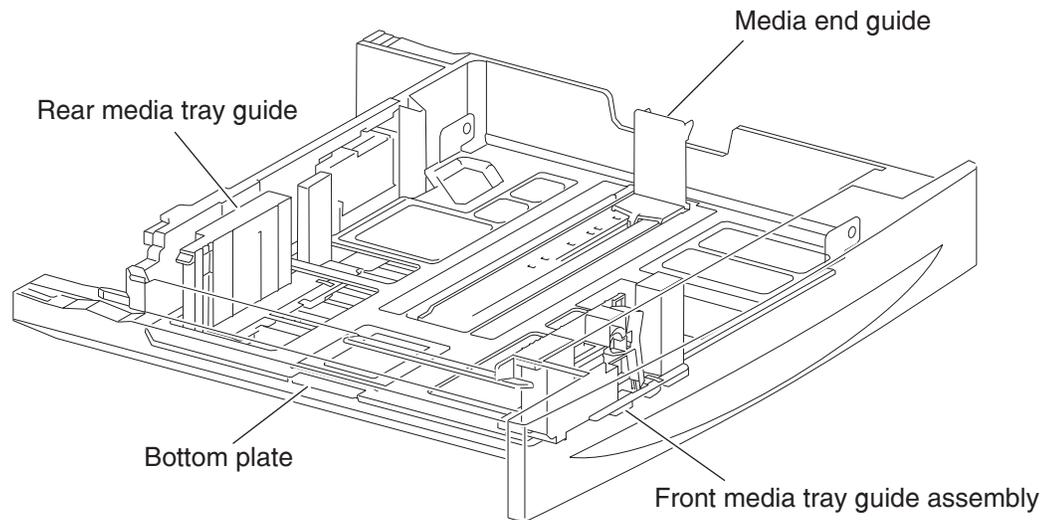
Media tray end guide

The media tray assembly is designed so it can adapt to the media length in the media feed direction by moving the media tray end guide to the left or right.

Bottom plate

The force pushing up the bottom plate is transmitted by the driving force of the motor on the media feed unit assembly to the lift up shaft through the gear (13/60 tooth) and sector gear (12 tooth). The bottom plate is pushed up by the rotation of the lift up shaft, which causes the supplied media to come in contact with the pick roll.

Media tray assembly



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Detection of media size

The media size set for the media tray assembly is transmitted to the switch (media size) by moving these guides. The media size is detected by the on/off information of these switches.

Media feed unit assembly

Since tray 1 and tray 2 are functionally equivalent in terms of the switch (media size), sensor (media out), sensor (media level) and sensor (pre-feed), only the components of one tray are described here.

The media feed unit assembly is a mechanical unit supplying media from the media tray assembly to the printer. The driving force, from the media feed lift motor on the media feed unit assembly, is transmitted to the three media feed rolls to feed media.

When the pick roll picks up media, the remaining media decreases, and the actuator of the sensor (media level) lowers accordingly. When the sensor (media level) detects the lowering, the media feed lift motor is activated to lift the lift up shaft and the bottom plate accordingly. Thus, the remaining media is ready to be fed.

Media feed lift motor

This motor is activated to feed media and to lift the bottom plate. When feeding media, it rotates forward to drive the pick roll. When lifting the bottom plate, it rotates reversely to drive the tray module gears to lift the lift up shaft.

Switch (media size)

This switch (media size) sets the size of media supplied from each media tray assembly. A signal indicating the media size is transmitted as a voltage to the printer engine card assembly.

Sensor (media out)

If media runs out in a media tray assembly, the actuator lowers and the actuator flag, unlocks the sensing area of the sensor (media out). The sensor light is transmitted. When the sensing area is blocked (media is present), the signal is off.

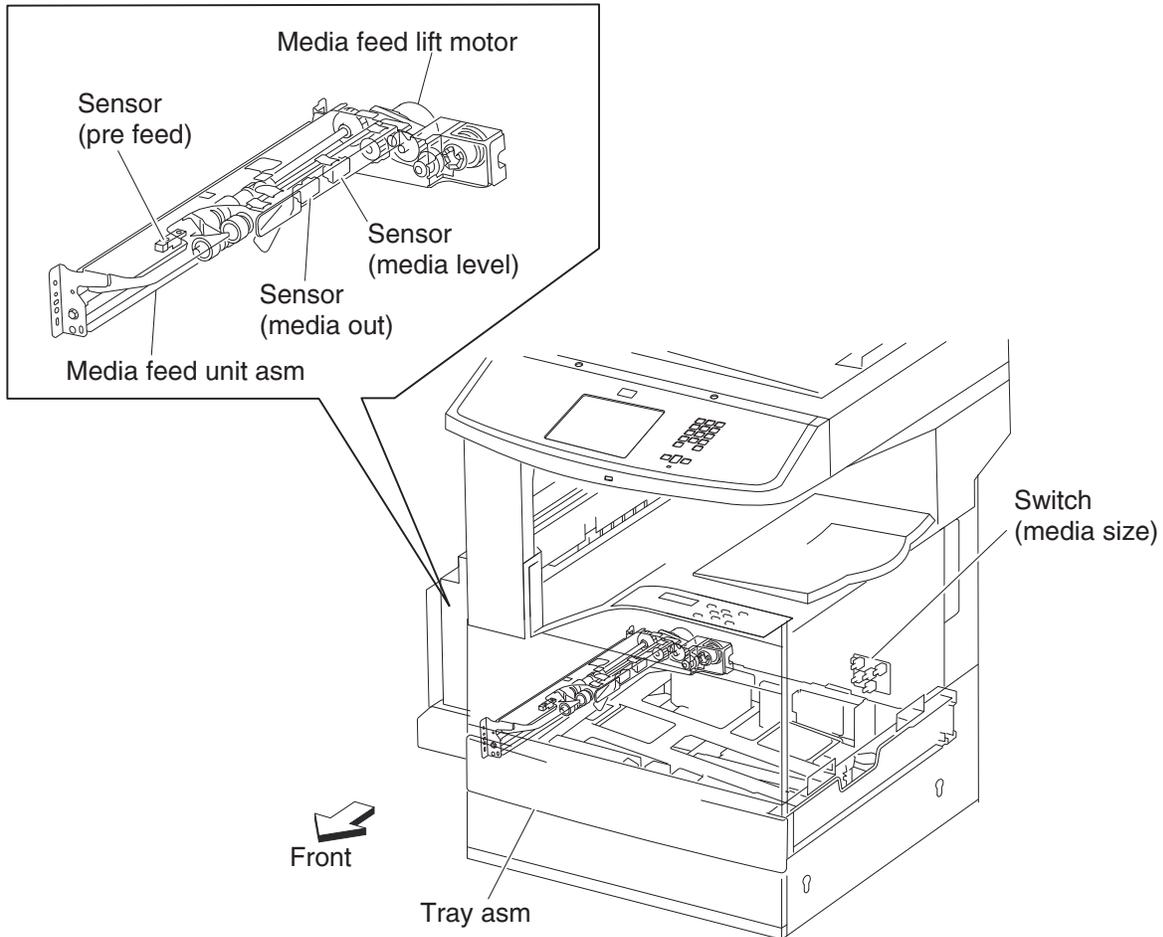
Sensor (media level)

This sensor detects by the actuator position whether media in the media tray assembly is lifted. When the flag of the actuator unblocks the sensing area of the sensor (media level), the sensor detects that the media has been lifted.

Sensor (pre-feed)

This sensor detects a media jam in the media tray assembly by the media position and sensor on/off time.

The sensor on/off states can be monitored by media passing through the sensor (pre-feed) sensing area.



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Multi-purpose feeder (MPF)

The MPF is a mechanical unit supplying media to the printer. The driving force from the transport motor of the dual drive motor assembly is transmitted to the MPF feed roll to feed media.

MPF pick roll

The MPF pick roll feeds media set on the MPF and into the feeder.

MPF pick solenoid

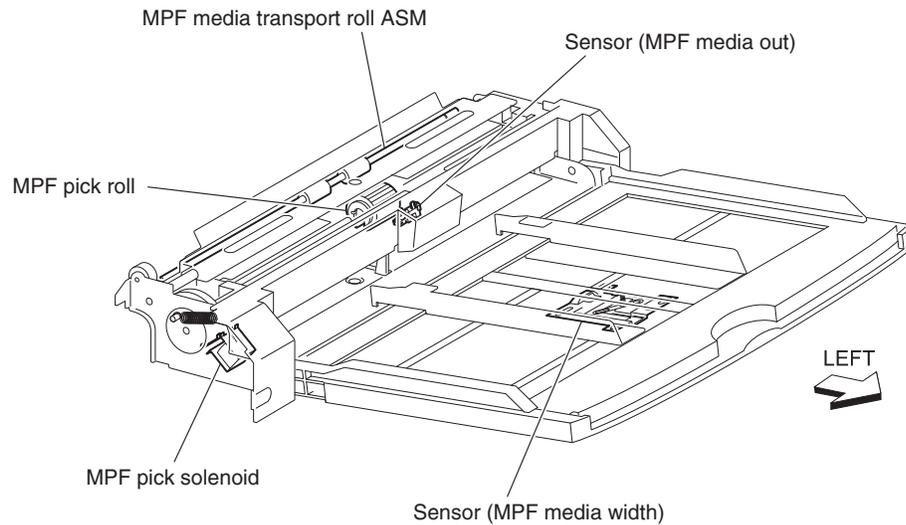
The MPF pick solenoid transmits the driving force from the main motor to the MPF pick roll.

Sensor (MPF media out)

The sensor (MPF media out) detects whether media is present on the MPF.

Sensor (MPF media width)

The MPF side guides detects the width (length in the main scanning direction) of media on the MPF.



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Detecting media size

The size of media on the MPF is transmitted by moving the MPF side guide, and is determined by the printer engine card assembly.

Media sizes that can be automatically detected are as follows:

| Media size | Width (mm) | Feed length (mm) |
|-----------------------------|------------|------------------|
| Side-guide stopper (min.) | 84 | - |
| Media detection area (min.) | 88 | - |
| 3.5" x 8.5" SEF | 89 | 216 |
| Postcard SEF | 102 | 152 |
| 5.5" x 8.5" SEF | 140 | 216 |
| Postcard LEF | 148 | 100 |
| A6 LEF | 148 | 105 |
| A5 SEF | 148 | 210 |
| Postcard LEF | 152 | 102 |
| B6 LEF | 182 | 129 |
| B5 SEF | 182 | 257 |
| Monarch LEF | 191 | 98 |
| A5 LEF | 210 | 148 |
| A4 SEF | 210 | 297 |
| 5.5" x 8.5" LEF | 216 | 140 |
| 5.5" x 11" SEF (Letter) | 216 | 279 |
| 5.5" x 13" SEF (Legal) | 216 | 330 |
| 5.5" x 14" SEF (Legal) | 216 | 356 |
| DL LEF | 220 | 110 |
| C5 LEF | 229 | 162 |
| C4 SEF | 229 | 324 |
| Rectangular LEF | 235 | 120 |
| Com10 LEF | 241 | 105 |
| B5 LEF | 257 | 182 |
| B4 SEF | 257 | 364 |
| Executive LEF | 267 | 184 |
| 16K LEF TFX (PRC) | 267 (270) | 194 (195) |
| 8K SEF TFX (PRC) | 267 (270) | 389 (390) |
| 8.5" x 11" SEF (Letter) | 279 | 216 |
| 11" x 17" LEF | 279 | 432 |
| A4 LEF | 297 | 210 |
| A3 SEF | 297 | 420 |
| Stopper (max) | 303 | - |

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Registration

Sensor (registration)

The sensor (registration) must be installed before the registration roll assembly can detect whether media exists in the registration path.

Registration clutch

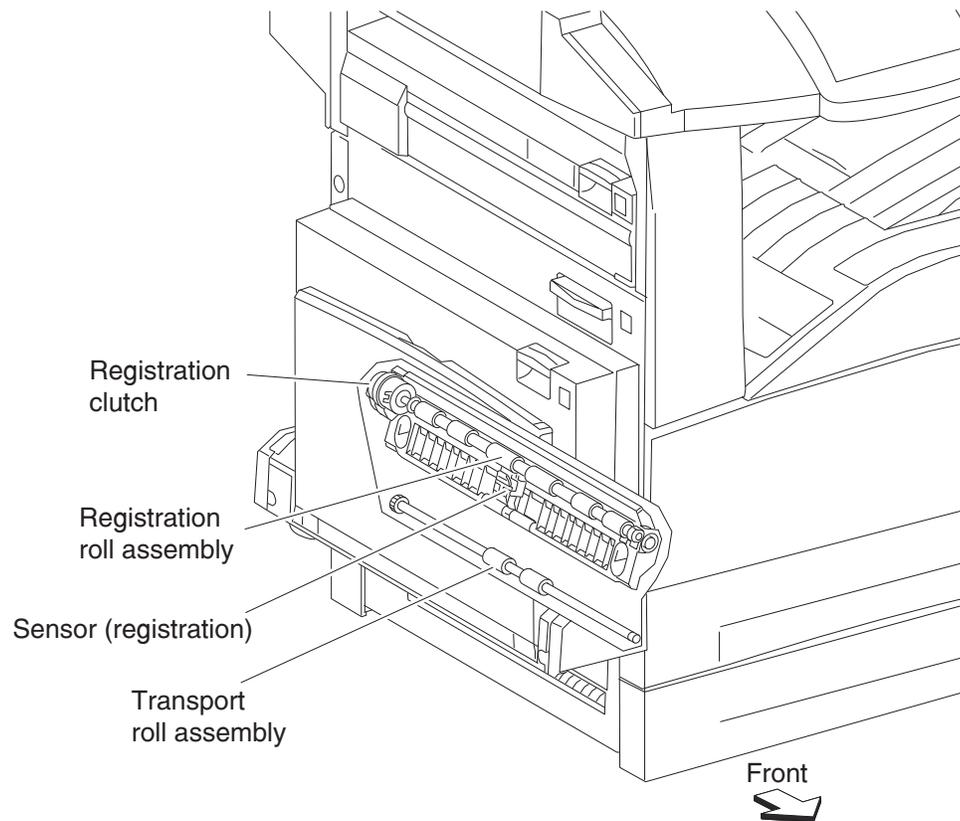
The registration clutch transmits the drive force of the main motor to the registration roll assembly.

Transport roll assembly

The transport roll assembly feeds paper from the tray 2, TTM, and optional tray to the PC cartridge and fuser.

Registration roll assembly

The registration roll assembly feeds paper from the tray 2, TTM, and optional tray or MPF to the PC cartridge and the fuser.



Transfer roll assembly

The transfer roll assembly is driven by direct contact with the drum of the PC cartridge.

The transfer roll assembly applies positive charges to the rear surface of the media when the media passes between the transfer roll assembly and the drum. The negatively charged toner image is attracted by positive

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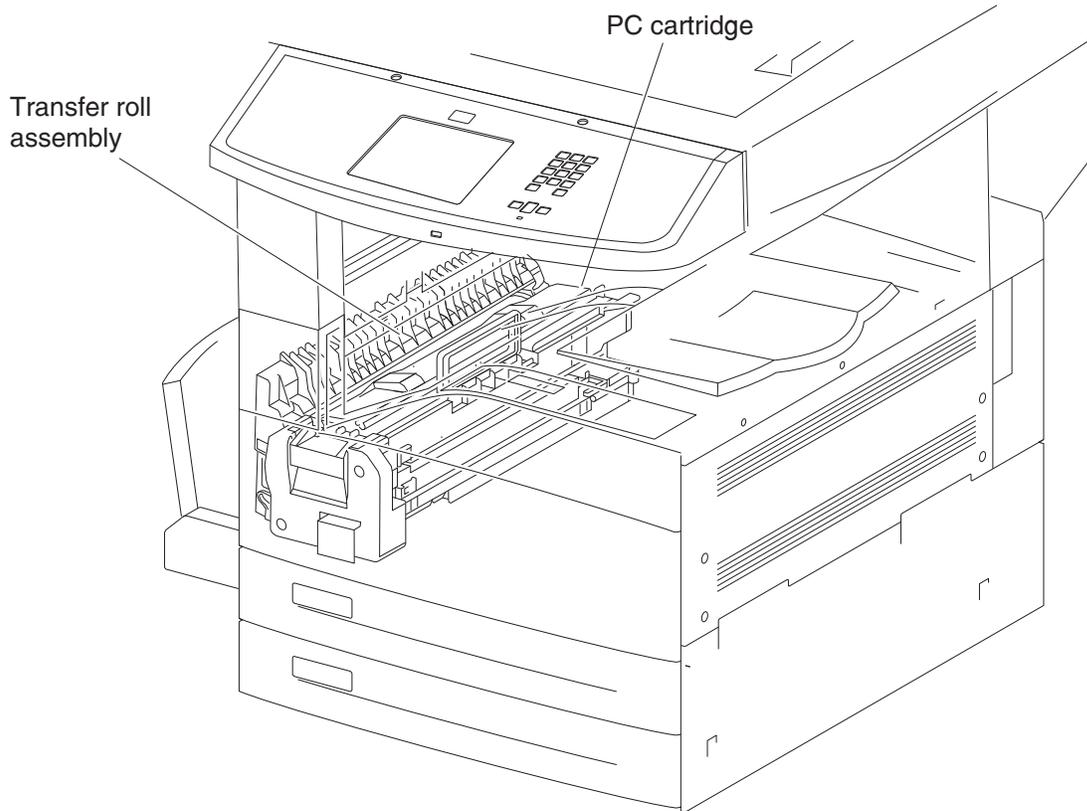


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charges on the rear surface of the media. Thus, the toner image is transferred from the drum surface to the media surface.



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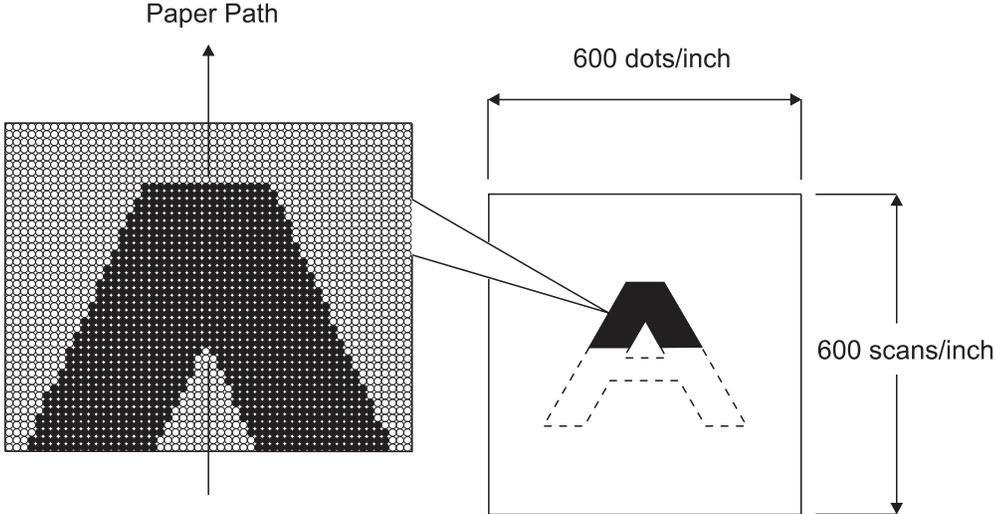
Printhead assembly

The printhead scans the drum surface with a laser beam. It consists of four components: laser diode (LD) card assembly, printhead motor, polygon mirror, and start of scan card assembly.

1. LD card assembly — generates a laser beam with the two LDs of LD1 and LD2. The beam is turned on or off according to a print data signal.
2. Printhead motor/polygon mirror — the polygon mirror is mounted to the shaft of the printhead motor, and is rotated at a high speed by the printhead motor. The mirror rotation shifts the incidence and reflection angles of a laser beam to scan the laser beam in the drum axial direction. The laser beam reaches the polygon mirror as it passes through the lens (L1), lens (L2), and window. The laser beam then arrives at the drum surface.
3. SOS card assembly — when a laser beam hits the SOS sensor on the SOS card assembly, the beam is converted to an electrical signal (SOS signal), and detects the initial position where a scan starts on each line.

When a laser beam is scanned across the drum surface from one end to the other while turning on and off the beam, one line of latent image is created. If the scanning by the laser beam is repeated while rotating the drum, a two-dimensional image is created. The resolution in the scanning direction (from right to left) is determined by the rotational speed of the printhead motor, depending on how quickly the laser is adjusted. The resolution in the process direction (from top to bottom) is determined by the rotational speed of the printhead motor. (The higher the scanning speed becomes, the sooner the scanning of the next row can be started.)

Conceptual diagram of an image created by scanning



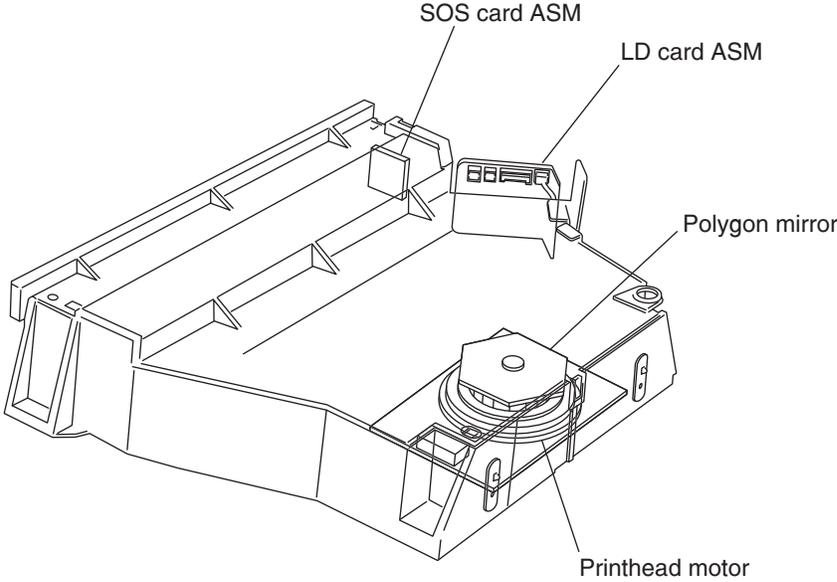
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Fuser

Heat roll

The heat roll is a hollow metal tube with a coated surface. This tube is heated by the inner heater lamp. The heat is applied to the media passing between the heat roll and pressure roll, fusing the toner on the media.

Pressure roll

The pressure roll is a metal shaft coated with sponge rubber. Pressure is applied to the media between the pressure roll and heat roll, pressing the melted toner against the media.

Heater lamp

The heater rod of the lamp is compressed of a quartz glass tube containing a heater coil. A terminal is mounted to the end of the heater rod via a harness. Three heater lamps are provided: the main heater rod to heat entire heat roll, and the sub heater lamp 1 and 2 to heat the central portion of the heat roll.

Thermostat

If the heat roll temperature exceeds the preset temperature, the thermostat cuts off the circuits of the main heater rod and sub heater rods 1 and 2.

Center thermistor

The center thermistor monitors the surface temperature of the media-feed portion of the heat roll to control on/off of the main heater lamp and sub heater lamps 1 and 2.

Rear thermistor

The rear thermistor monitors the surface temperature at the rear side of the heat roll to switch the heater lamp to on.

Pressure roll thermistor

The pressure roll thermistor monitors the temperature of the pressure roll to control the idling time for fuser warm-up before printing.

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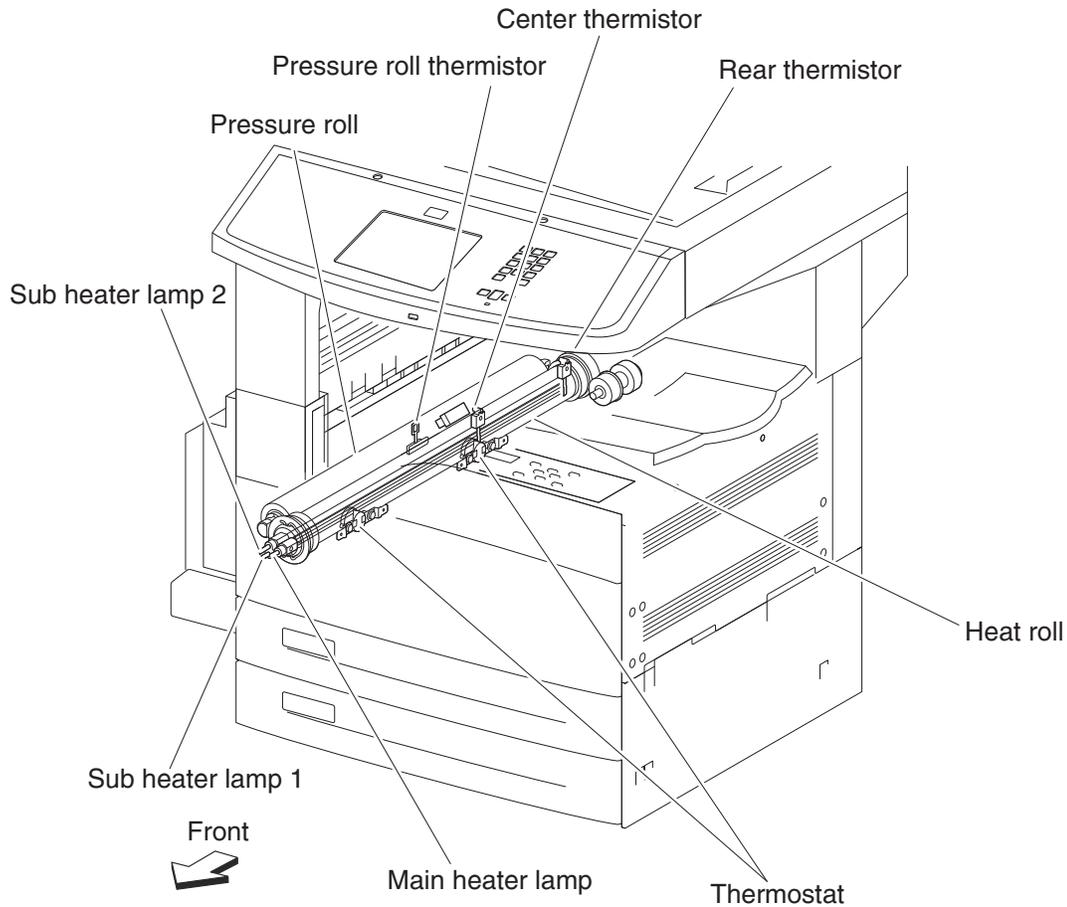
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Fuser exit sensor

The fuser exit sensor detects the arrival of media at the detection point in the exit area of the fuser, and also detects the ejection of media from this point.



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Exit

Exit 1 ejects printed media from the printer to the standard bin 1. With the exit 2 installed, it is also possible to eject media to the standard bin 2 by changing the orientation of the diverter gate on the exit 1.

Dual drive motor assembly

Drives the exit 1 media exit roll assembly that feeds media to each bin.

Exit 1 media exit roll assembly

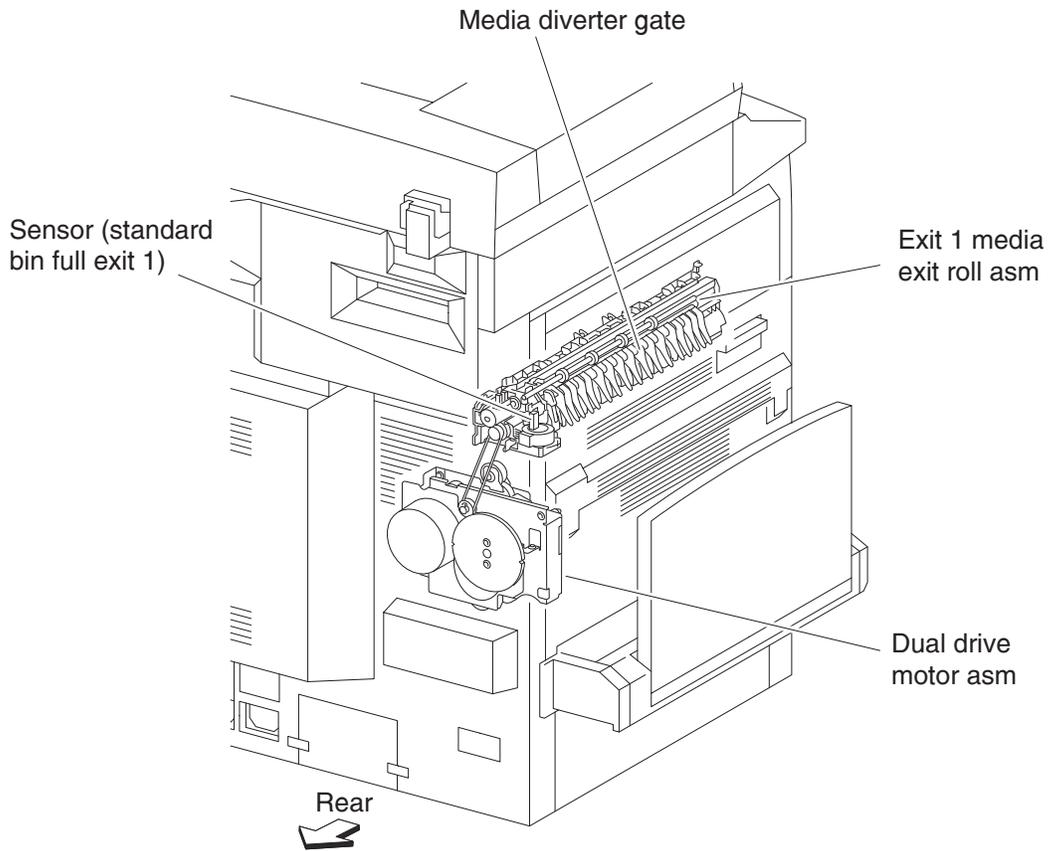
The exit 1 media exit roll assembly feeds printed media from the fuser to the standard bins.

Sensor (standard bin full exit 1)

The sensor (standard bin 1 full) detects whether the exit 1 face down tray is full by moving the actuator up and down.

Media diverter gate

The media diverter gate switches the media transport path. When the media diverter gate is lifted, media is fed to the standard bin exit 1. When it is lowered, media is fed to the standard bin exit 2.



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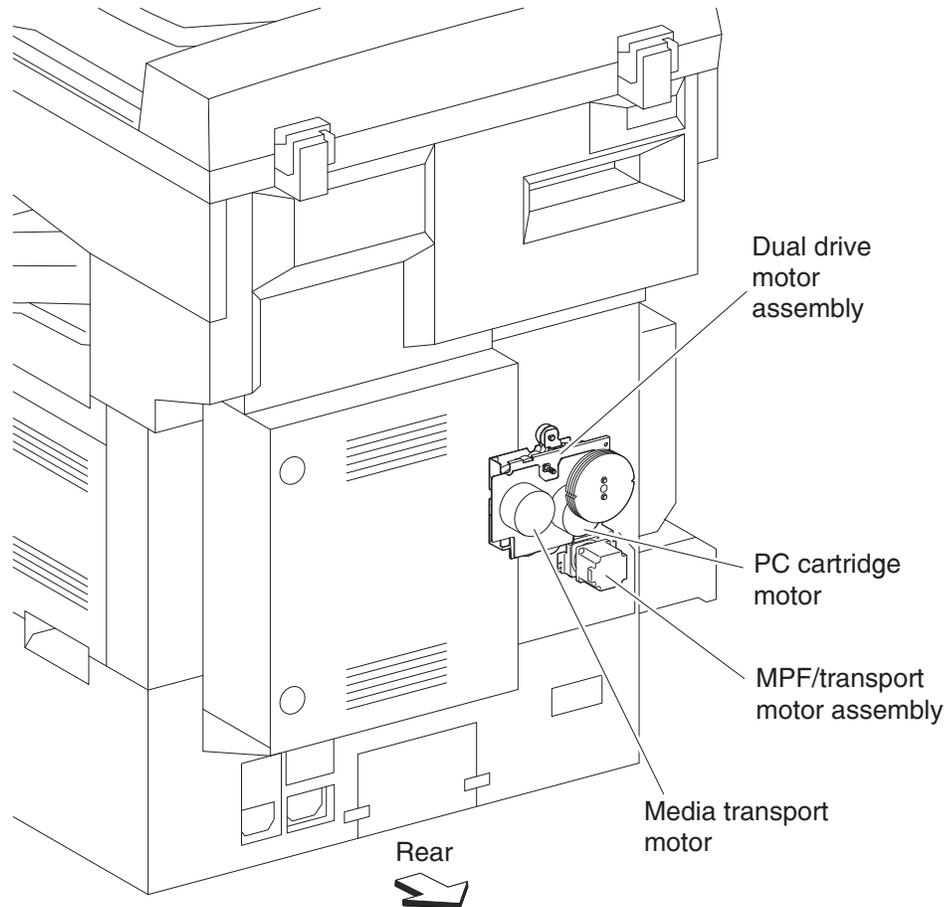
Drive

Media transport motor

The media transport motor is a DC brushless motor that drives the exit 1 media exit shaft assembly, fuser assembly, registration roll assembly.

PC cartridge motor

The PC cartridge motor is a DC brushless motor that drives the PC cartridge, mag roll and transfer roll assembly.



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Electrical components and controller

Switch (main power)

Turning on/off the switch, power supplies/cuts off the main power of the printer.

Finisher AC output

Supplies power to the finisher from the main LVPS (low voltage power supply) card assembly.

Switch (printer front door interlock) and switch (printer left door interlock)

The switch is a safety switch to cut off a 24 VDC power supply from the LVPS card assembly to the high volt power supply (HVPS) card assembly, printer engine card assembly and to the dual motor assembly, while the printer front door assembly and the printer left door assembly are open.

Switch (PC Cartridge interlock)

The switch (PC interlock) 5 V interlock is a safety switch to cut off a 5 VDC power supply from the LVPS card assembly to the printhead while the PC cartridge is removed.

Switch (printer left lower door interlock)

The switch (left lower door interlock) detects open or close of the printer left lower door assembly.

Fuser cooling fan

The fuser cooling fan discharges air from the printer to prevent excessive temperature increase.

LVPS card assembly

The LVPS card assembly generates low voltages (5 V and 3.3 V for logic circuits, 5 V for laser diodes, and 24 V for motors/clutches) from AC power. It also contains the fuser relay to feed/cut off AC power to the heater lamps of the fuser assembly.

HVPS card assembly

The HVPS card assembly generates AC power, a high DC voltage, and feeds them to the charge roll, development (magnet roll), transfer roll assembly.

Printer engine card assembly

The printer engine card assembly controls printing operation based on the communication with the RIP card assembly and on sensor/switch information. It also controls optional module boards.

RIP card assembly

The RIP card assembly connected to the printer engine card assembly controls the entire system.

Transport roll assembly

The transport roll assembly feeds media from tray 2, 3, and 4 to the registration roll assembly.

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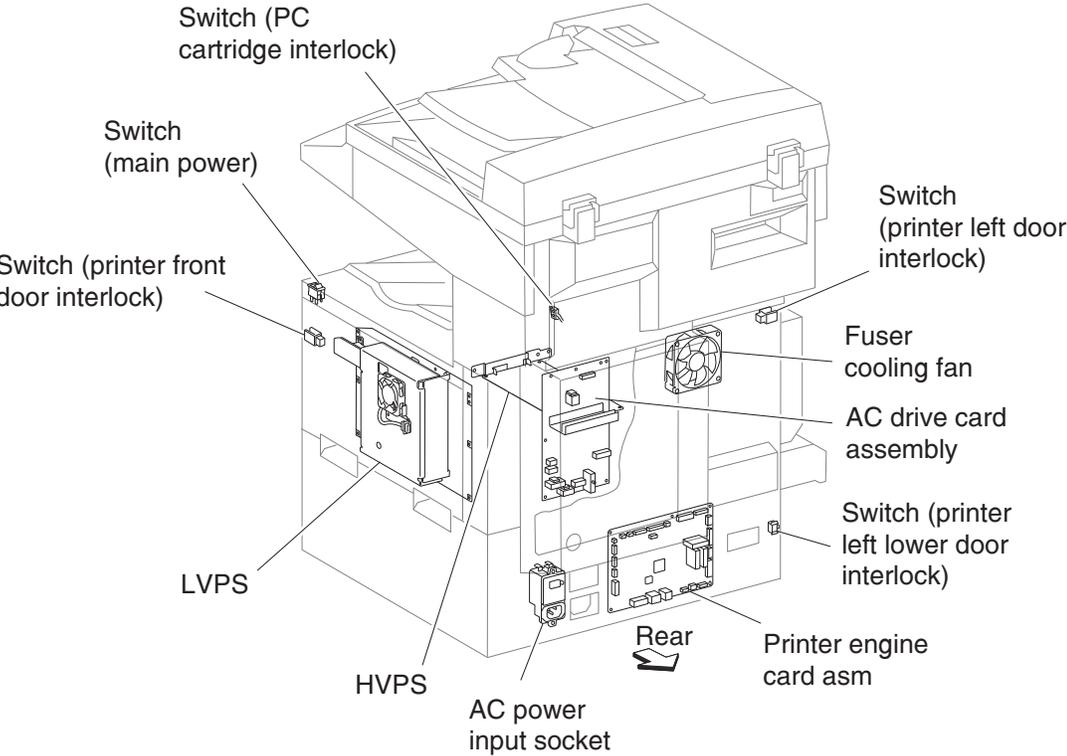


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Registration roll assembly



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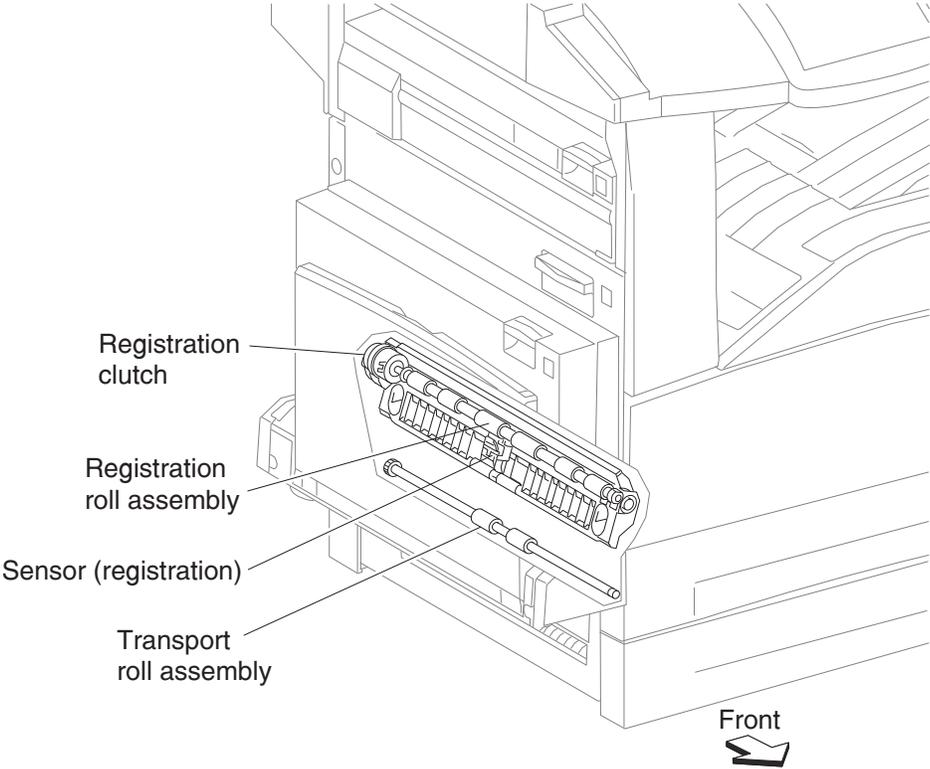


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The registration roll assembly feeds media from all trays to the PC cartridge or fuser.



Control

Media size control

Media tray assembly feeding

The following table gives the states (on/off) of the switches on the switch (media size), corresponding to the media sizes of the media tray assembly.

Note: The switches on the switch (media size) are denoted by "S/W2", "S/W4", "S/W3", "S/W5", and "S/W1" respectively from the left side.

| Media size | Analog switch | | | | Digital switch |
|------------------------|---------------|------|------|------|----------------|
| | S/W1 | S/W2 | S/W3 | S/W4 | S/W5 |
| No media tray assembly | Off | Off | Off | Off | Off |
| 5.5" X 8.5"SEF/A5 SEF | Off | Off | On | Off | Off |
| B5 SEF | Off | Off | On | On | On |
| 8.5" X 13"SEF | Off | On | Off | On | Off |
| 8.5" X 14"SEF | Off | On | Off | On | On |
| A4 SEF | Off | On | On | Off | Off |
| 8.5" X 11"SEF | Off | On | On | Off | On |
| A4 LEF | On | Off | On | Off | Off |
| A3 SEF | On | Off | On | On | Off |
| B5 LEF/executive LEF | On | On | Off | Off | On |
| 8K SEF(TFX/GCO) | On | On | Off | On | Off |
| B4 SEF | On | On | Off | On | On |
| 8.5" X 11"LEF | On | On | On | Off | Off |
| 16K LEF(TFX/GCO) | On | On | On | Off | On |
| 11" X 17"LEF | On | On | On | On | On |

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Printhead control

Rotation of printhead motor

The on/off control of the printhead motor is performed according to the mode of operation as shown below.

| Operation mode | PRINTHEAD motor on/off |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standby mode | Always off |
| Print mode | Turns on upon receiving the signal from the controller, and turns off after a preset time has passed from the end of printing. Also turns off if a print command is not received within 30 seconds from the reception of the signal. |
| Sleep mode | Always off |

Determination of printhead ready

The printhead goes into ready state after the specified period passes since the reception of the printhead MPA start signal and the SOS cycle exceeds the reference value.

Printhead reference value

| Printhead reference value | Description |
|---------------------------|-----------------------------------------------------------------------------------------|
| Ready reference value | SOS signal interval (equivalent to 98% or more of the rated RPM of the printhead motor) |
| Fail reference value | SOS signal interval (less than 98% of the rated rpm of the printhead motor) |

Fuser control

Fuser control method

The on/off control of the main/sub heater lamps is performed based on the fuser control temperature. The fuser transmits between the five states (warm up, ready, standby, print, and low power) depending on the heat roll surface temperature or printer conditions.

The fuser temperature control starts when the fuser ready in the LVPS card assembly is turned on after a preset time period has passed from power on. If a failure occurs, the heater lamps are turned off, the fuser ready is turned off, and then the fuser temperature control is stopped.

Main/sub heater lamps on/off control

The center and rear thermistors detect the heat roll surface temperature (fuser temperature) to regulate the temperature at the target control temperature by turning on or off the main/sub heater lamps.

Fuser warm-up

The fuser warm-up starts at the time of power on, interlock open or close, jam reset, or return from the low power mode, and ends when the ready temperature is attained, when a failure occurs, or when executing diagnosis.

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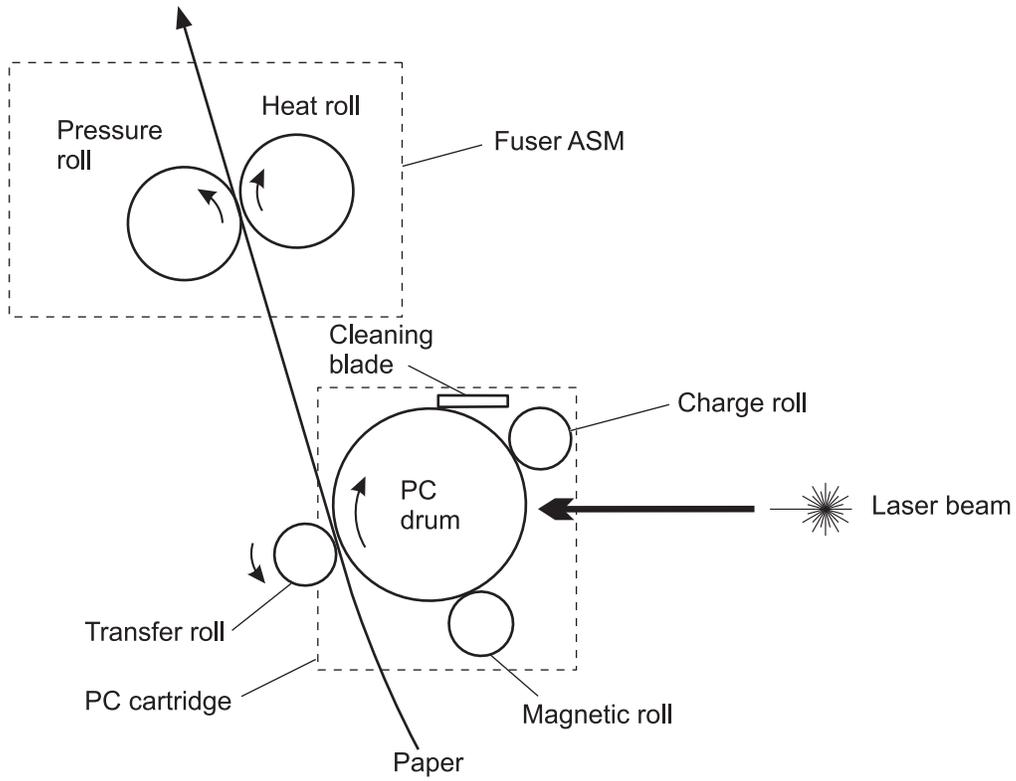


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Xerographic Process During a Print Cycle



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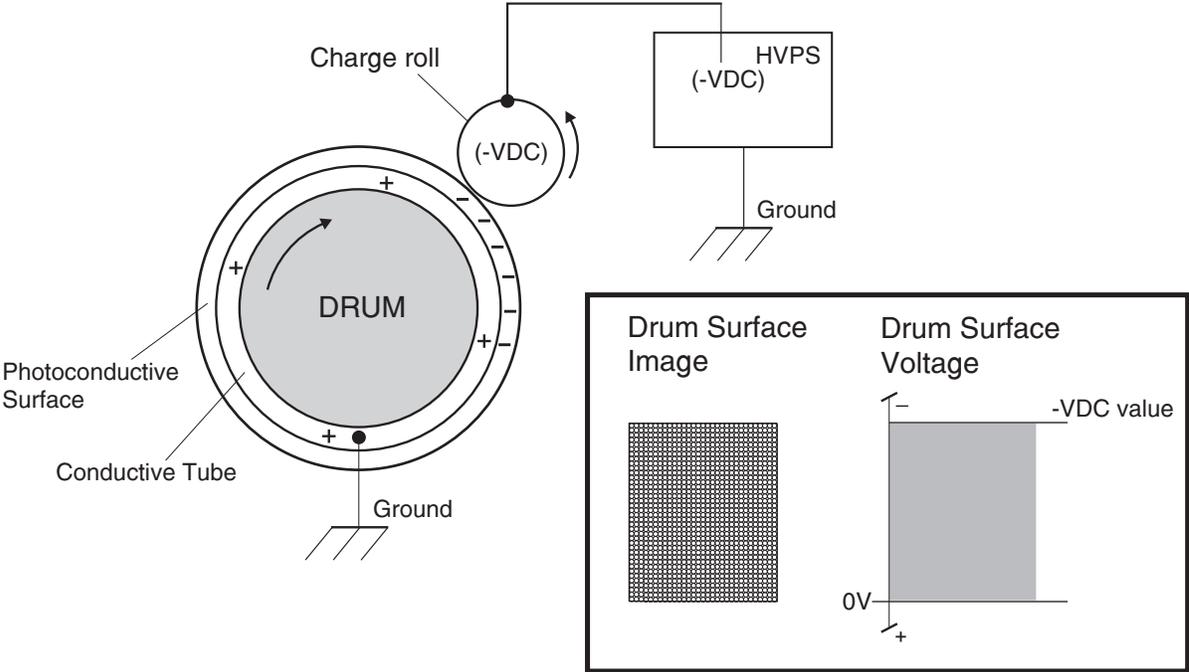
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Charge

The Charge Roll places a uniform negative electrostatic charge on the surface of the drum. The drum surface is made of a photoconductive material that holds an electrical charge as long as the drum remains in darkness. Light striking the drum discharges the surface charge.



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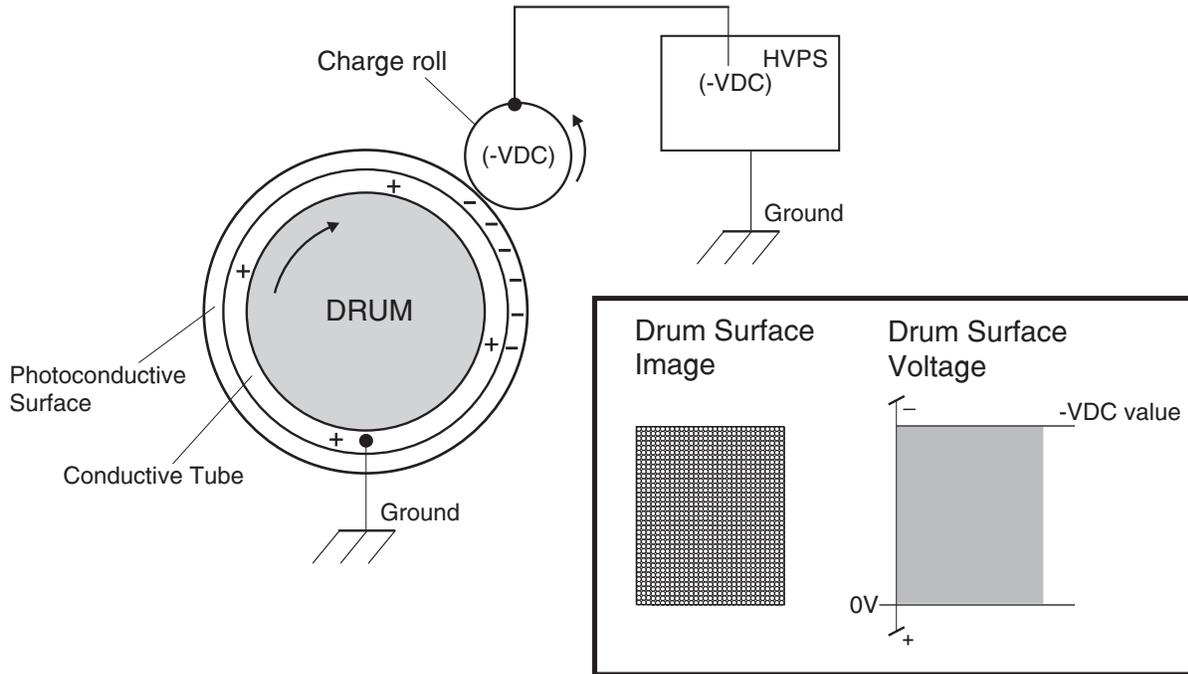


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The charge roll is a conductive roll that is positioned slightly above the surface of the drum. The HVPS supplies the charge roll with two voltages; a negative DC charge voltage and an AC discharge voltage that is used for electrically cleaning the drum.



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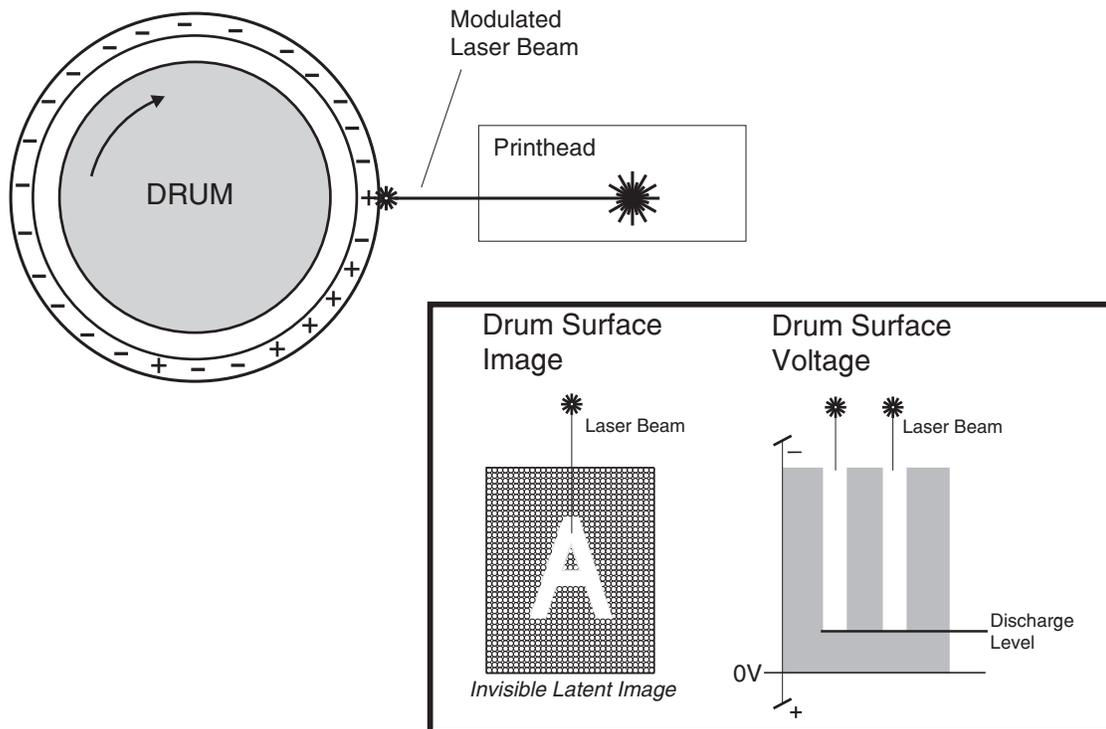
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Exposure

The Printhead generates a beam of laser light. Image data received from the RIP card assembly modulates this beam, turning it on and off according to image information that is received from the host computer and software.

Through the use of a series of rotating and stationary mirrors within the Printhead, the beam scans the negative charged drum surface. Whenever the print controller sends a command to print a black pixel, the laser switches on long enough to shine onto the drum at a single pixel point. That point is now discharged and slightly less negative than the surrounding negative charge. The less negative areas are considered positive. This discharge/no discharge process creates an invisible, electrostatic image on the surface of the drum. This image is called a **latent** image.

The Printhead also helps to clean and prepare the drum by scanning the surface of the drum at the beginning of each individual printer cycle. This action discharges a residual DC charge that may still remain on the Drum from the last print cycle.



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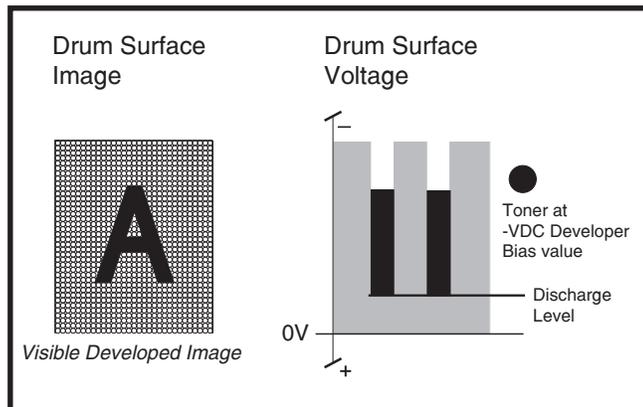
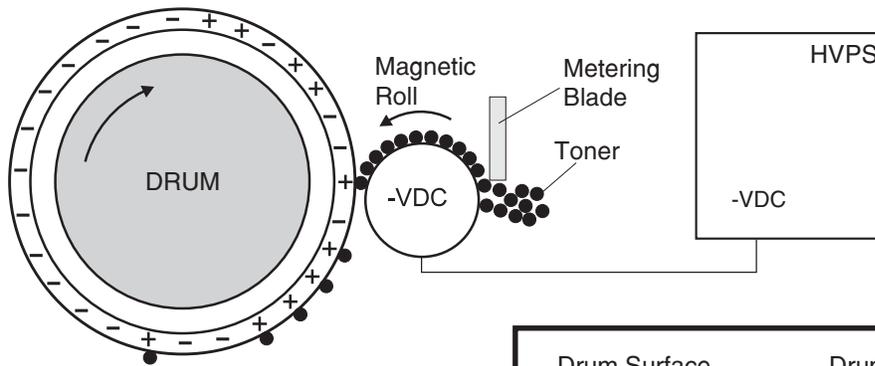
Development

The toner contained within the PC Cartridge has a magnetic property that causes it to adhere to the Magnetic Roll. The Metering Blade spreads the toner into a very thin layer on the Magnetic Roll. Friction between the Magnetic Roll and the CM Blade generates a small electrical charge that is transferred to the toner.

The surface of the Magnetic Roll is made up of a thin sheet of conductive material. The HVPS supplies the Magnetic Roll with two voltages; a DC voltage and an AC voltage. The DC voltage is used to transfer toner from the Magnetic Roll to the surface of the drum. The AC voltage agitates the toner on the Magnetic Roll, making toner transfer easier.

The Magnetic Roll maintains a negative DC electrical potential. Negative charged areas of the drum have a lower electrical potential, or higher relative negative value than the Magnetic Roll. Discharged areas of the drum have a higher electrical potential, or lower relative negative value, than the Magnetic Roll. A discharged point on the surface of the drum now appears less negative in relation to the negative charge on the Magnetic Roll.

The toner adhering to the Magnet Roll is always in contact with the drum surface. When a less negative point on the drum (a discharged area) comes in contact with the more negative charged toner on the Magnet Roll, toner transfers from the Magnet Roll to that point on the drum. There is now a visible toner image on the drum surface. The image is called a developed image.



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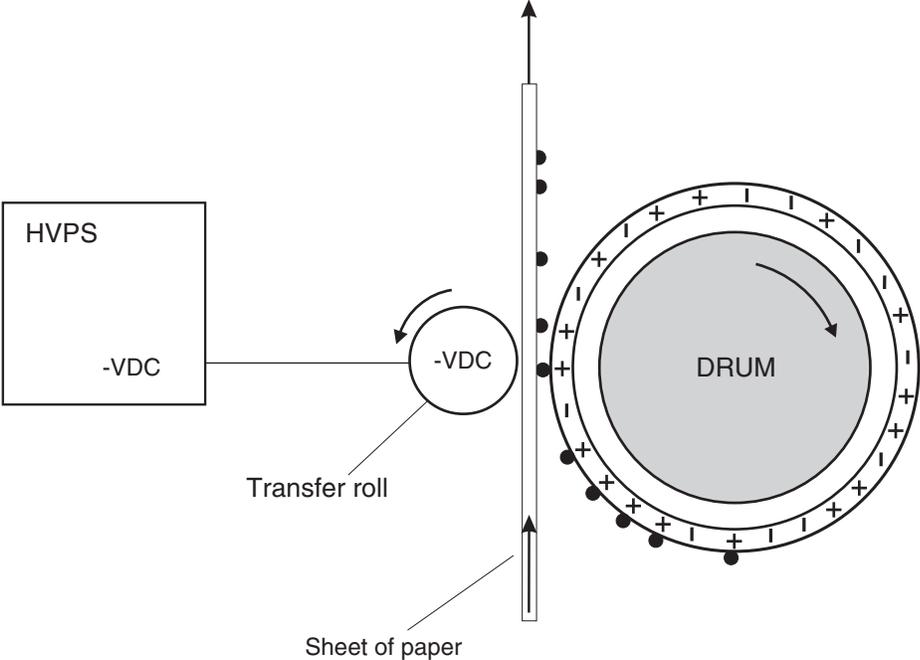
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Transfer

As the paper travels between the Transfer Roll and the drum surface, the Transfer Roll applies a positive charge to the back of the printing paper. This positive charge transfers the negative charged toner image from the drum surface to the top surface of the paper. The toner image is now on the paper and the paper is now stuck to the drum surface due to the relative electrical differences between the negative electrical charge of the inner conductive layer of the drum and the positive electrical charge of the paper.



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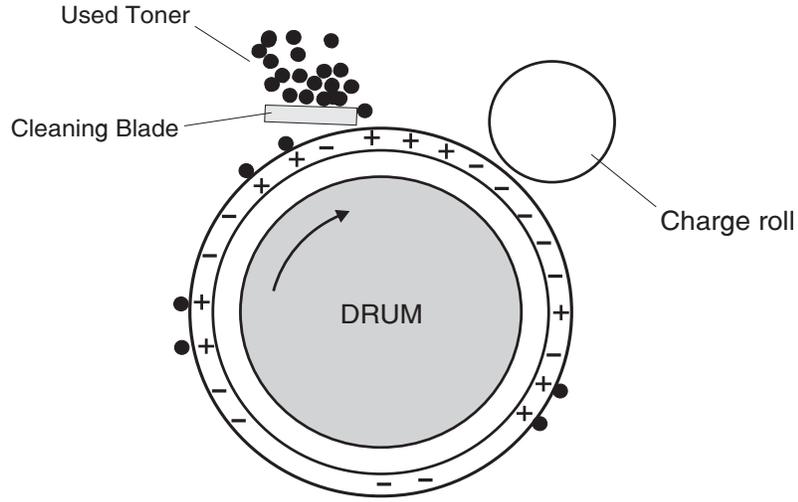
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Cleaning

The Cleaning Blade removes any toner that remains on the drum after the transfer process. The toner that the Cleaning Blade removes is collected inside the sealed PC Cartridge and reused.



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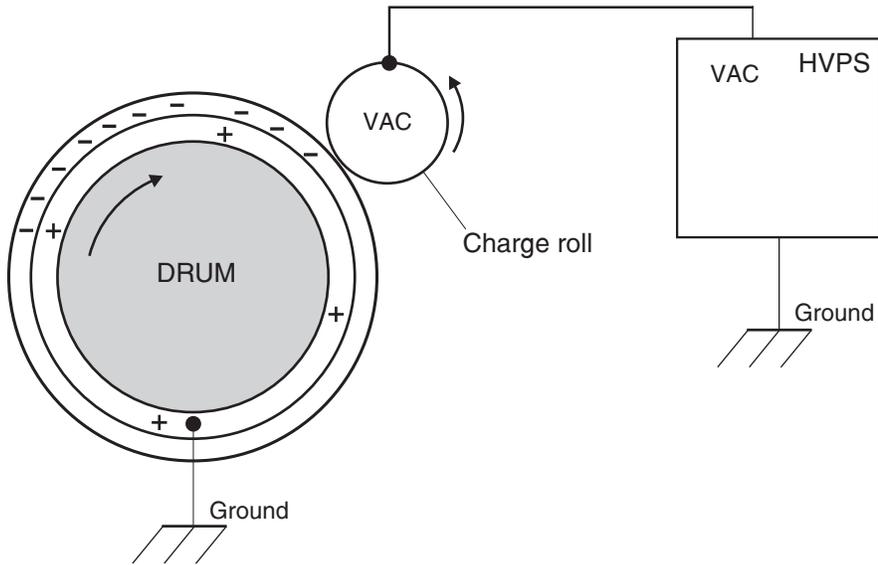


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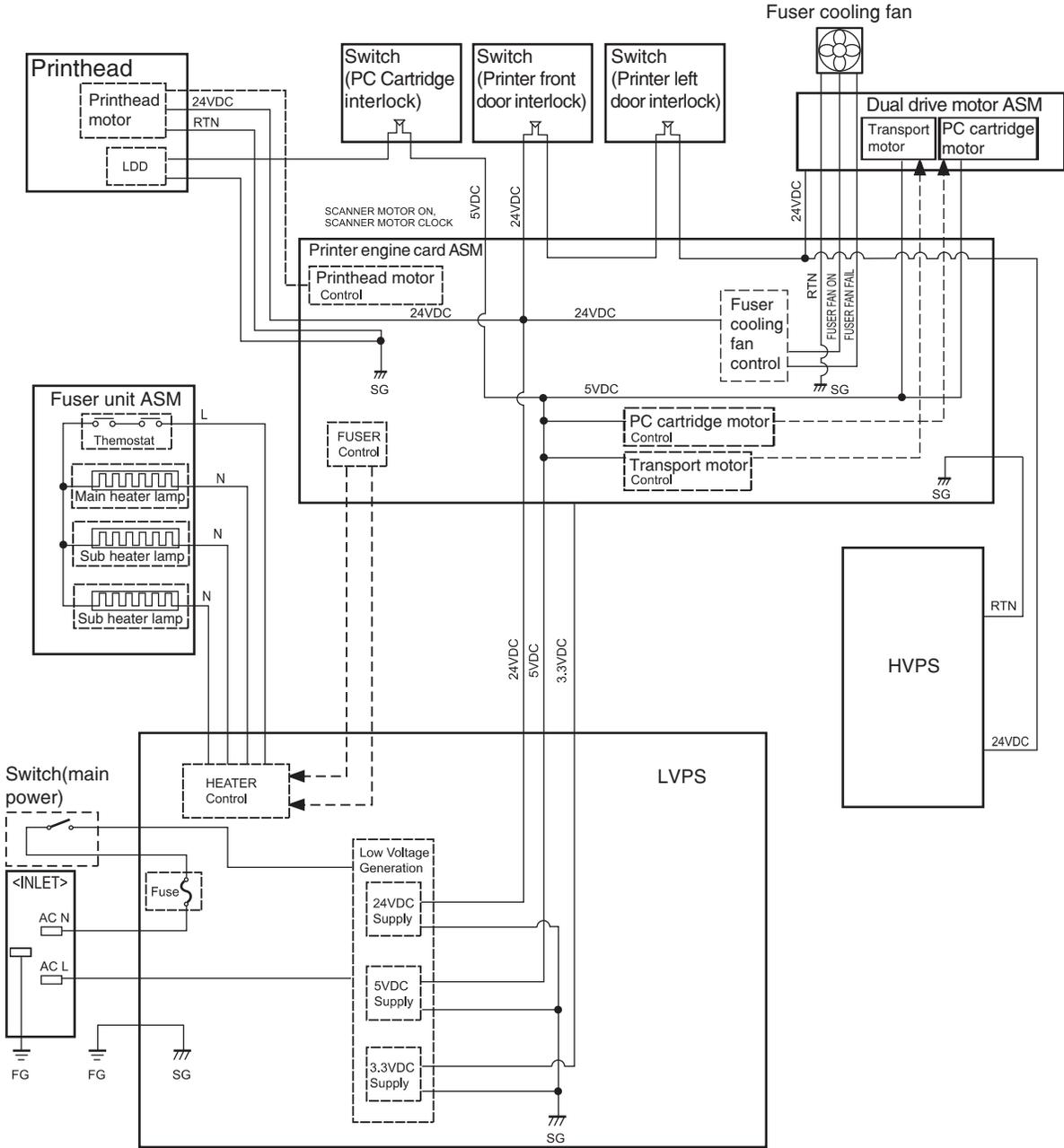
Discharge

At both the start and the end of each individual printer cycle, the HVPS supplies the charge roll with an AC voltage that is used to electrically clean the drum. The AC voltage removes any residual DC charge that was left from the previous print cycle.

At the beginning of each individual printer cycle, the Printhead scans the surface of the drum, further discharging any residual DC charge that may be left on the drum.



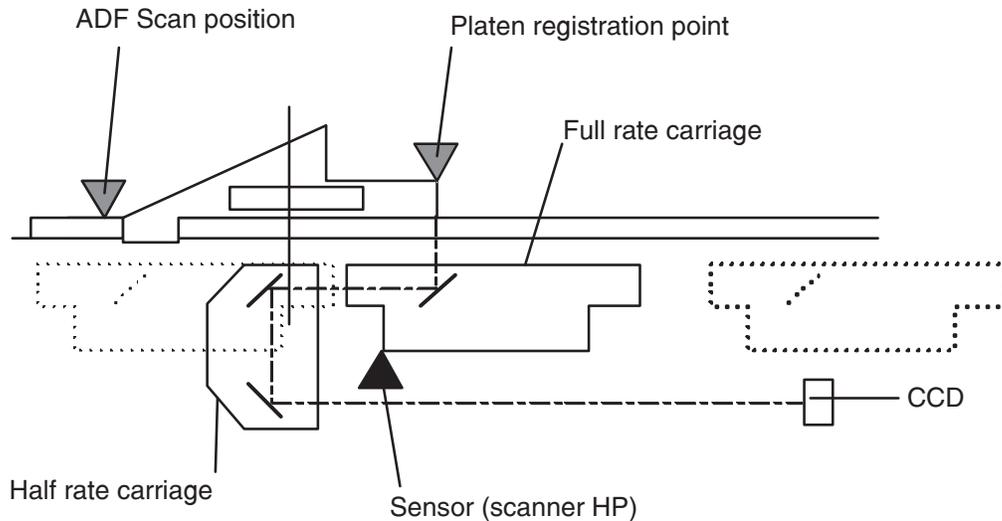
Safety system diagram



Document scanning

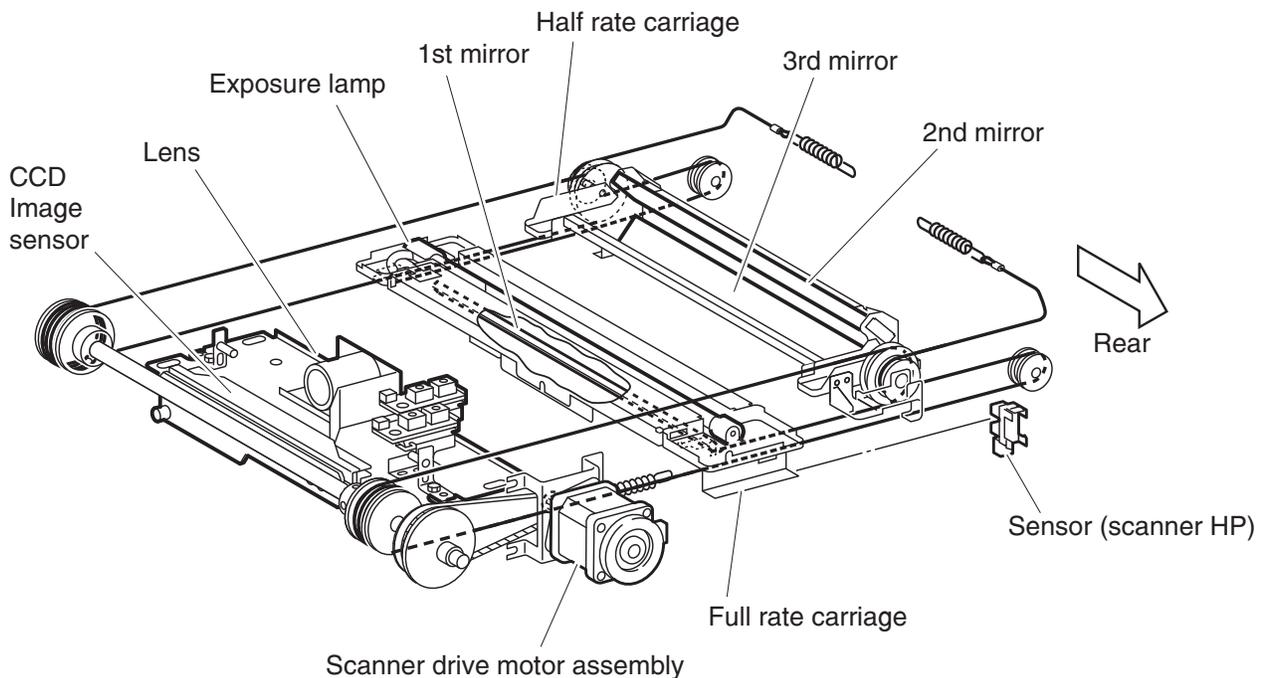
The document scanning section of this machine consists of a scanner that reads a single-sheet document placed on the platen glass and a document feeder that can transport a multiple-sheet document and flip the sheets for two-sided scanning.

This ADF employs a constant velocity transport system that scans images by feeding the document at a constant speed over the specified position (scan position) where the carriage (full/half rate carriage) of the scanner unit assembly is fixed.



Document scanning at platen

Shown below is the operational overview of document scanning at the platen.



The full rate carriage and half rate carriage travel to read the document.

The exposure lamp is installed on the full rate carriage. As the full rate carriage travels, the document on the platen glass is scanned and exposed with the exposure lamp.

In conjunction with the full rate carriage, the half rate carriage travels half of the stroke of the full rate carriage.

The optical image of the exposed document is reflected by the scanner 1st mirror of the full rate carriage and directed to the scanner lens via the scanner 2nd mirror and the scanner 3rd mirror of the half rate carriage.

The image data is read with the scanner CCD image sensor assembly.

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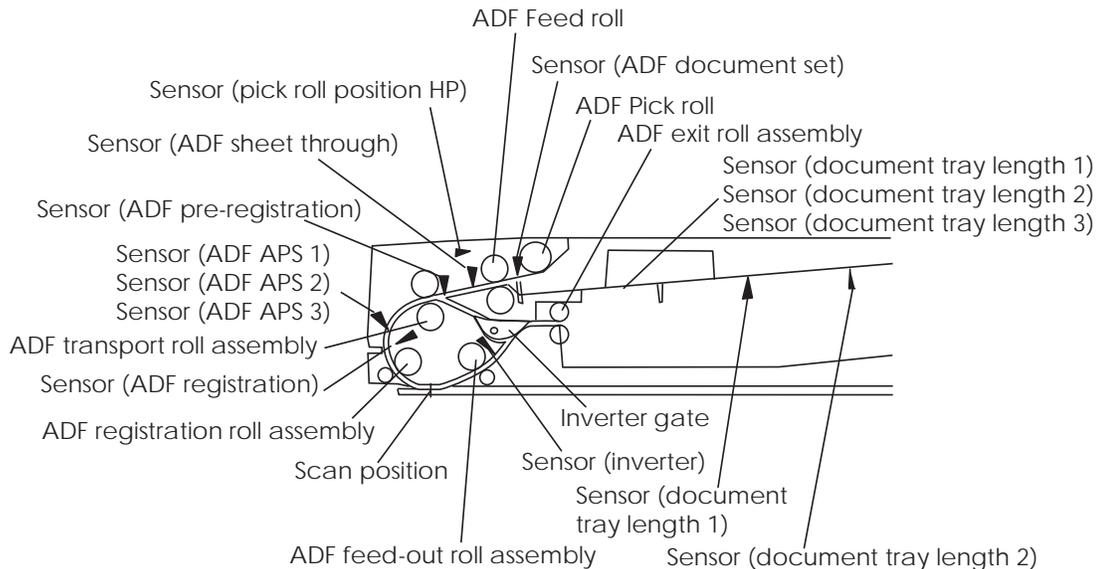
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Document scanning at ADF

Shown below is the document feed path from the ADF.



A document sheet set in the document tray assembly is fed through the ADF feed roll, ADF pick roll, and ADF registration roll assembly. The document image is scanned at the scan position, and the document sheet is ejected through the ADF feed-out roll assembly and the ADF exit roll assembly. For a duplex document sheet, the image on side 1 is scanned at the scan position and then the document sheet is inverted and fed to the ADF transport roll assembly again.

Described below is the overview of the steps before document scanning and that of simplex and duplex document scanning modes.

Setting a document

When a document is set on the document tray assembly and the lead edge is pushed into the tray until it stops, the ADF document set actuator moves to place the sensor (ADF document set) in the unshielded (unblocked) state. Then the machine recognizes that the document has been set properly, turning on the document set LED.

Preparation for feed

Pressing the start button with the document set in the document tray will start feeding the document.

First the pick roll moves down and presses the document on the document tray to enable document feed.

The pick roll moves down with the normal rotation of the pick roll position motor assembly and it moves up with the reverse rotation of the pick roll position motor assembly.

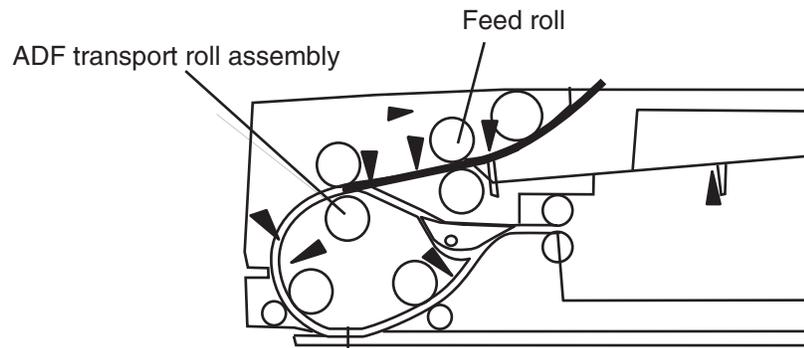
Upon completion of document feed, the pick roll returns to the normal (raised) position.

Pre-feed

In the pre-feed step, a document sheet is fed from the Feed roll to the ADF transport roll assembly. To correct the skew, side1 of the document sheet is thrust against the ADF transport roll assembly rotating in the reverse direction and side2 is thrust against the ADF transport roll assembly at rest.

With the pick roll at the down position (see Preparation for feed), the ADF feed motor assembly rotates in the reverse direction (CCW direction) to drive the pick roll and Feed roll. The pick roll feeds the top document sheet on the document tray toward the Feed roll. The Feed roll nipped by the separation roll feeds the document sheets (from the pick roll) one by one. When the sensor (ADF sheet through) detects a document sheet, the machine recognizes that feed of the first document sheet is complete.

When the sensor (ADF pre-registration) detects a document sheet, the ADF feed motor assembly slows down. As a result, the document sheet stops against the ADF transport roll assembly, correcting the skew.



Pre-registration

In the pre-registration step, the document sheet (fed to the ADF transport roll assembly in the pre-feed step) is fed to the ADF registration roll assembly and then the lead edge of the document sheet is fed from the ADF registration roll assembly to the scan feed reference position (Wait Position) located upstream from the scan position, where the document stops. Thus, registration of the lead edge of the document is performed.

When the document sheet is fed to the ADF transport roll assembly, the ADF feed motor assembly changes its rotational direction to the normal direction (CW direction) to drive the ADF transport roll assembly. The ADF transport roll assembly feeds the document sheet toward the ADF registration roll assembly. When the sensor (ADF pre-registration) detects the document sheet, the ADF registration motor rotates in the reverse direction (CCW direction) to drive the ADF registration roll assembly, ADF feed-out roll assembly, and ADF exit roll assembly. The ADF registration roll assembly feeds the document sheet (fed from the ADF transport roll assembly) to the scan feed reference position.

When the sensor (ADF registration) detects the document sheet, the ADF feed motor assembly slows down. From this moment on, the ADF feed motor assembly and ADF registration motor decelerate continuously until the document stops in the predetermined amount of time. At this point, the document sheet stops with the lead edge nipped by the ADF registration roll assembly at 15 mm from the top. This is when the document sheet stops at the scan feed reference position.

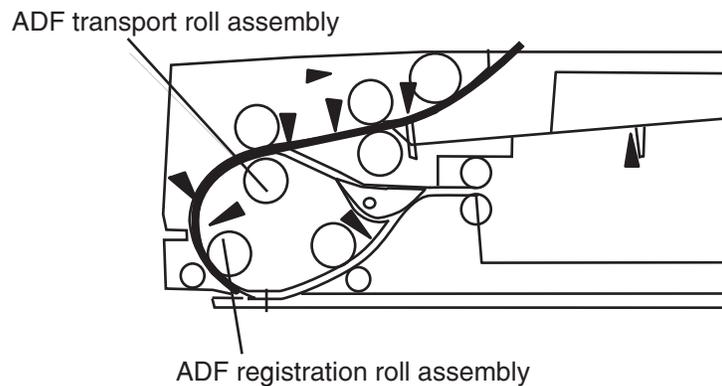
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Scan control

Scanning of the image illuminated with the exposure lamp of the full rate carriage is controlled by changing the feed speed according to the copy magnification.

The document sheet stopping at the scan feed reference position is then fed to the scan position when the scan signal is sent from the main unit of the machine after the predetermined time lapse following the paper detection at sensor (ADF registration). Upon receipt of the scan signal, the ADF feed motor assembly rotates in the normal direction (CW direction) to drive the ADF transport roll assembly and the ADF registration motor rotates in the reverse direction (CCW direction) to drive the ADF registration roll assembly, ADF feed-out roll assembly, and ADF exit roll assembly. Each motor gradually accelerates up to the specified speed. When the document sheet passes the scan position at the specified speed, the images on the document sheets are exposed by scanning with the exposure lamp of the full rate carriage, and read by the CCD image sensor assembly.

When the predetermined period of time has elapsed since the document sheet ceased to be detected by the sensor (ADF pre-registration), the ADF feed motor assembly stops.

When the predetermined period of time has elapsed since the document sheet passed through the sensor (ADF inverter), the ADF registration motor stops.

Inversion

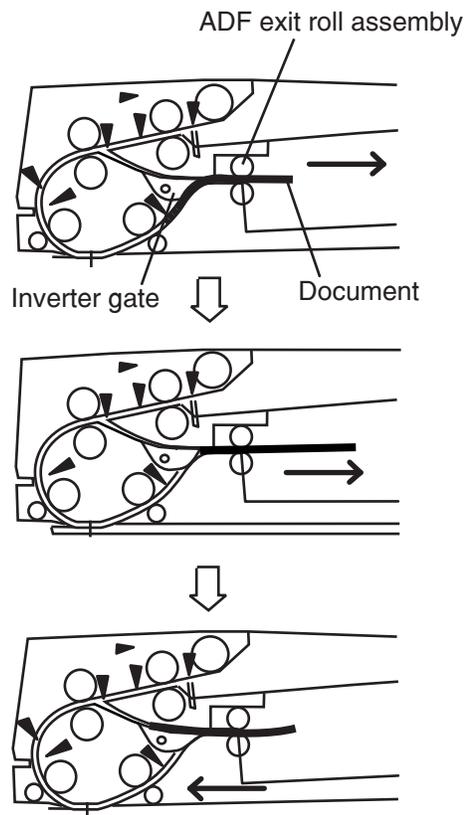
In the inversion step, the document sheet is inverted at the inverter gate and fed to the ADF transport roll assembly again. By thrusting the document sheet against the ADF transport roll assembly at rest, the skew of the inverted document sheet is corrected.

This enables scanning of a duplex document.

When the predetermined period of time has elapsed since the document sheet passed the sensor (inverter), the ADF registration motor starts rotating in the normal direction (CW direction) to drive the ADF exit roll assembly in the direction opposite to the exit direction. Thus, the document sheet is inverted and fed to the ADF transport roll assembly again.

When the sensor (ADF pre-registration) detects the document sheet, the ADF registration motor decelerates until it stops.

The inverter gate is so designed that the document sheet fed toward the exit can pass through it smoothly. When the trail edge of the document sheet has passed through the inverter gate, it closes the downstream document feed path. Thus the document sheet is fed over the inverter gate up to the ADF transport roll assembly when fed backward, thereby inverting the document sheet.



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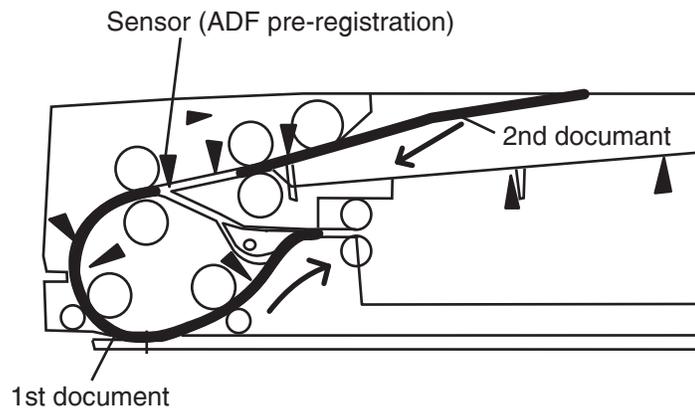


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Simplex document

For two simplex document sheets, feed is performed in the following sequence:

1. The first document sheet is fed to the ADF transport roll assembly. (see Pre-feed)
2. The document is fed to the ADF registration roll assembly, and then fed to the scan feed reference position. (see Pre-registration)
3. The document sheet is fed at the feed speed corresponding to the selected magnification, and the image on it is scanned with the exposure lamp at the scan position. (see Scan control)
4. As the image is scanned, the document sheet is fed and ejected by the ADF feed-out roll assembly and ADF exit roll assembly that are driven by the ADF registration motor turning in the reverse direction (CCW direction).
5. When the trail edge of the first document sheet has passed through the sensor (ADF pre-registration), the feed of the second document sheet starts.



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Duplex document

The ADF scans the image on Side 1 (side facing up when set on the tray), inverts the document sheet, scans the image on Side 2 (side facing down when set on the tray), and then ejects the document sheet while inverting it.

Therefore, the duplex document sheet is ejected with Side 2 up as with the simplex document sheet.

For two simplex documents, feed is performed in the following sequence.

1. The first document sheet (Side 1) is fed to the ADF transport roll assembly. (see Pre-feed)
2. The document sheet (Side 1) is fed to the ADF registration roll assembly and then fed to the scan feed reference position. (see Pre-registration)
3. The document sheet (Side 1) is fed at the feed speed corresponding to the selected magnification, and the image is scanned with the exposure lamp at the scan position. (see Scan control)
4. As the image is scanned, the document (Side 1) is fed by the ADF feed-out roll assembly and ADF exit roll assembly that are driven by the ADF registration motor rotating in the reverse direction (CCW direction). When the trail edge of the document has passed through the sensor (inverter), the ADF registration motor changes its rotational direction to the normal direction (CW direction) to drive the ADF exit roll assembly in the opposite direction. Thus, the document sheet is inverted and fed to the ADF transport roll assembly again.
5. When the sensor (ADF pre-registration) detects the lead edge of the document sheet (Side 2), the inverter solenoid assembly is turned on to release the nipped ADF exit roll assembly and exit pinch roll. If these rolls are not released, the lead edge of the document sheet (Side 2) reaches the ADF exit roll assembly before the trail edge of the document sheet (Side 2) leaves the ADF exit roll assembly when the document sheet (Side 2) is long in the slow scanning direction.
6. The document sheet (Side 2) is fed to the ADF registration roll assembly and then fed to the scan feed reference position. (see Pre-registration)
7. The document sheet (Side 2) is fed at the feed speed corresponding to the selected magnification, and the image on it is scanned with the exposure lamp at the scan position. (see Scan control)
8. When the trail edge of the document sheet (Side 2) passes through the sensor (ADF pre-registration), the inverter solenoid assembly is turned off to nip the ADF exit roll assembly and exit pinch roll.
9. As the image is scanned, the document sheet (Side 2) is fed by the ADF feed-out roll assembly and ADF exit roll assembly that are driven by the ADF registration motor turning in the reverse direction (CCW direction). When the trail edge of the document sheet (Side 2) has passed through the sensor (inverter), the ADF registration motor changes its rotational direction to the normal direction (CW direction) to drive the ADF exit roll assembly in the opposite direction. Thus, the document sheet (Side 2) is inverted and fed toward the ADF transport roll assembly again.
10. At the same time, the ADF feed motor assembly rotates in the normal direction (CW direction) to drive the ADF transport roll assembly, thus feeding the document sheet (Side 1) toward the exit.

11. When the sensor (ADF pre-registration) detects the lead edge of document sheet (Side 1), the inverter solenoid assembly is turned on to release the nipped ADF exit roll assembly and exit pinch roll and the ADF registration motor decelerates and stops.
12. After the predetermined time, the ADF registration motor starts rotating in the reverse direction (CCW direction) to drive the ADF registration roll assembly and ADF feed-out roll assembly in the exit direction in order to feed the document sheet (Side 1).
13. When the trail edge of the document sheet (Side 1) passes the sensor (ADF pre-registration), the inverter solenoid assembly is turned off to nip the ADF exit roll assembly and exit pinch roll, thereby ejecting the document sheet with the ADF exit roll assembly.
14. At this timing, the feed of the second document sheet starts.
15. The subsequent steps are the same as those for the first document sheet.

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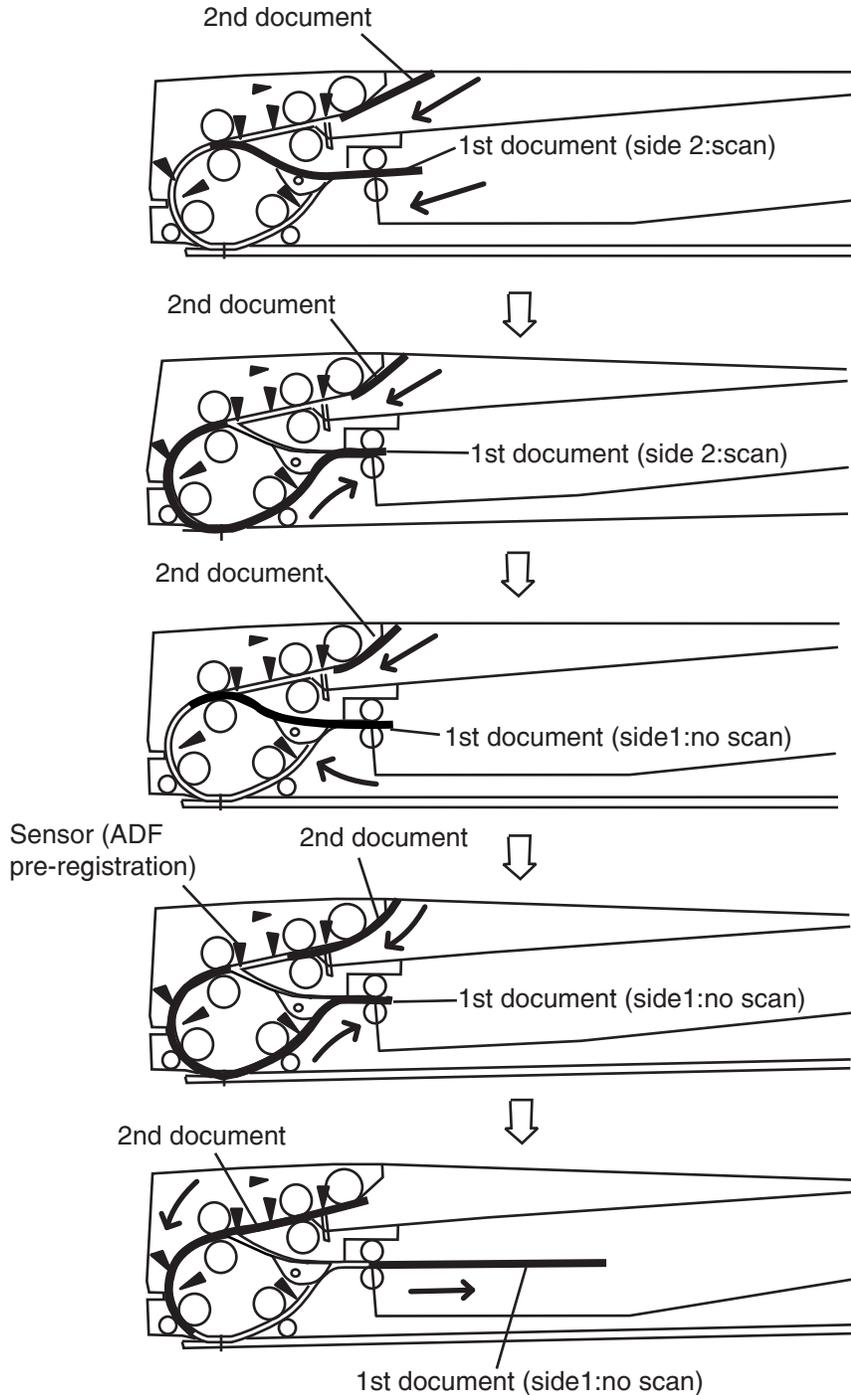
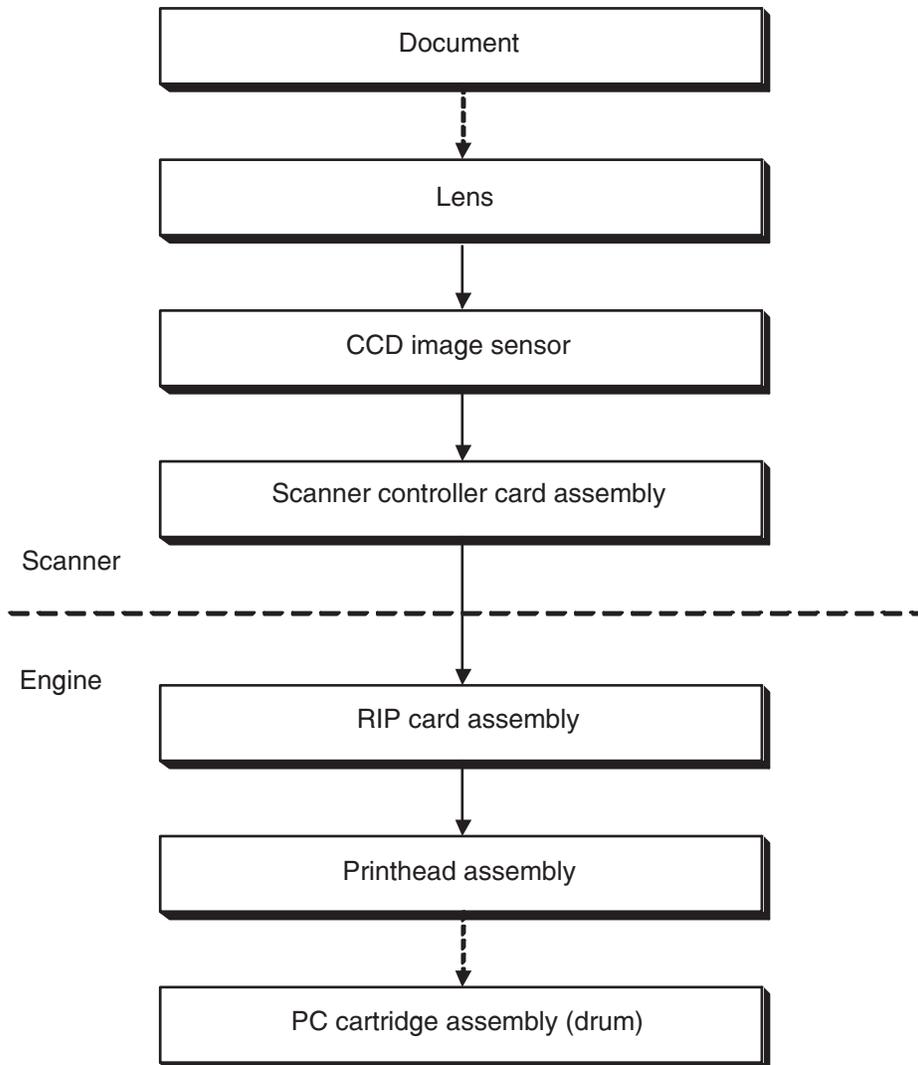


Image data flow

The image data from the document set on the scanner unit assembly or ADF goes through the following components before it is printed at the Engine section.



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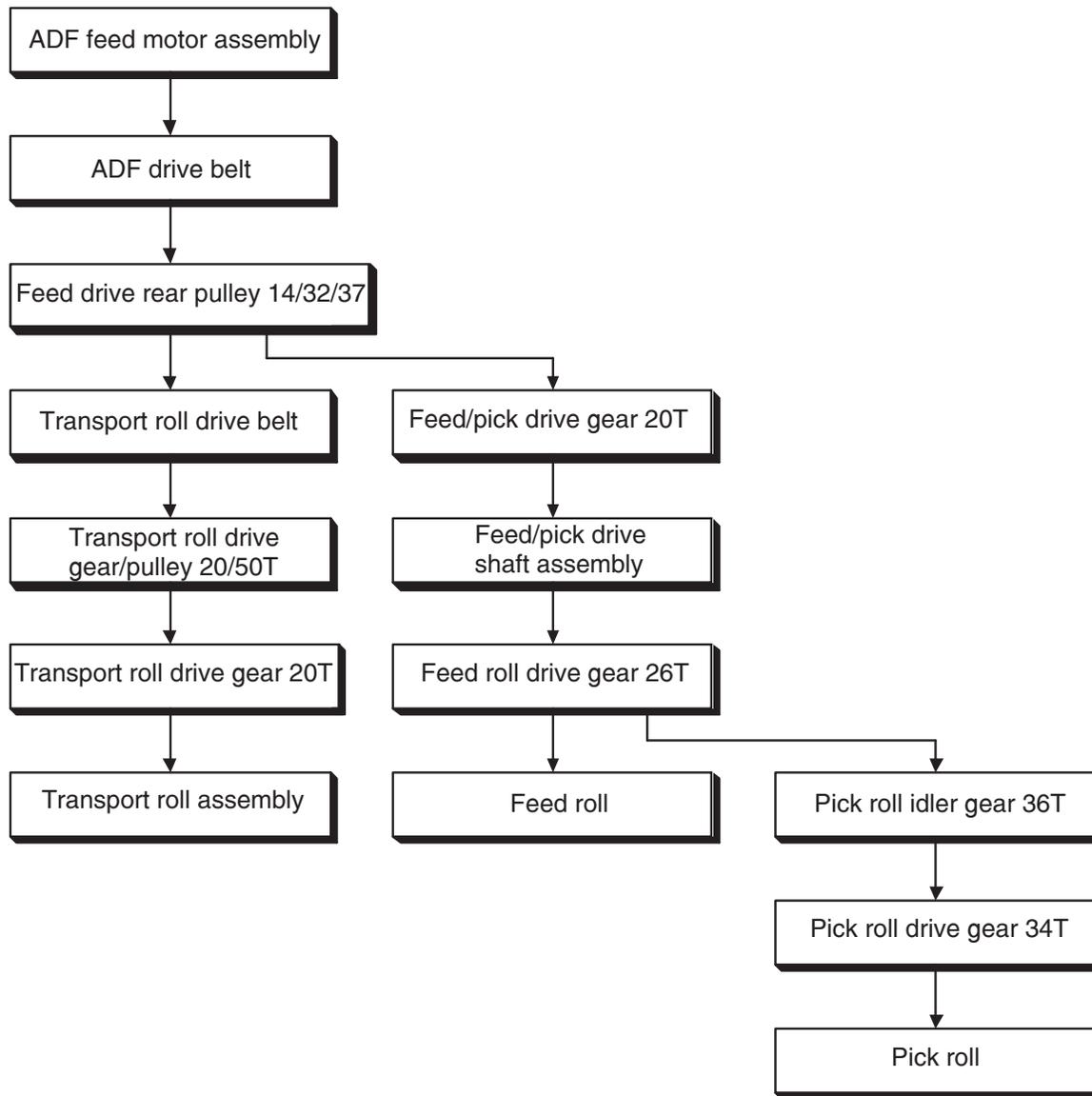


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Drive torque transfer scheme

ADF feed motor assembly

The rotational force of the ADF feed motor assembly is transferred to each document feeding roll as shown below.



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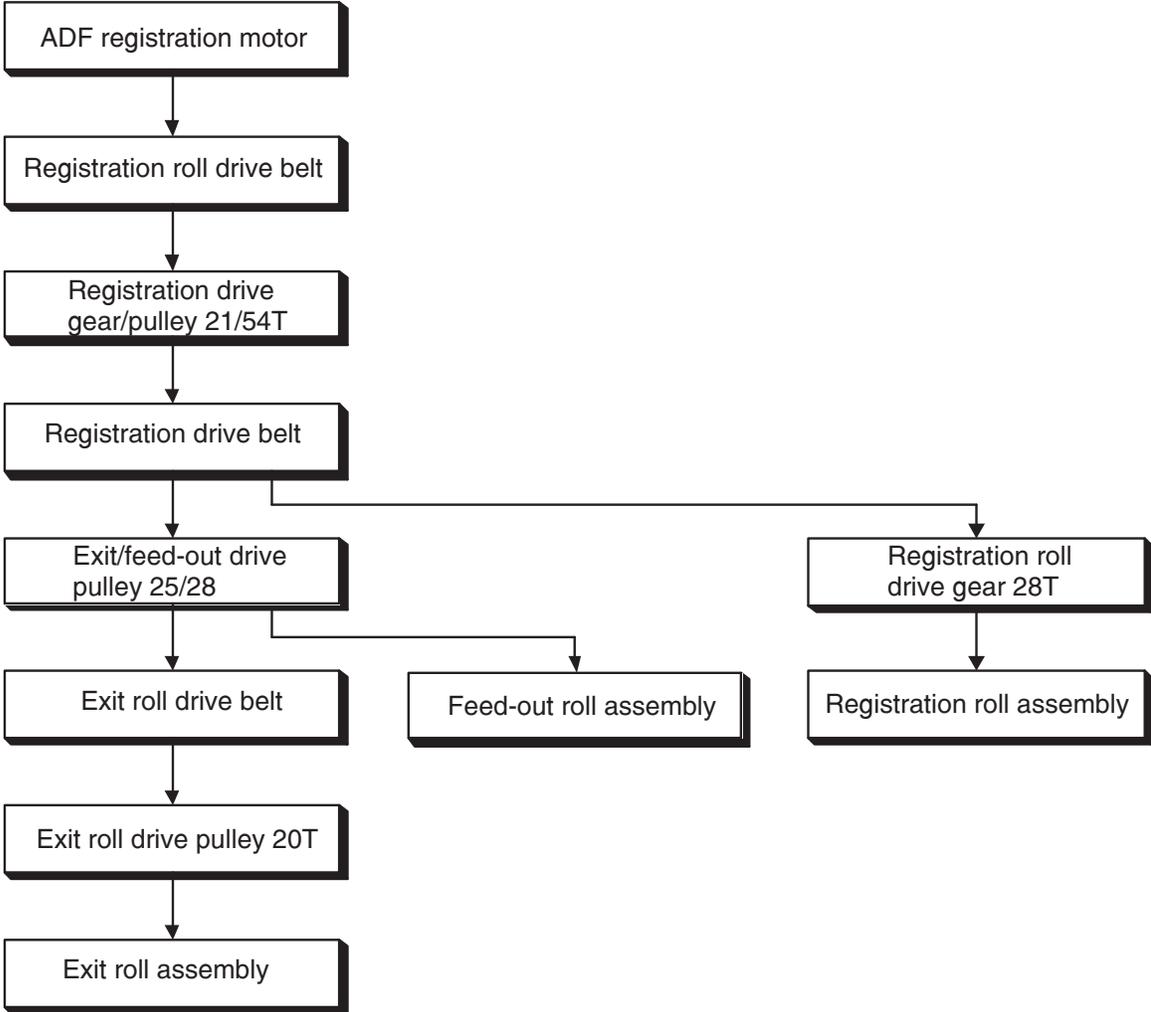


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ADF registration motor

The rotational force of the ADF registration motor is transferred to each document feeding roll as shown below.

Gear layout



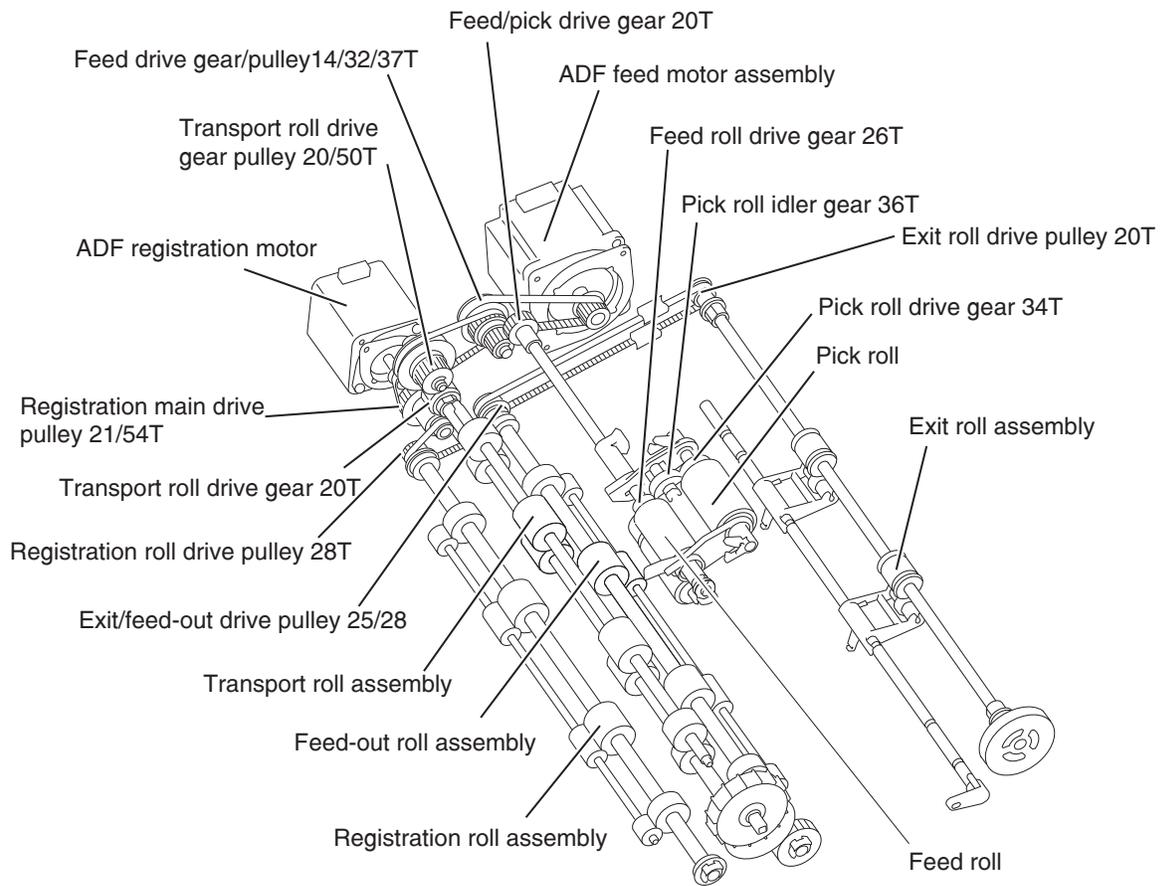
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Names and functions of components

The sections below describe the functions of main components of the scanner.

Scanner unit assembly

Sensor (platen length APS 1)

Sensor (platen length APS 2)

The document length in the slow scanning direction is detected by a combination of the two reflector sensors.

Switch (platen interlock)

A switch that detects whether the ADF is open and determines the timing of platen document size detection.

Sensor (ADF angle)

A sensor that detects the angle at which the ADF opens and determines the timing of platen document size detection.

Scanner drive motor assembly

A stepping motor that drives the full rate carriage and the half rate carriage.

Sensor (scanner HP)

A sensor that detects the HP position of the full rate carriage.

The rear portion of the full rate carriage frame functions as an actuator that shields the sensor (scanner HP) for detection.

Scanner exposure lamp

A xenon lamp to which the document is exposed.

Exposure lamp PS card assembly

A card that switches on/off the exposure lamp according to the signal from the scanner controller card assembly.

Lens assembly

A kit that consists of a lens used to read the document and a CCD image sensor used to photoelectrically convert the image data read from the document.

Scanner controller card assembly

A card that controls the scanner section.

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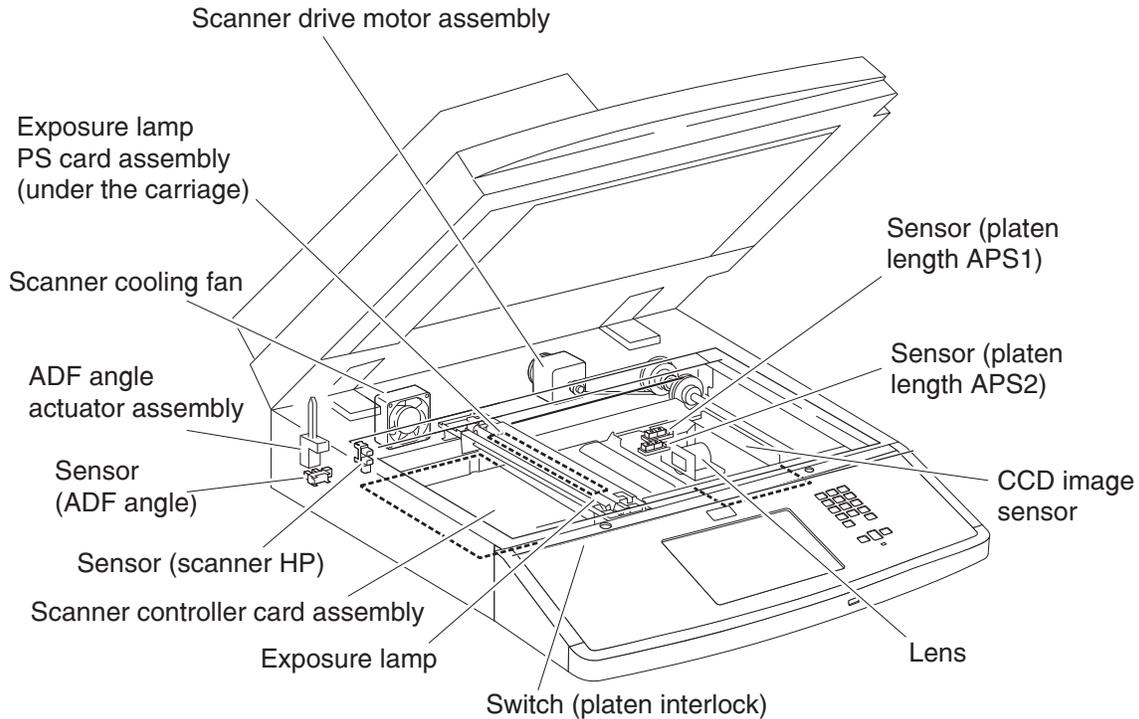
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Scanner cooling fan

A fan that prevents overheating of the scanner controller card assembly and exposure lamp.



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ADF

Sensor (ADF tray length 1)

Sensor (ADF tray length 2)

The document length in the slow scanning direction is detected by a combination of these two sensors.

Sensor (document tray width 1)

Sensor (document tray width 2)

Sensor (document tray width 3)

The document length in the fast scanning direction is detected by the combination of these three sensors detecting the position of the tray on which the document is set.

Sensor (ADF document set)

A sensor that detects the presence or absence of a document on the ADF document tray.

(Presence: Beam is unshielded (unblocked). Absence: Beam is shielded (blocked).)

Pick roll position motor assembly

A stepping motor that moves the pick roll vertically.

Sensor (pick roll position HP)

A sensor that detects the home position of the pick roll.

ADF Document Set LED

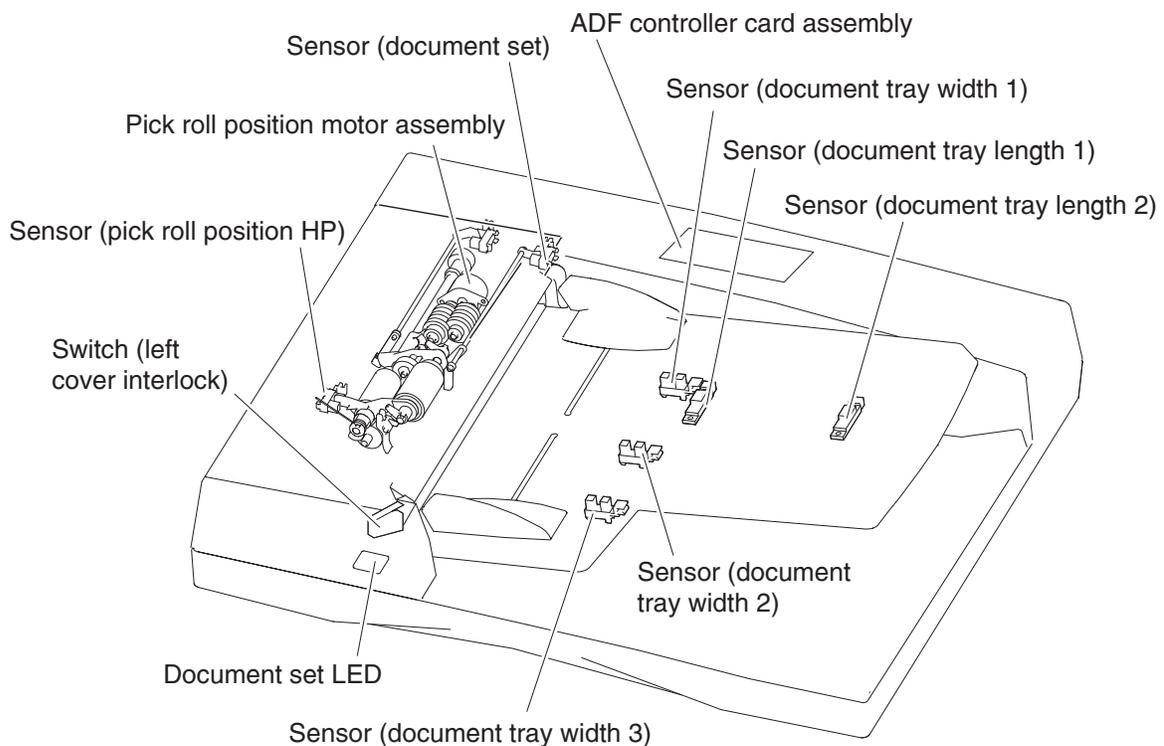
An LED that illuminates when a document is set on the ADF Document Tray.

Switch (ADF left cover interlock)

A switch that detects whether the ADF left cover assembly is open.

ADF controller card assembly

A card that controls the ADF unit assembly. The ADF controller card assembly is connected to and controlled by the Scanner controller card assembly.

**Sensor (ADF APS 1)****Sensor (ADF APS 2)****Sensor (ADF APS 3)**

These are sensors that detect the fast-scanning-directional width of the moving document.

Sensor (ADF sheet through)

The ADF sensor (ADF sheet through) is installed immediately downstream from the Feed roll to detect completion of document feed. (document is present: shielded (blocked); document is absent: unshielded (unblocked))

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Sensor (ADF pre-registration)

The ADF sensor (ADF pre-registration) is installed immediately upstream from the ADF transport roll assembly to detect that the preceding document sheet has left the ADF transport roll assembly, triggering the pre-feed of the next document sheet.

Sensor (ADF registration)

The sensor (ADF registration) is installed upstream from the ADF registration roll assembly to detect that the preceding document sheet has left the ADF registration roll assembly, triggering the pre-registration of the next document sheet.

Sensor (ADF inverter)

The sensor (ADF inverter) is installed immediately downstream from the ADF feed-out roll assembly to detect the ejection of a document sheet.

ADF feed motor assembly

The feed motor assembly is a stepping motor that rotates the pick roll and feed roll in the reverse direction (CCW direction) and rotates the ADF transport roll assembly in the normal direction (CW direction).

When this motor rotates in the reverse direction, the ADF transport roll assembly stops.

ADF registration motor

The registration motor is a stepping motor that rotates the ADF registration roll assembly, ADF feed-out roll assembly, and ADF exit roll assembly in the reverse direction (CCW direction) and rotates the ADF exit roll assembly in the normal direction (CW direction).

When this motor rotates in the normal direction, the ADF registration roll assembly and ADF feed-out roll assembly run idle.

Inverter solenoid assembly

This solenoid nips or releases the ADF exit roll assembly and exit pinch roll.

Normally, the ADF exit roll assembly and exit pinch roll are nipped.

On: Released

Off: Nipped

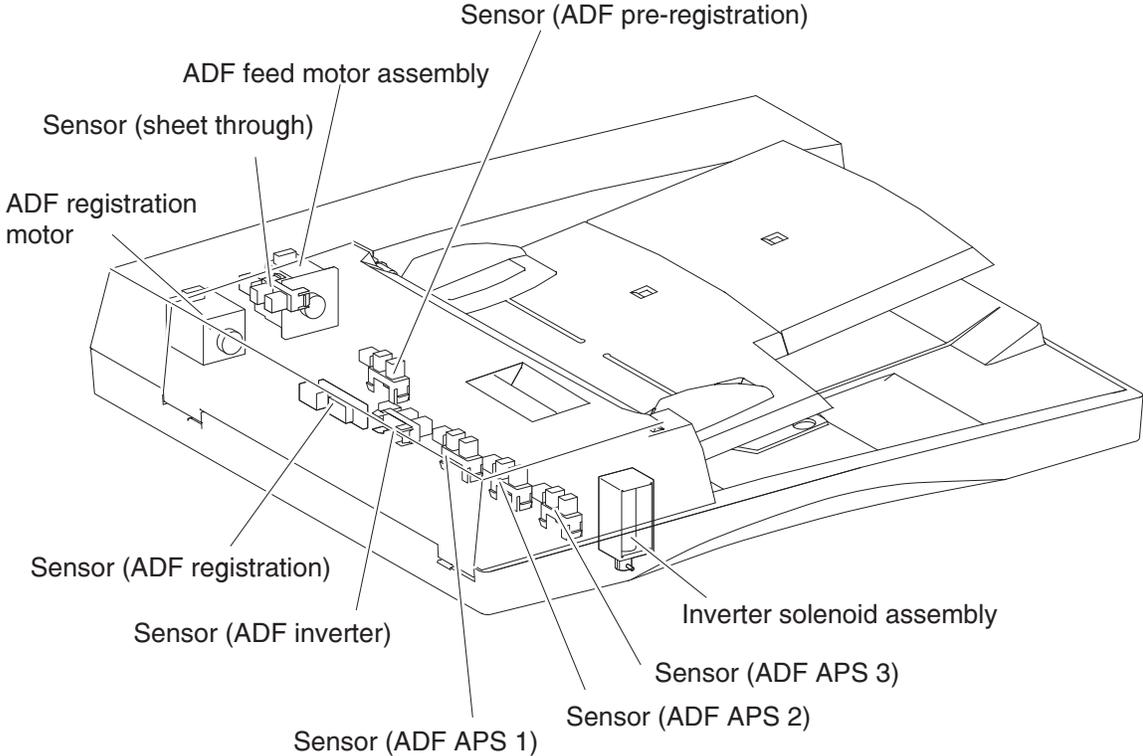
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Control

Document size detection at scanner unit assembly

The width (fast-scan-directional size) of the document sheet on the Platen Glass is detected with the CCD image sensor, and the length (slow-scanning-directional size) is detected with the sensor (platen length APS 1) and the sensor (platen length APS 2).

Document size detection timing

The size of the document sheet on the platen glass is detected at the following timings:

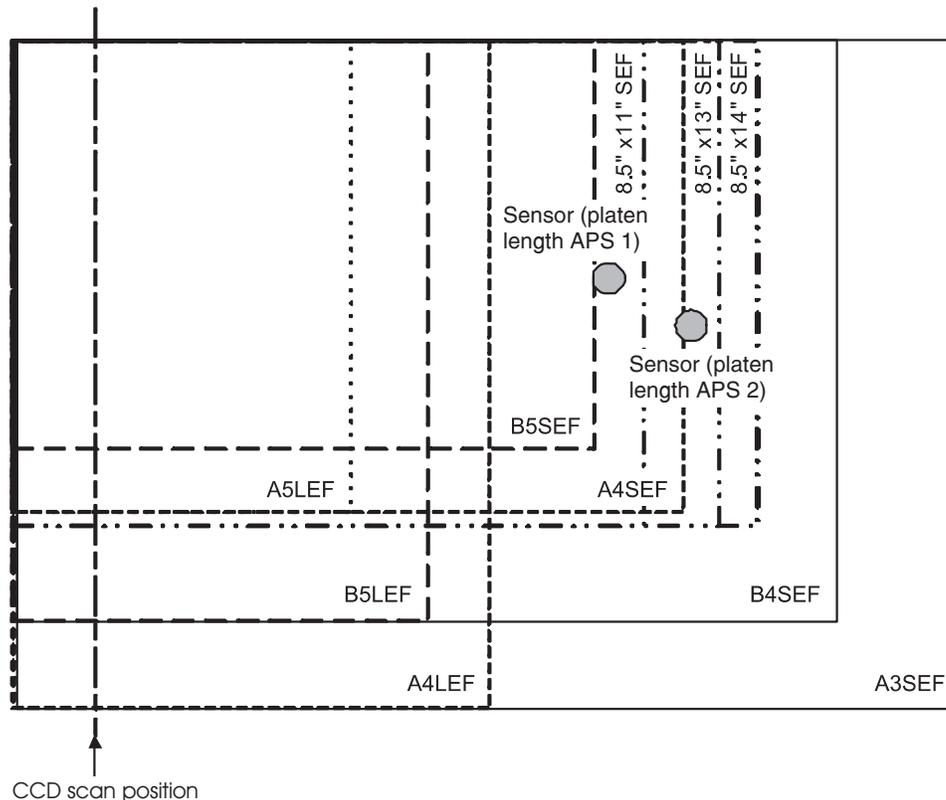
- When the Platen Cover (ADF) is closed
- When the START button is pressed with the Platen Cover (ADF) open

Identification of standard document sizes

The width of the document sheet is detected in millimeters with the CCD image sensor to determine the size in the fast scanning direction. With respect to a pair of documents whose sizes in the fast scanning direction are the same, the document size is determined by detecting paper presence/absence at the positions of sensor (platen length APS 1) and sensor (platen length APS 2) (e.g., A4LEF vs. A3SEF; 8.5x11SEF vs. 8.5x13SEF).

The standard document sizes to be identified by the same given detection information are defined on an area-by-area basis. Each area is to be set in the system data.

The figure below shows the positional relationships among the scan position of the CCD image sensor and the positions of sensor (platen length APS 1) and the sensor (platen length APS 2).



Shown below are the combinations of document size, detection range in the fast scanning direction, and sensors.

| Document Size | Width (Fast scanning direction: mm) | | Length (Slow scanning direction) | | Area | | |
|------------------------|-------------------------------------|-----------------|----------------------------------|------------------------------|-----------------|-----------------|-----------------|
| | Fast scanning Width | Detection Range | Sensor (platen length APS 1) | Sensor (platen length APS 2) | 0 | 1 | 2 |
| Japanese Post Card SEF | 100.0 | 90—115 | Off | Off | X | X | N |
| Post Card SEF | 101.6 | | | | N | O | X |
| A6 SEF | 105.0 | | | | O | N | O |
| 5 X 7 SEF | 127.0 | 115—138 | Off | Off | N | O | N |
| B6 SEF | 128.0 | | | | O | N | O |
| 5.5 X 8.5 SEF | 139.7 | 138—163 | Off | Off | X | O | X |
| A5 SEF | 148.0 | | | | O | X | O |
| Japanese Post Card LEF | 148.0 | | | | X | X | N |
| Post Card LEF | 152.4 | | | | N | N | X |
| B5 SEF | 182.0 | 163—188 | On | Off | O | X | O |
| 16kai SEF | 194.0/ 195.0 | 188—202 | On/Off | Off | X | X | X ^{*3} |
| A5 LEF | 210.0 | 202—213 | Off | Off | O | X ^{*3} | O |
| A4 SEF | 210.0 | | On | On/Off | O | X ^{*3} | O |
| 5.5 X 8.5 LEF | 215.9 | 213—226 | Off | Off | O ^{*1} | O | X ^{*3} |
| 8.5 X 11 SEF | 215.9 | | On | Off | O ^{*1} | O | X ^{*3} |
| 8.5 X 12.4 SEF | 215.9 | | On | On | N | N | X |
| 8.5 X 13 SEF | 215.9 | | | | O | N | X |
| 8.5X 14 SEF | 215.9 | | N | O | X | | |
| 8 X 10 LEF | 254.0 | 226—262 | Off | Off | N | X ^{*4} | X |
| B5 LEF | 257.0 | | O ^{*2} | X | O | | |
| B4 SEF | 257.0 | | On | On | O | X | O |
| Executive LEF | 266.7 | 262—267 | Off | Off | X | O ^{*4} | X |
| 8 X 10.5 LEF | 266.7 | | X ^{*2} | N | X | | |
| 16kai LEF | 267.0/ 270.0 | 267—275 | Off | Off | X | X | X ^{*3} |
| 8kai SEF | | | On | On/Off | X | X | X ^{*3} |
| 8.5 X 11 LEF | 279.4 | 275—289 | Off | Off | O ^{*2} | O | X ^{*5} |
| 11 X 14.9 SEF | 279.4 | | On | On | N | N | X |
| 11 X 17 SEF | 279.4 | | O | O | X ^{*5} | | |

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| Document Size | Width (Fast scanning direction: mm) | | Length (Slow scanning direction) | | Area | | |
|---------------|-------------------------------------|-----------------|----------------------------------|------------------------------|------|---|-----------------|
| | Fast scanning Width | Detection Range | Sensor (platen length APS 1) | Sensor (platen length APS 2) | 0 | 1 | 2 |
| A4 LEF | 297.2 | 289—307 | Off | Off | O | O | O ^{*5} |
| A3 SEF | 297.2 | | On | On | O | O | O ^{*5} |

O: Detectable by default.

N: Detectable by replacing the document size marked as O with the system data having the same detection information.

X: Not detectable.

*1: Changeable from 5.5 X 8.5 LEF to A5 LEF, or from 8.5 X 11 SEF to A4 SEF by the system data.

*2: Changeable from B5 LEF or 8.5 X 11 LEF to 8 X 10.5 LEF by the system data.

*3: Detectable by setting the system data.

*4: Changeable from Executive LEF to 8 X10 LEF.

*5: Changeable from A4 LEF to 8.5 X 11 LEF, or from A3 SEF to 11 X 17 SEF.

ADF document size detection

The ADF first detects the document size when the document is set on the document tray, and detects the document size again when the document travels.

When the document is set on the document tray, the document size is determined by a combination of ON/off status of the sensor (ADF APS 1), sensor (ADF APS 2) and the sensor (ADF APS 3) for detecting the document width (in the fast scanning direction) and ON/off status of the sensor (document tray length 1) and the sensor (document tray length 2) for detecting the document length (in the slow scanning direction).

The document width is detected according to whether the sensor (document tray width 1), sensor (document tray width 2) and the sensor (document tray width 3) are shielded (blocked) or unshielded (unblocked) by the document tray size actuator moving in conjunction with guides of the document tray.

The document length is detected according to whether the sensor (document tray length 1) and the sensor (document tray length 2) are shielded (blocked) or unshielded (unblocked) by the document set on the tray.

When different-sized sheets are stacked on the tray, the document size is determined by using the largest possible combination of width and length obtained from the sheets.

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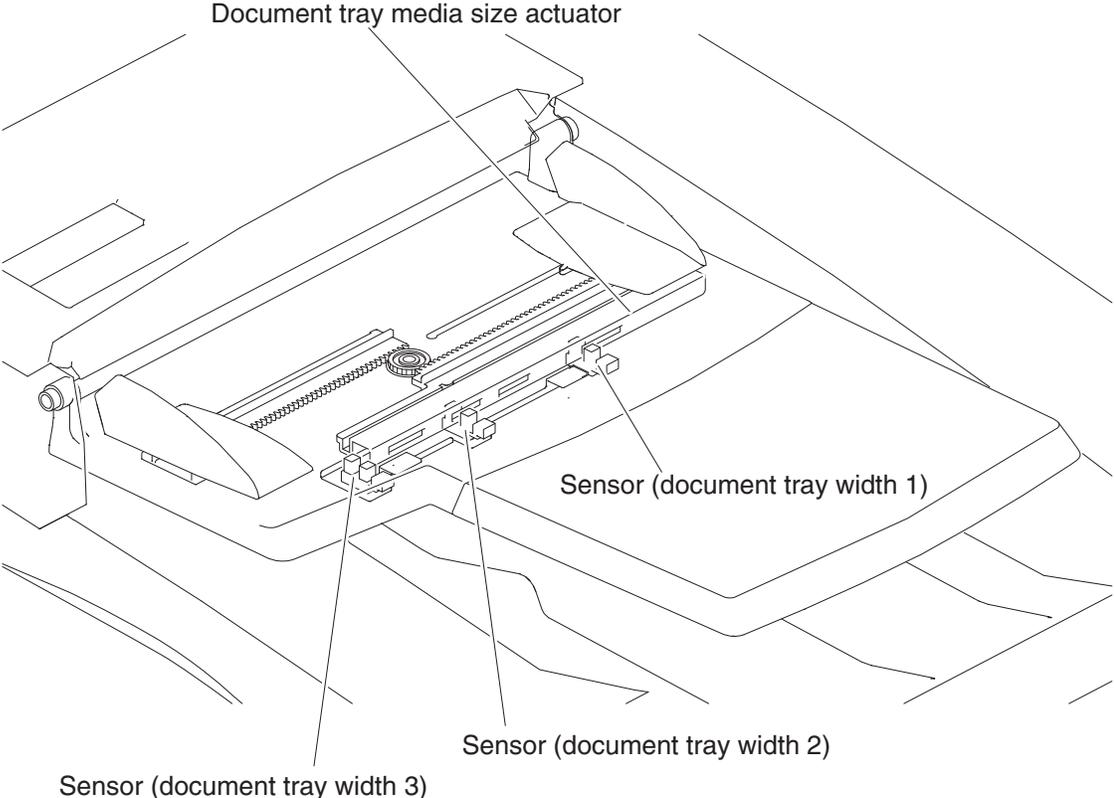


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The standard document sizes to be identified by the same given detection information are defined on an area-by-area basis. Each area is to be set in the system data.



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The table below shows the combinations of document sizes and sensors.

| Document Size | Width (Fast scanning direction) Sensor (document tray width *) | | | Length (Slow scanning direction) Sensor (document tray length *) | | Area | | |
|---------------|-------------------------------------------------------------------|-----|-----|---------------------------------------------------------------------|-----|------|----|-----|
| | 1 | 2 | 3 | 1 | 2 | 0 | 1 | 2 |
| 5.5 X 8.5 SEF | Off | Off | Off | On | Off | X | O | X |
| A5 SEF | | | | | | O | X | O |
| B5 SEF | Off | Off | Off | On | Off | X | X | O |
| 8 X 10 SEF | | | | | | X | O | X |
| 8 X 10.5 SEF | | | | | | O | X | X |
| A5 LEF | Off | On | Off | Off | Off | O | O | O |
| A4 SEF | | | | On | Off | O | O | O |
| 5.5 X 8.5 LEF | Off | On | On | Off | Off | O | O | O |
| 8.5 X 11 SEF | | | | On | Off | O | O | O |
| 8.5 X 13 SEF | | | | On | On | O | X | X |
| 8.5 X 14 SEF | | | | X | O | O | | |
| 8 X 10 LEF | | | | On | Off | On | On | Off |
| B5 LEF | On | Off | On | Off | Off | O | O | O |
| B4 SEF | | | | On | On | O | O | O |
| 8 X 10.5 LEF | | | | On | Off | Off | On | Off |
| Executive LEF | On | Off | Off | Off | Off | O | O | X |
| 16kai LEF | | | | X | X | O | | |
| 8kai SEF | | | | On | On | O | O | O |
| 8.5 X 11 LEF | On | On | Off | On | Off | O | O | O |
| 11 X 17 SEF | | | | On | On | O | O | O |
| A4 LEF | On | On | On | On | Off | O | O | O |
| A3 SEF | | | | On | On | O | O | O |

O: Detectable

X: Not Detectable

While the document is traveling, document size detection is performed as follows.

When the document goes through the sensor (ADF APS 1), sensor (ADF APS 2) and the sensor (ADF APS 3), the document width in the fast scanning direction is detected according to the combination of shielded/unshielded status of each sensor.

The document length in the slow scanning direction is detected by the scanning time measured from the moment when the document starts scanning from the wait position (see Pre-registration) until its tail end passes through the sensor (ADF sheet through).

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Document scanning steps

The CCD image sensor is used to read image data from the document. To stabilize the read image data, the CCD image sensor output is adjusted and the read image data is compensated.

The CCD image sensor output is adjusted with the gain/offset voltage of the amplifier in the analog circuit. This adjustment includes AGC and AOC.

In addition, the reference data is collected and compensation values are calculated to compensate for the read image data. This compensation includes shading compensation, white variation compensation, and black variation compensation. These adjustment and compensation steps are detailed below.

The reference data is prepared by reading the image data of a white reference plate via the CCD image sensor.

AGC (auto gain control): white level coarse adjustment

AGC is a function that adjusts the gain so that the CCD image sensor output becomes as specified when the exposure lamp is on. AGC functions as a coarse white level adjustment of the image. AGC is performed at initialization.

AOC (auto offset control)

AOC is a function that adjusts the offset voltage so that the CCD image sensor output becomes as specified when the exposure lamp is off. AOC functions as a black level adjustment of the image. AOC is performed at initialization.

Shading compensation

Shading compensation is a function that compensates for pixel-to-pixel sensitivity variation of the CCD image sensor and pixel-to-pixel output variation of the CCD image sensor that is caused by illumination non uniformity in the fast scanning direction of the optical system.

Shading compensation is performed at initialization.

White level variation compensation

White level variation compensation is performed to compensate for variation in light quantity of the exposure lamp.

White level variation compensation includes two processes: acquisition of white variation compensation reference data during initialization and white variation compensation during document scanning.

For the ADF, white level variation compensation is performed at both the white reference plate position of the platen and at the white reference plate of the scanner read position.

Black level variation compensation

Black level variation compensation is performed to compensate for variation in black level that is caused by the temperature drift of the CCD image sensor and analog circuit.

Black level variation compensation is performed during document scanning.

For the platen, black level variation compensation is performed at the white reference plate position of the platen. For the ADF, black level variation compensation is performed at the scanner read position.

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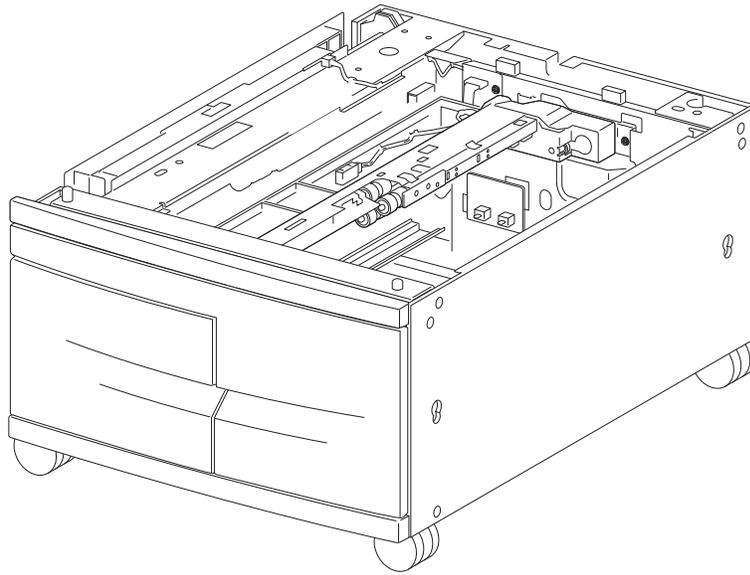


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Tandem tray theory



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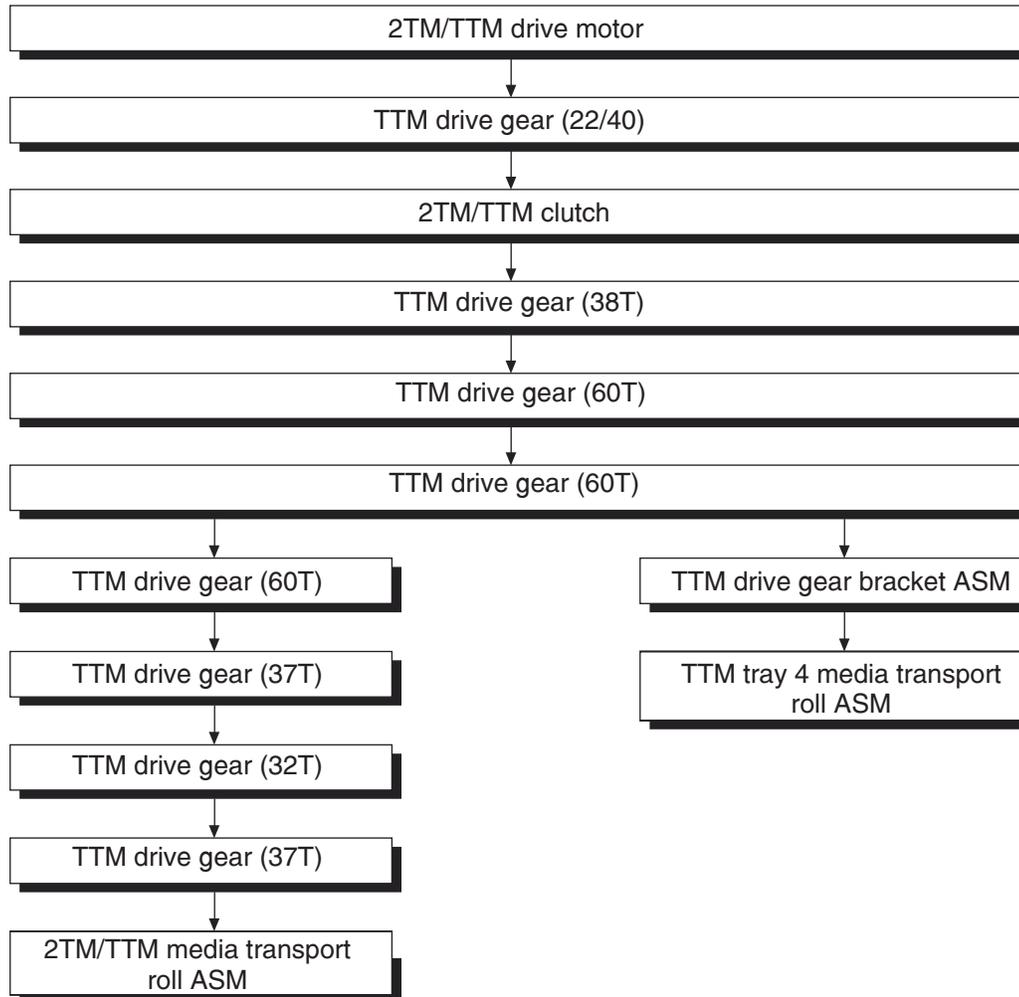


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Driving force transmission path

2 tray / tandem tray drive motor assembly

The rotating force of the 2 tray / tandem tray motor is transmitted through the gears to components that require mechanical driving force as shown below.



The driving force transmitted to the gear 22/40T drives the transport roll assembly through the clutch and gears.

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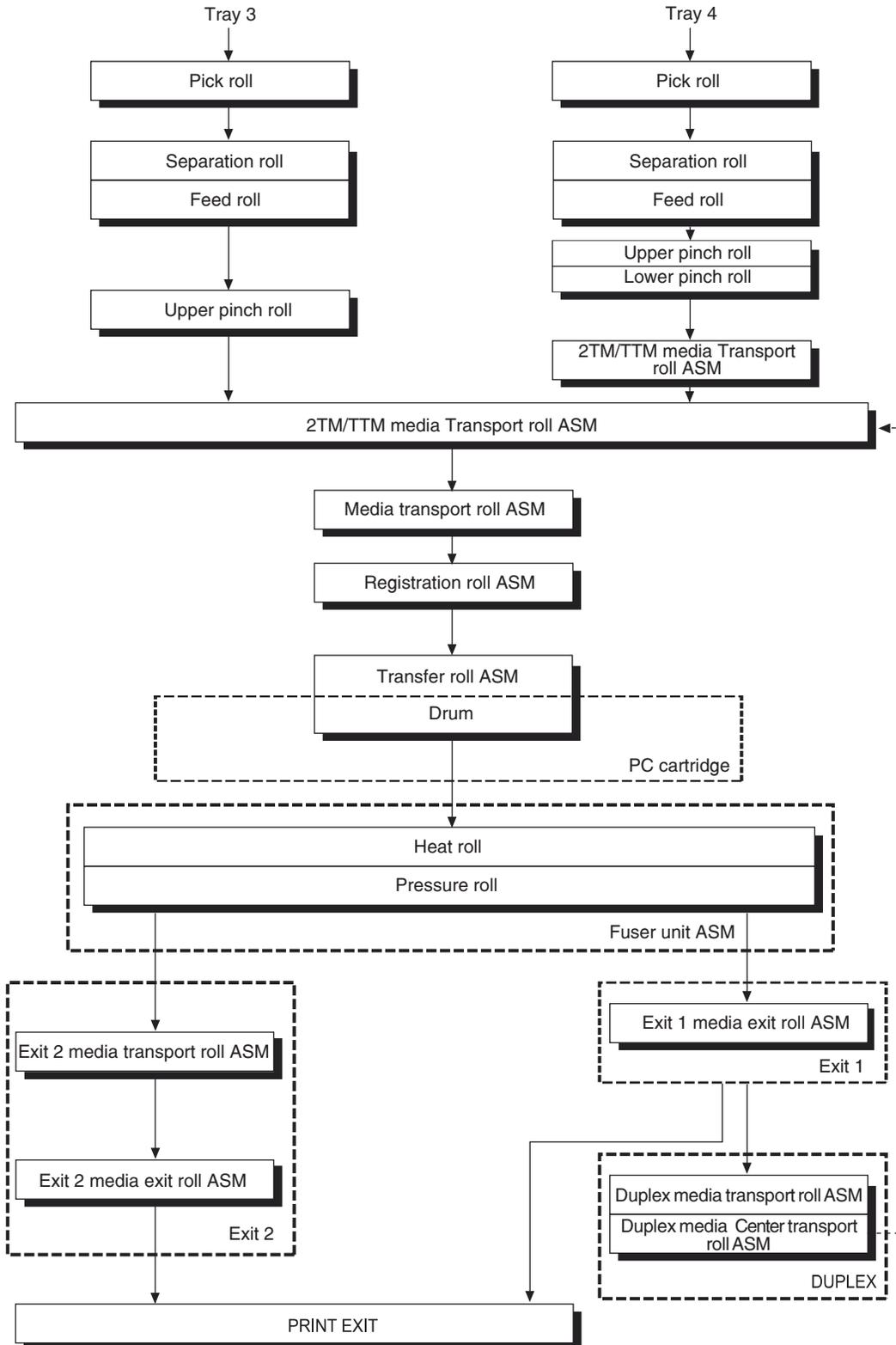


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Media transport

Media transport path

Media is supplied from tray 3 or tray 4, and is transported to the printer along the media transport path shown below.



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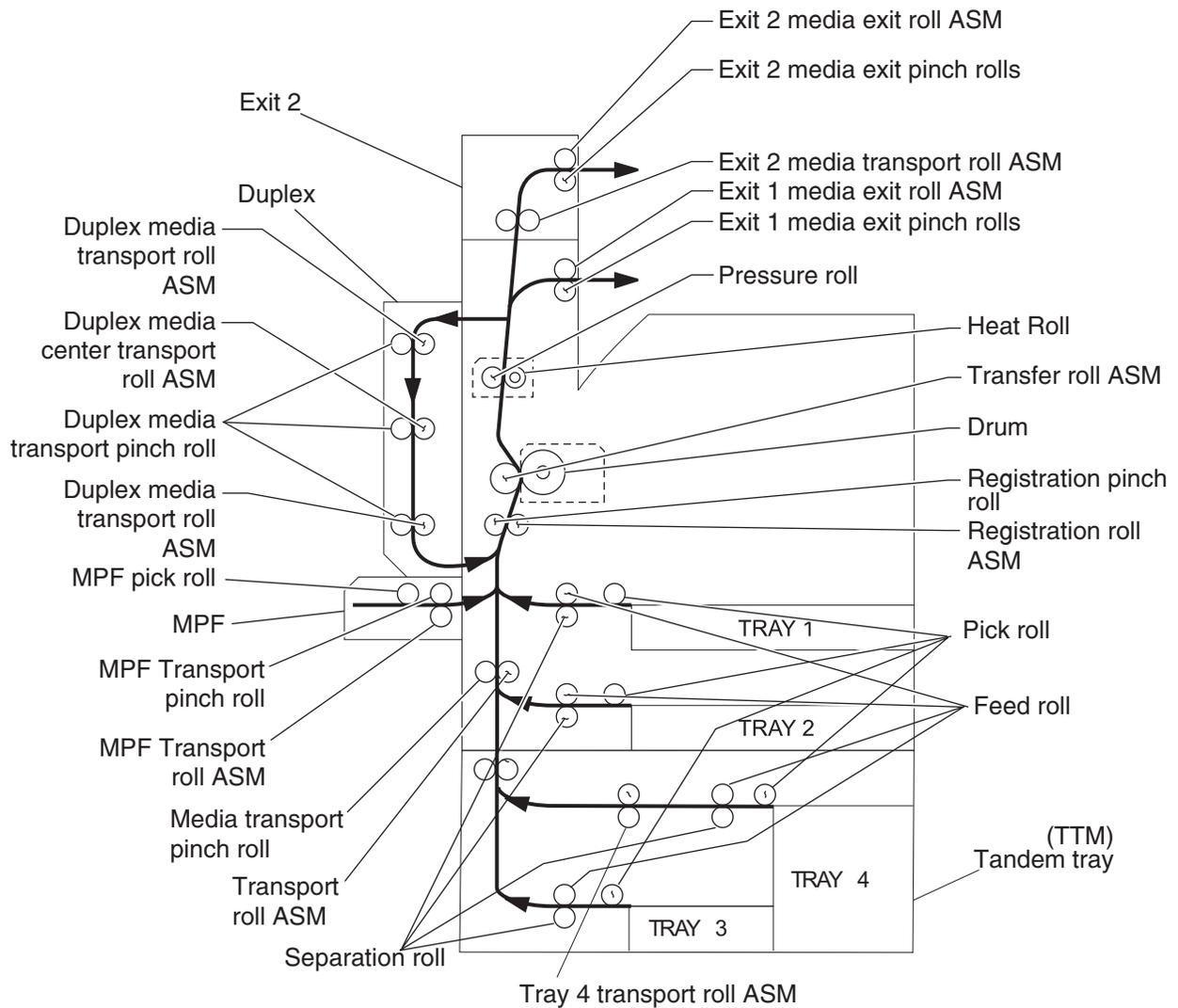
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Media transport path

The following is a cross section of the printer and the tandem tray module, showing the main components directly associated with the media path and transport.



Functions of main components

When the tandem tray module is installed under the printer, additional trays are available.

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Media tray assembly

Media feed unit assembly

It is necessary to adjust the front and rear side guides in the media tray assembly to match the media size.

Front media guide / rear media guide

The front media guide can be adjusted to different media sizes by moving it to the front or rear. These guides come into contact with the front and rear edges of the media and hold it in position.

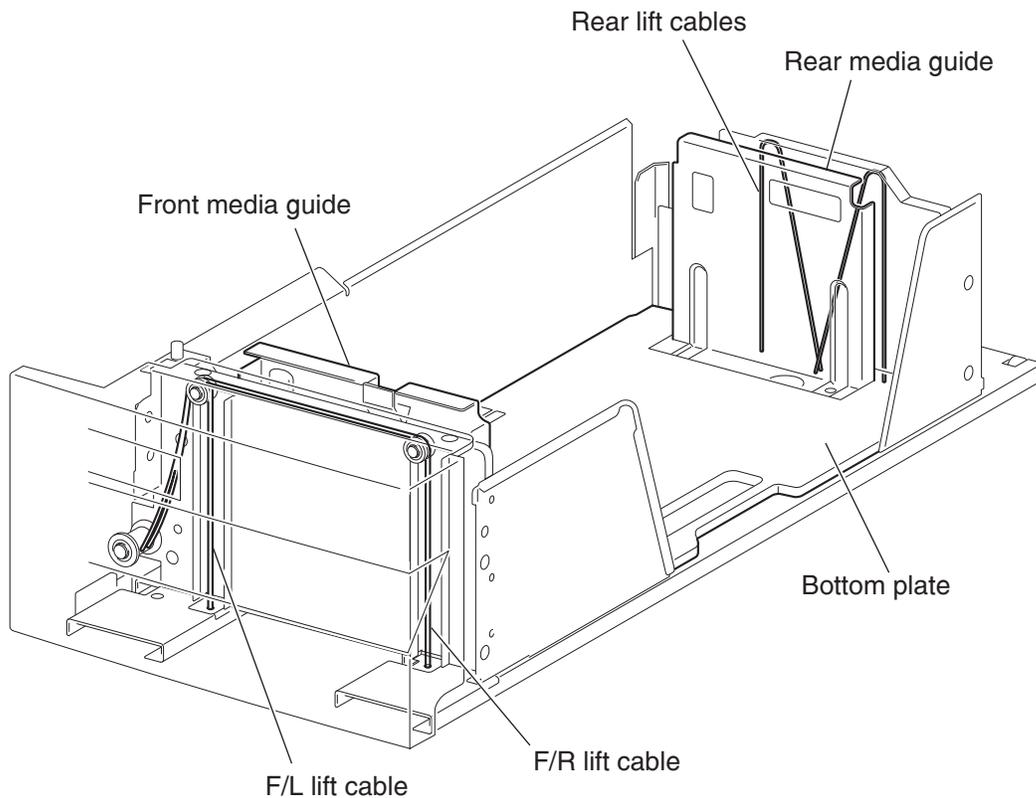
The rear side guide moves together with the front side guide.

Bottom plate

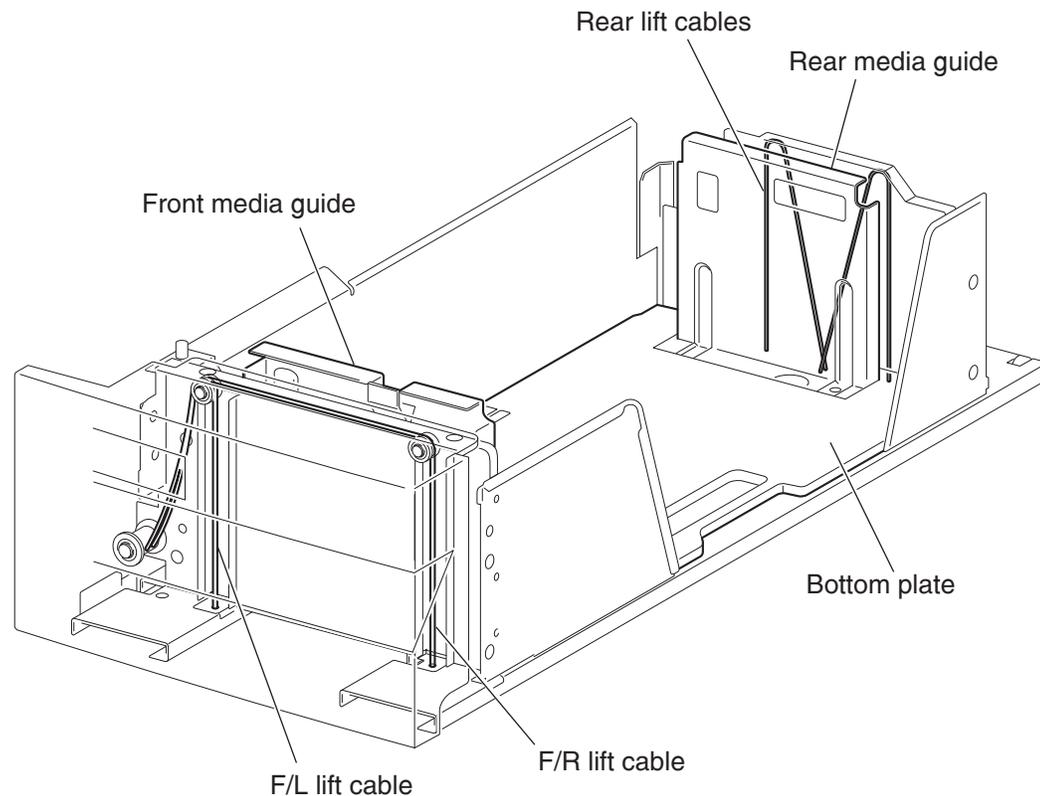
The force pushing up the bottom plate of tray 3 is transmitted by the driving force of the media feed lift motor on the media feed unit assembly to the media lift shaft assembly through the tray lift gear assembly 3. The bottom plate is lifted up via the rear tray cables, front right cable and front left cable by the rotation of the tray lift shaft assembly, which causes the supplied media to come into contact with the pick roll.

The force pushing up the bottom plate of tray 4 is transmitted to the tray lift shaft assembly through the tray lift gear assembly 4. The bottom plate is lifted up via the front tray cables and rear tray cables by the rotation of the tray lift shaft assembly, which causes the supplied media to contact the pick roll.

Tray 3 media tray assembly



Tray 4 media tray assembly



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Media feed unit assembly

Since the tray 3 and tray 4 are functionally equivalent in terms of the switch (TTM media size), sensor (media out), sensor (media level) and sensor (pre-feed), only the components of one tray are described here.

The media feed unit assembly is a mechanical unit supplying media from the media tray assembly to the printer. The driving force from the media feed lift motor on the media feed unit assembly is transmitted to the three roll assemblies to feed media.

When the pick roll picks up sheets of media and the remaining media decreases, the media level actuator of the sensor (media level) lowers accordingly.

Media feed lift motor

The media feed lift motor is activated to feed media and to lift the bottom plate. While feeding media, it rotates forward to drive the pick roll. When lifting the bottom plate, it rotates in reverse to drive the tray module gears to turn the lift up shaft.

Switch (TTM media size)

The switch (TTM media size) switches the setting of the size of media supplied from each media tray assembly. A signal indicating the set size is transmitted as a voltage to the printer engine card assembly.

Sensor (media out)

If there is no media in the media tray assembly, the media out actuator lowers and the flag of the media out actuator that has stayed in the sensor (media out) sensing area leaves there. Thus, the light of the sensor is transmitted. When the sensing area is blocked (media is present), the signal turns off.

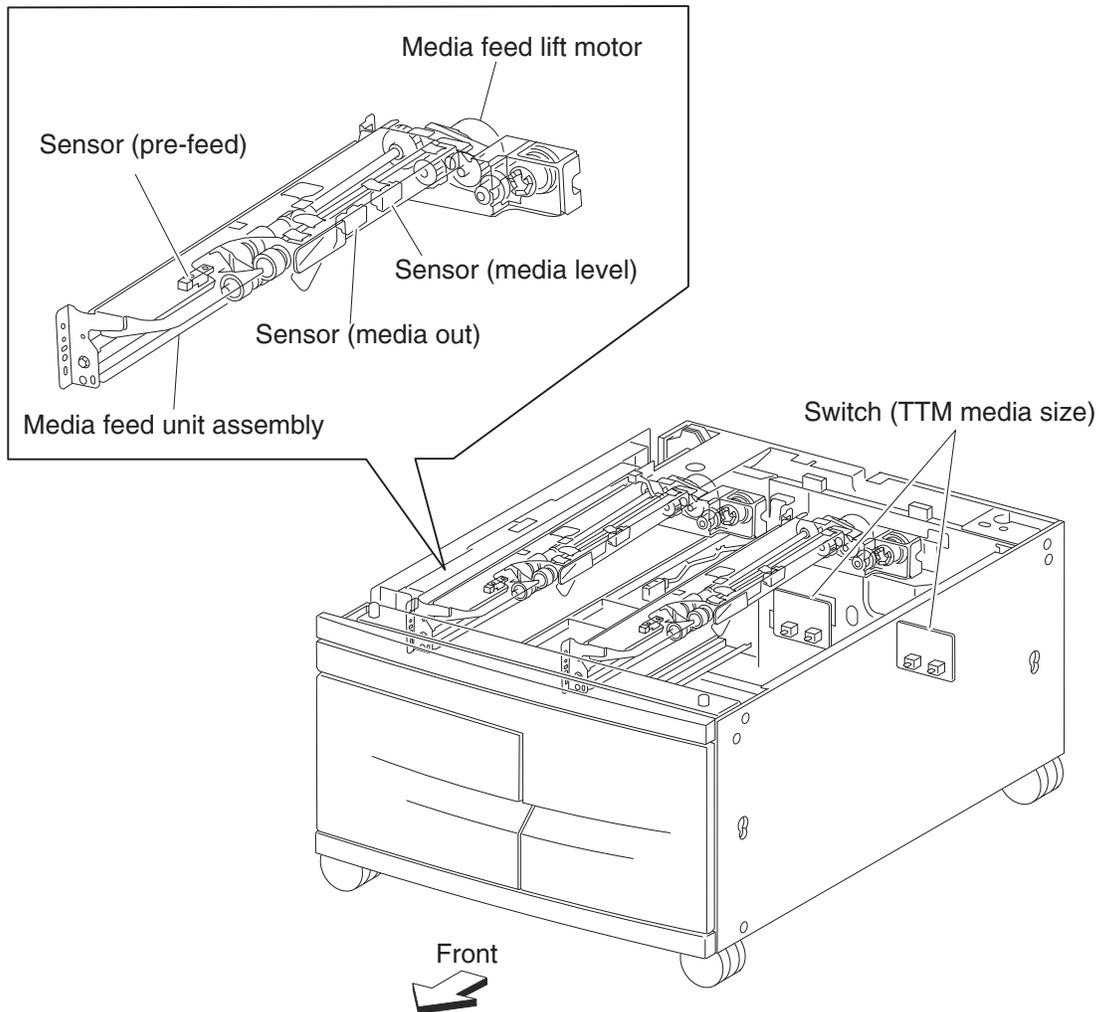
Sensor (media level)

This sensor detects by the actuator position whether media in the media tray assembly is lifted. When the flag of the actuator leaves the sensor (media level) sensing area, the sensor detects that the media has been lifted.

Sensor (pre-feed)

This sensor detects a media jam in the media tray assembly by the media position and sensor on/off time.

The sensor on/off states can be monitored by media passing through the sensor (pre-feed) sensing area.



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Main components

Switch (2TM/TTM left door interlock)

The left door interlock switch detects open/close of the left door assembly.

Sensor (tray 3 feed-out)

The sensor (tray 3 feed-out) detects media fed from the tray 3 or tray 4.

Sensor (tray 4 feed-out)

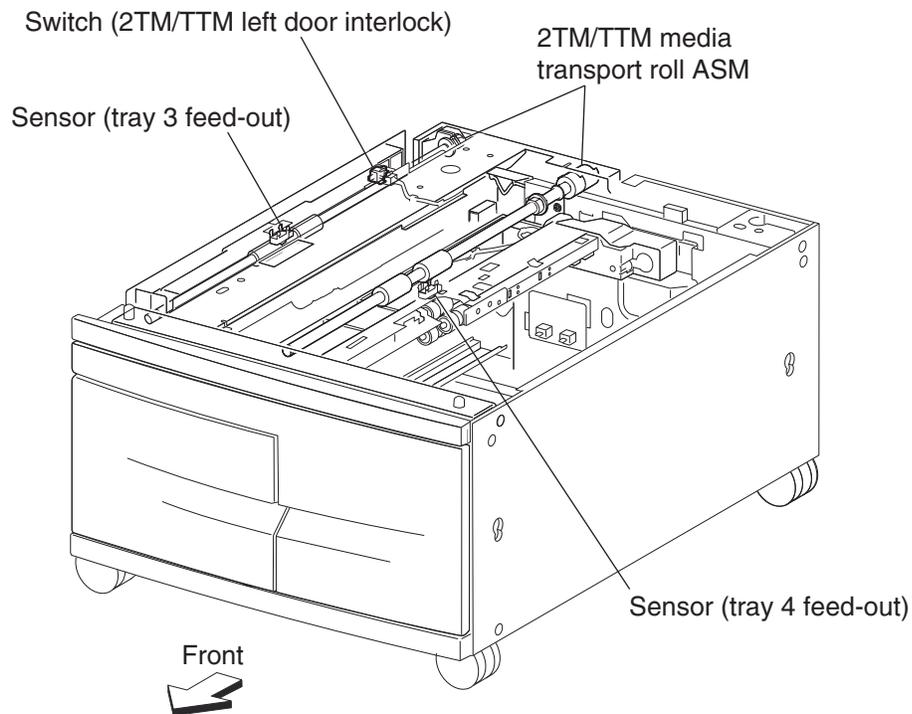
The sensor (tray 4 feed-out) detects media fed from the tray 4.

2TM/TTM media transport roll assembly

The 2TM/TTM transport roll assembly feeds media from the tray 3 or tray 4 to the printer.

2TM/TTM controller card assembly

The 2TM/TTM controller card assembly, which contains a CPU, controls media feed in the tandem tray module upon receiving a command from the printer engine card assembly and sensor/switch information.



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Switch (tandem tray media size)

The following table gives on/off states of the switches on the switch (TTM media size), corresponding to the media sizes of the media tray assembly.

Note: The switches (TTM media size) are denoted by “S/W1” and “S/W3” respectively from the left side.

| Media Size | Analog switch | |
|--------------------|---------------|------|
| | S/W1 | S/W3 |
| No Tray | Off | Off |
| B5L/7.25" x 10.5"L | Off | On |
| 8.5" x 11"L | On | Off |
| A4L | On | On |

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Duplex

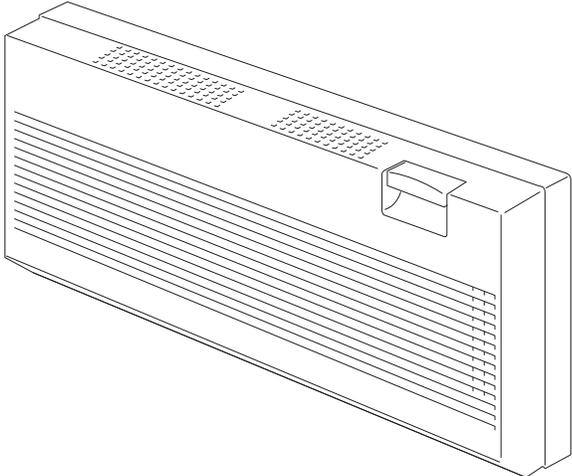
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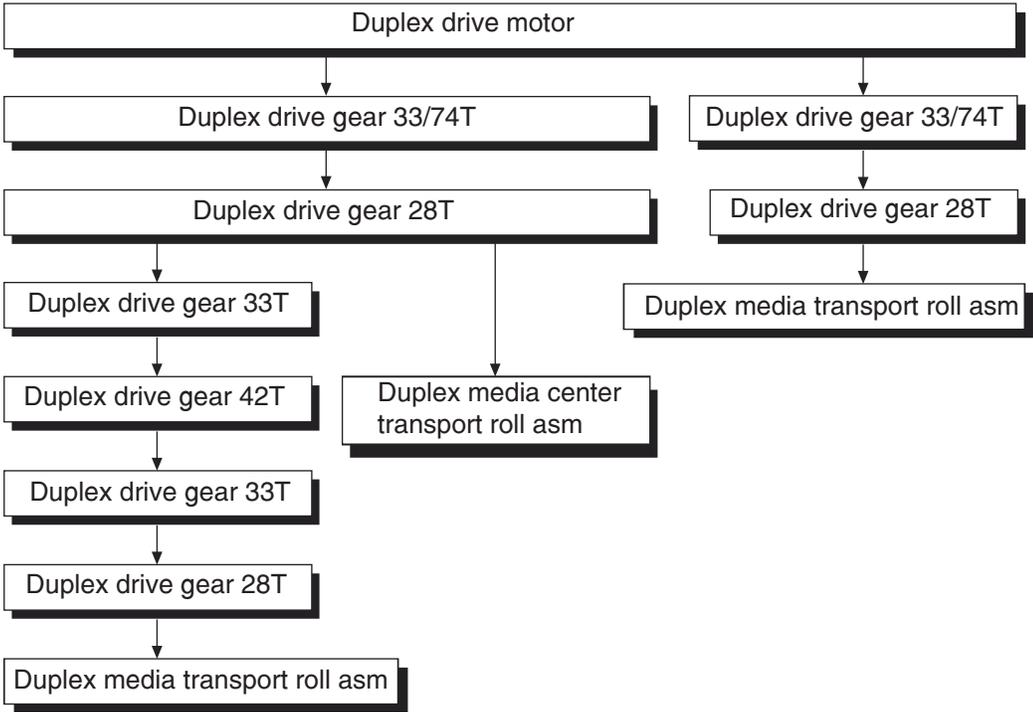


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Duplex drive motor

The rotating force of the drive motor is transmitted through the gears to components that need mechanical driving force as shown below.

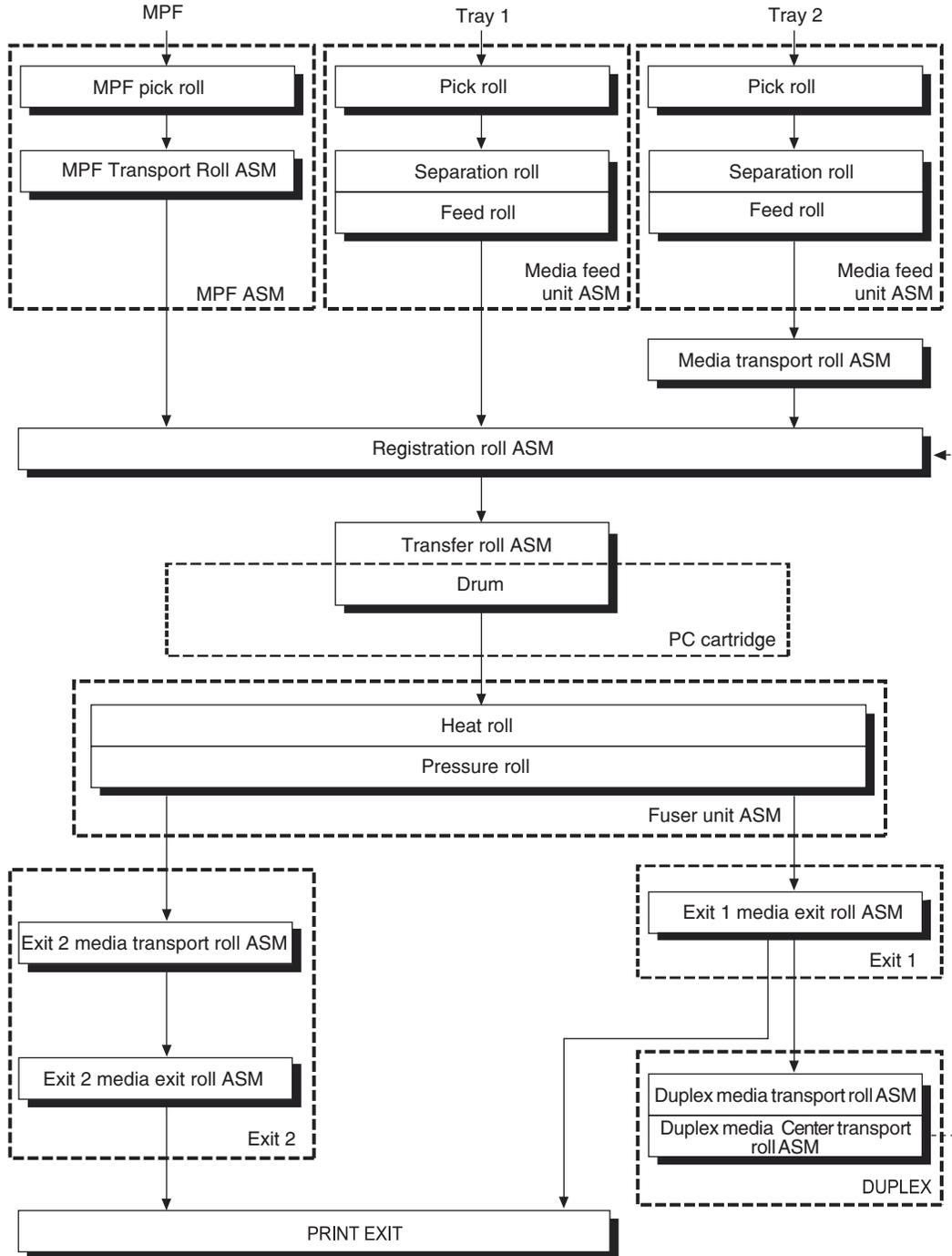


The transmitted driving force drives the two duplex media transport roll assemblies, and the (duplex media center transport roll assembly) through the gears.

Media transport

Media transport path

With the duplex installed, media is supplied from the MPF, tray 1 or tray 2, and is transported to the printer along the media transport path shown below.



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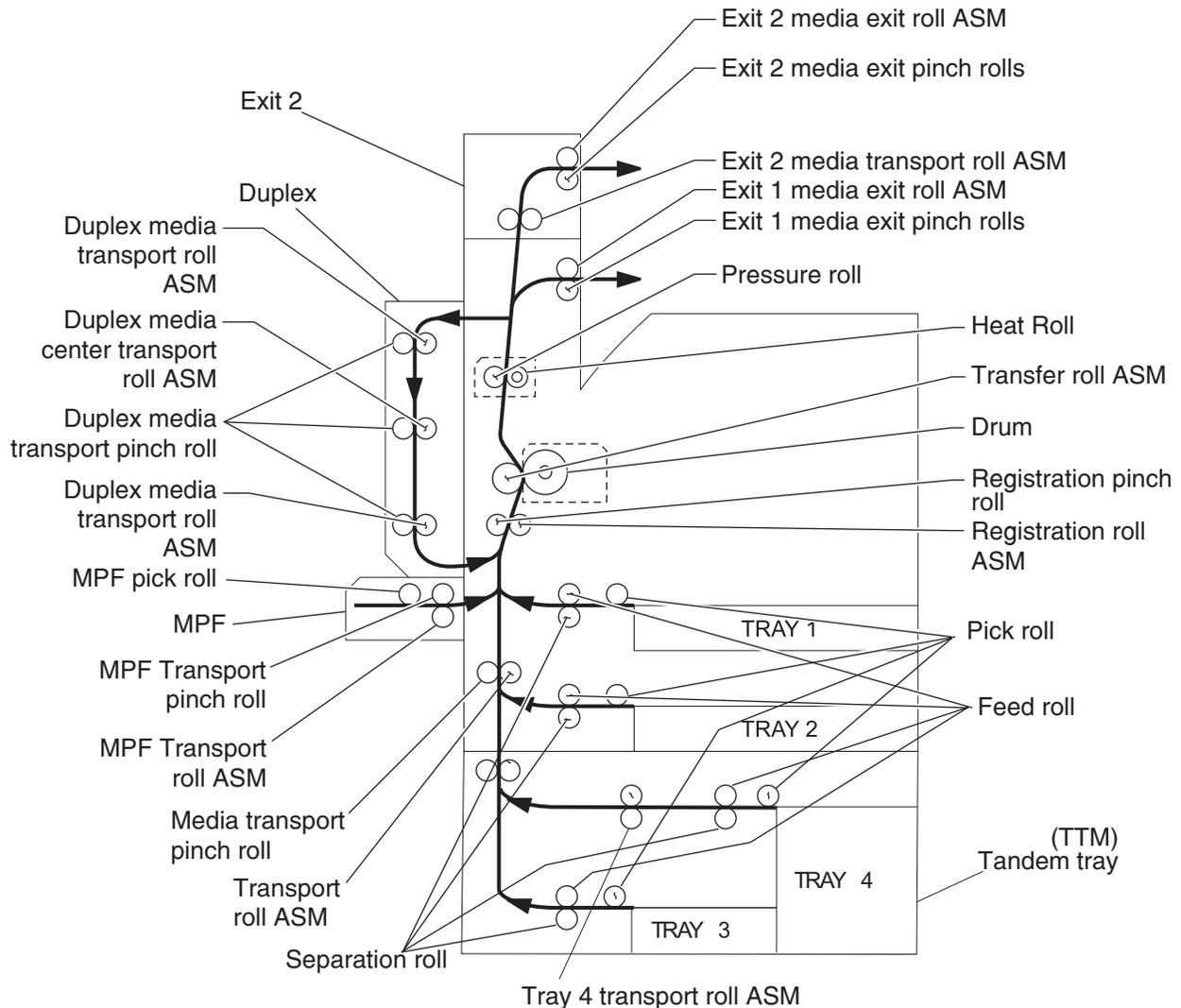
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Layout of media transport path

The main components associated with the media path and transport with the duplex installed.



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Functions of main components

When the duplex is installed to the left of the printer, duplex (double-sided) printing is available with the printer.

The following outlines the functions of the main components of the duplex.

Switch (duplex left door interlock)

The switch (left door interlock) detects open/close of the left door.

Sensor (duplex wait)

The sensor (duplex wait) detects whether media is remaining in the duplex.

Duplex media transport roll assembly

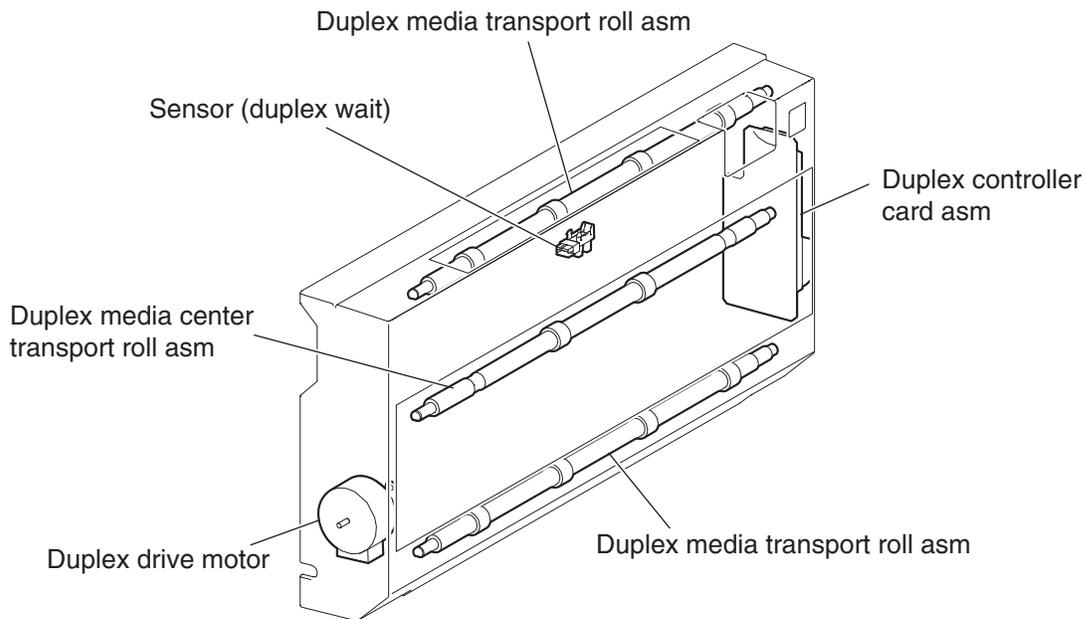
The two duplex media transport roll assemblies and the duplex media center transport roll assembly re-feeds the media printed on the front side through the duplex to print on the rear side.

Duplex controller card assembly

The duplex controller card assembly that contains a CPU controls media feed in the duplex upon receiving a command from the printer engine card assembly and sensor/switch information.

Duplex drive motor

The duplex drive motor transmits driving force to the two duplex media transport roll assemblies and the duplex media center transport roll assembly middle that feeds media.



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Exit 2

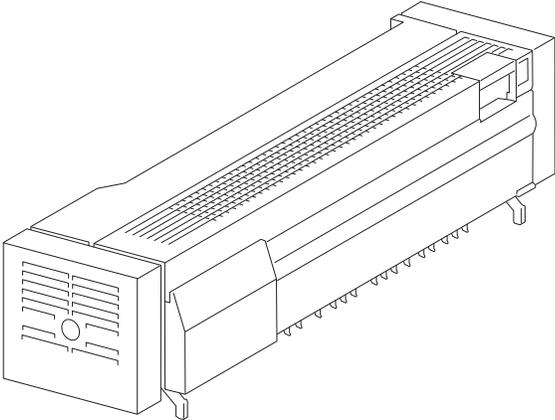
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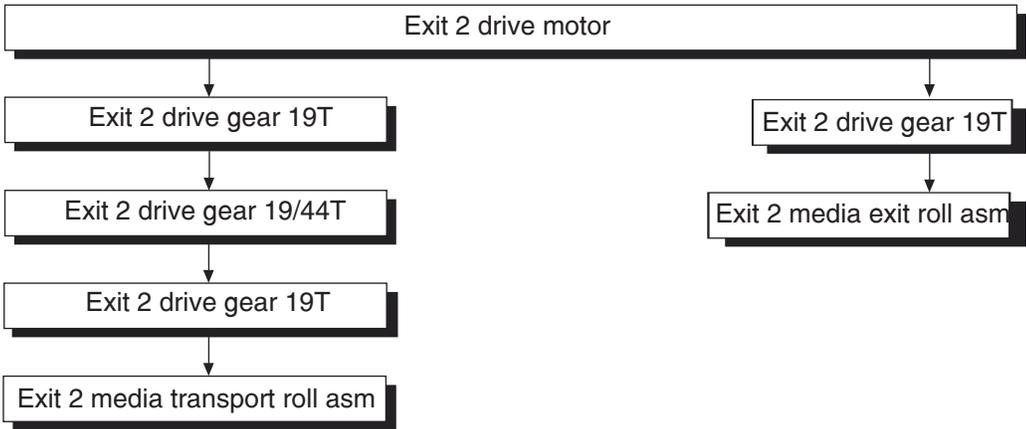


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Exit 2 drive motor

The rotating force of the exit 2 drive motor is transmitted through the gears to components that need mechanical driving force as shown below.

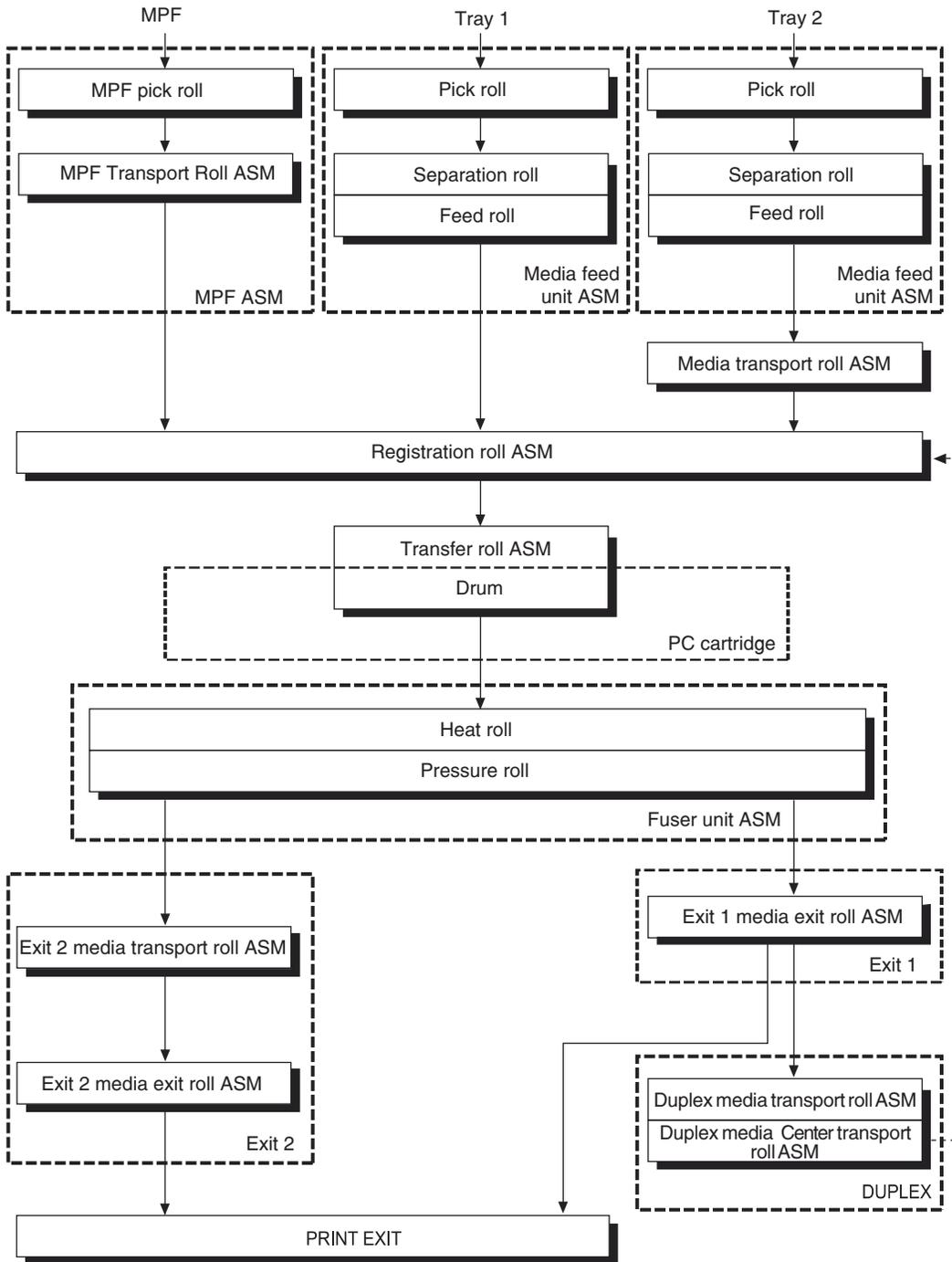


The transmitted driving force drives the exit 2 media transport roll assembly and the exit 2 media exit roll assembly through the gears.

Media transport

Media transport path

With the exit 2 installed, media is supplied from the MPF, tray 1, or tray 2 and is transported to the printer along the media transport path shown below.



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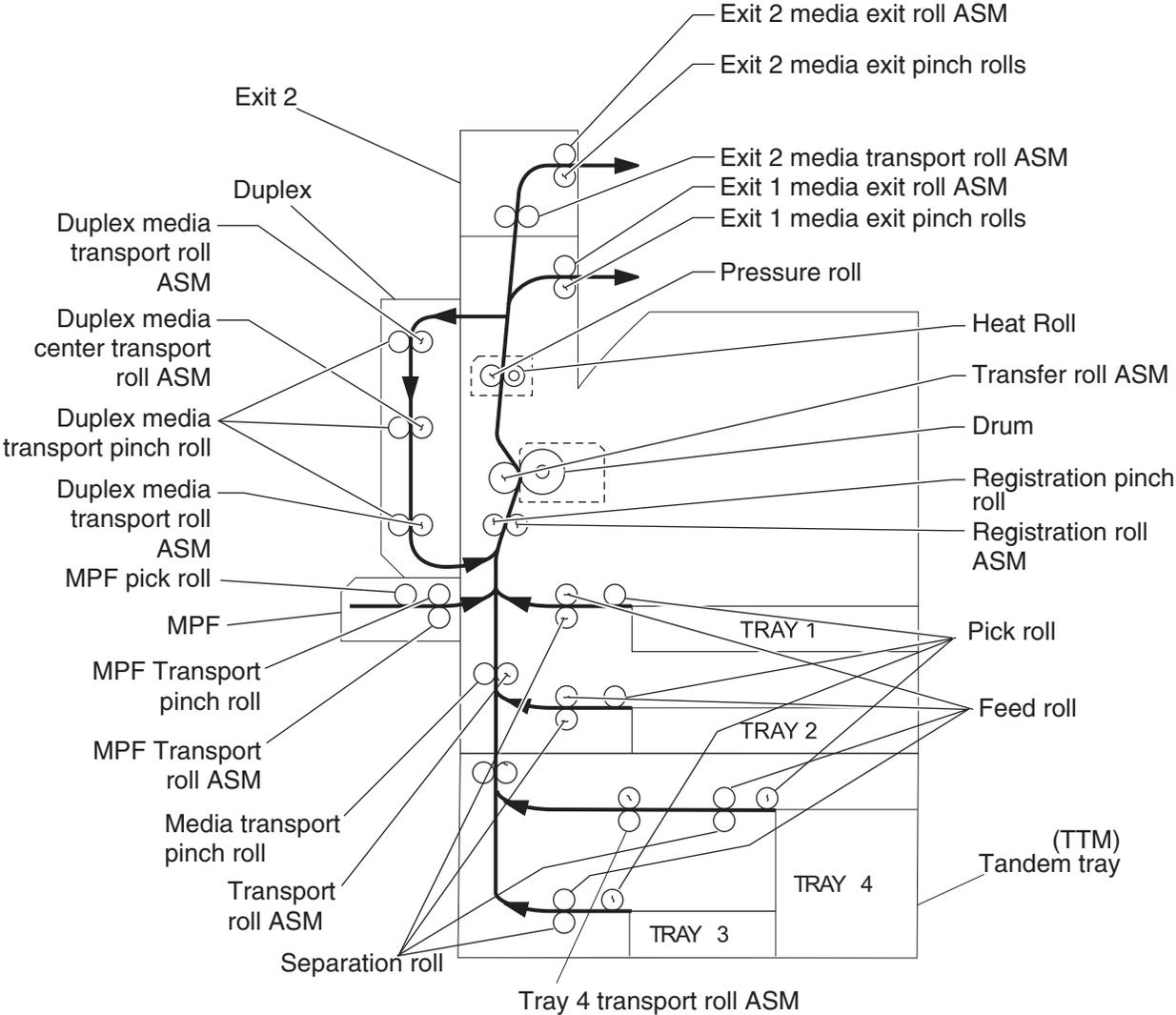
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Layout of media transport path

The following figure illustrates the main components directly associated with the media path and transport with the exit 2 installed.



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Functions of Main Components

Drive motor

The drive motor is a stepping motor driving the transport roll assembly and media exit roll assembly. Forward rotation of this motor drives these rollers to feed media to the exit 2 standard bin. Reverse rotation of this motor drives the transport roll assembly to feed media to the duplex.

Media shift motor

The media shift motor is a stepping motor moving the media exit roll assembly forward or rearward. Forward rotation of this motor moves the media exit roll assembly to the front side. Reverse rotation of this motor moves it to the rear side.

Exit interface card assembly (located in the printer)

The exit interface card assembly contains a CPU and controls media feed in the exit 2 upon receiving a command from the printer engine card assembly and sensor/switch information.

Exit 2 left door assembly

The left door assembly detects open/close of the exit 2.

Sensor (exit 2)

The sensor (exit 2) detects whether media is remaining in the exit 2.

Sensor (Standard bin full exit 2)

The sensor (exit 2 standard bin full) detects whether the standard bin is full.

Sensor (exit 2 media shift HP)

The sensor (exit 2 media shift HP) detects the media exit roll assembly position.

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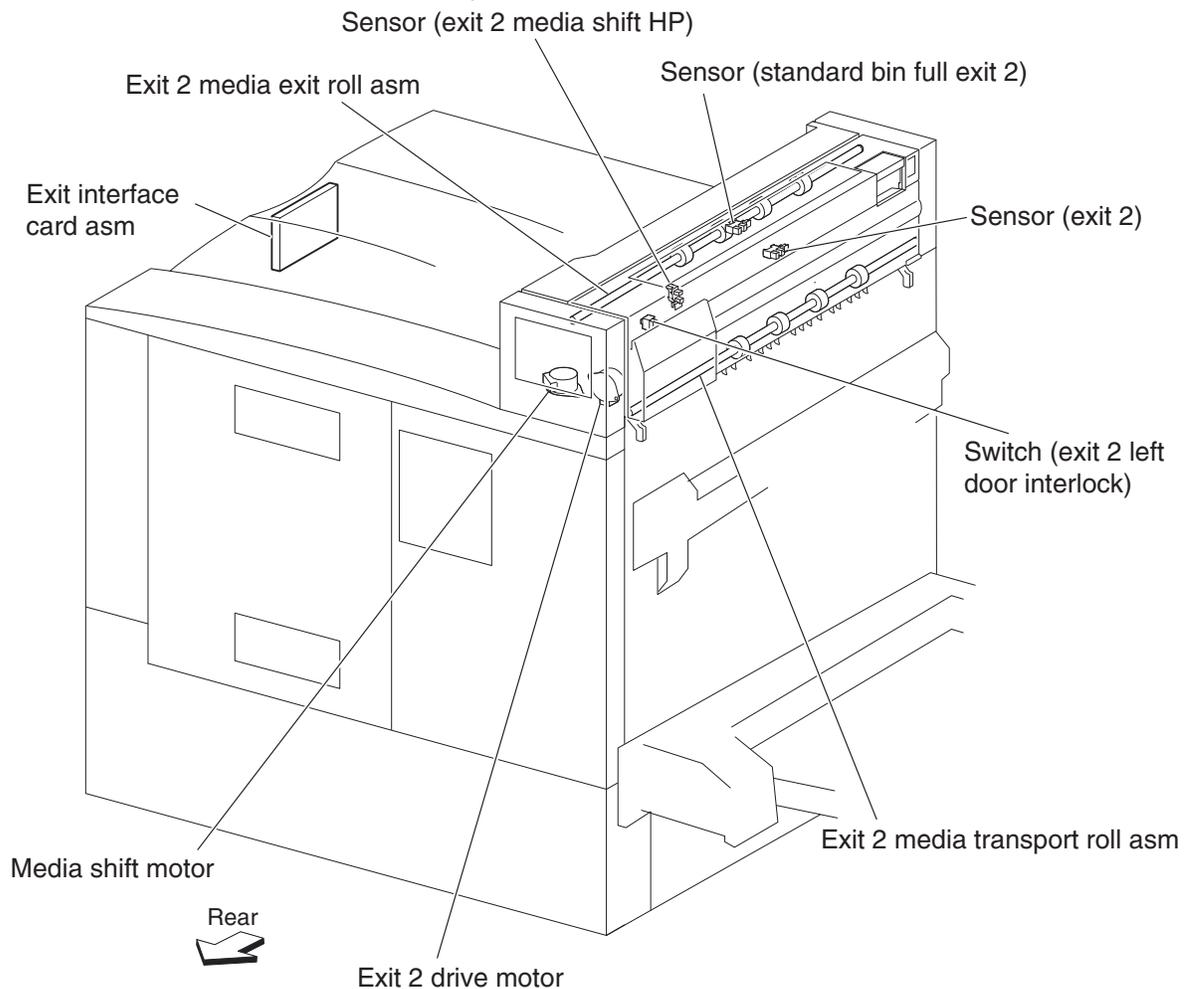
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Exit 2 transport roll assembly and media exit roll assembly

The exit 2 transport roll assembly and exit 2 media exit roll assembly are rollers used to eject media to the exit 2 standard bin or to feed media to the duplex.



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Tools required for service

- Flat-blade screwdriver
- #1 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic short-blade
- Needle nose pliers
- Diagonal side cutters
- Spring hook
- Analog or digital multi meter
- Parallel wrap plug 1319128
- Twinax/serial debug cable (#1381963)
- Coax/serial debug cable (#1381964)
- 5.5 mm hexdriver (magnetic)

Acronyms

| | |
|-------|---------------------------------------------------------|
| 2TM | 2 Tray Module |
| AC | Alternating Current |
| ADF | Automatic Document Feeder |
| APS | Automatic Paper Size |
| ASIC | Application Specific Integrated Circuit |
| CRU | Customer Replaceable Unit |
| CSU | Customer Setup |
| CCW | Counterclockwise |
| CW | Clockwise |
| DC | Direct Current |
| DIMM | Dual Inline Memory Module |
| DRAM | Dynamic Random Access Memory |
| EDO | Enhanced Data Out |
| EP | Electrophotographic Process |
| EPROM | Erasable Programmable Read-only Memory |
| ESD | Electrostatic Discharge |
| FRU | Field Replaceable Unit |
| GB | Gigabyte |
| GFI | Ground Fault Interrupter |
| HCF | High-Capacity Feeder |
| HVPS | High Voltage Power Supply |
| LASER | Light Amplification by Stimulated Emission of Radiation |
| LCD | Liquid Crystal Display |
| LD | Laser Diode |
| LED | Light-Emitting Diode |
| LEF | Long Edge Feed |
| LVPS | Low Voltage Power Supply |
| MPF | Multi-Purpose Feeder |
| MS | Microswitch |
| NVM | Nonvolatile Memory |
| NVRAM | Nonvolatile Random Access Memory |
| OEM | Original Equipment Manufacturer |
| OPT | Optical Sensor |
| PC | Photoconductor |
| PEL | Picture element |
| POR | Power-on Reset |
| POST | Power-on Self Test |
| PPM | Pages Per Minute |
| PSC | Parallel Synchronous Communications |
| PSD | Position Sensing Device |
| PWM | Pulse Width Modulation |
| RADF | Recirculation Auto Document Feeder |
| RFID | Radio Frequency Identification |
| RIP | Raster Imaging Processor |
| ROM | Read only Memory |
| RPM | Revolutions Per Minute |
| SDRAM | Synchronous Dual Random Access Memory |
| SEF | Short Edge Feed |
| SIMM | Single Inline Memory Module |
| SOS | Start of Scan |
| SRAM | Static Random Access Memory |

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| | |
|------|---------------------------------|
| TTM | Tandem Tray Module |
| TVOC | Total Volatile Organic Compound |
| UPR | Used Parts Return |
| V | Volts |
| V ac | Volts alternating current |
| V dc | Volts direct current |

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2. Diagnostic information

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Start

| | |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>CAUTION—SHOCK HAZARD:</p> <p>Remove the power cord from the electrical outlet and then from the printer before connecting or disconnecting any cable, assembly, or electronic board. This is a precaution for personal safety and to prevent damage to the printer. Disconnect any connections between the printer and PCs/peripherals.</p> |
|  | <p>CAUTION—POTENTIAL INJURY:</p> <p>The printer weighs approximately 75 kg (165 lbs) and requires two or more trained personnel to lift it safely. Make sure your fingers are not under the printer when you lift or set the printer down.</p> |
|  | <p>CAUTION—SHOCK HAZARD:</p> <p>If the printer is kept on, never touch the conductive parts while it is not specifically required. The power switch and inlet of the low voltage power supply card (LVPS card) assembly is live even while the power supply is cut off. Never touch the live parts.</p> |
|  | <p>CAUTION—HOT SURFACE:</p> <p>The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.</p> |

- Warning:** When operating the driving units using the diagnostics or other tools, be sure to keep them covered unless otherwise specified.
- Warning:** When operating the driving units using the diagnostics or other tools, never touch the driving units. When operating the driving units using diagnostics or other tools, be sure to follow the procedures in this manual.
- Warning:** Servicers should wear a wrist band or the like to remove static electricity from their body, grounding their body while working. Go to **“Handling ESD-sensitive parts” on page 4-1.**

Using service checks

To determine the corrective action necessary to repair a printer, look for the following information:

- Verify the installation status. Go to **“Confirm the installation status” on page 2-2.**
- Does POR (Power-on Reset) stop? Check the POR sequence. Go to **“Power-on Reset sequence” on page 2-2.**
- If you get an error code message, go to **“Error code messages” on page 2-11.**
 - For detailed information on specific error codes and error messages, go to **“Service checks” on page 2-36.**
- If you have an attendance message, refer to the *User’s Guide*.
- For additional operator panel information, go to **“Understanding the printer operator panel” on page 2-3.**

Note: There may be printer error messages that are not contained in this service manual. Call your next level of support for assistance.

Confirm the installation status

Be sure to check the following items before starting the troubleshooting procedures.

- With the power cord unplugged from the wall outlet, check that the cord is free from breakage, short-circuit, disconnected wire, or incorrect connection in the power cord.
- The printer is properly grounded. Check the power cord ground terminal.
- The printer is not installed at a place subjected to extreme temperature, extreme humidity or rapid changes in temperature.
- The printer is not installed close to water service, humidifier, heat generating unit, fire, in a very dusty place, or a place exposed to air flow from the air conditioning system.
- The printer is not installed in a place where volatile gas or inflammable gas is generated.
- The printer is not installed in direct sun.
- The printer is installed on a level and stable surface.
- Media meets specifications and is installed properly.
- Customer maintenance parts have been replaced at the specified intervals.
- Check all attached options for proper attachment and electrical connection.
- Refer to the *User's Guide* for proper installation.

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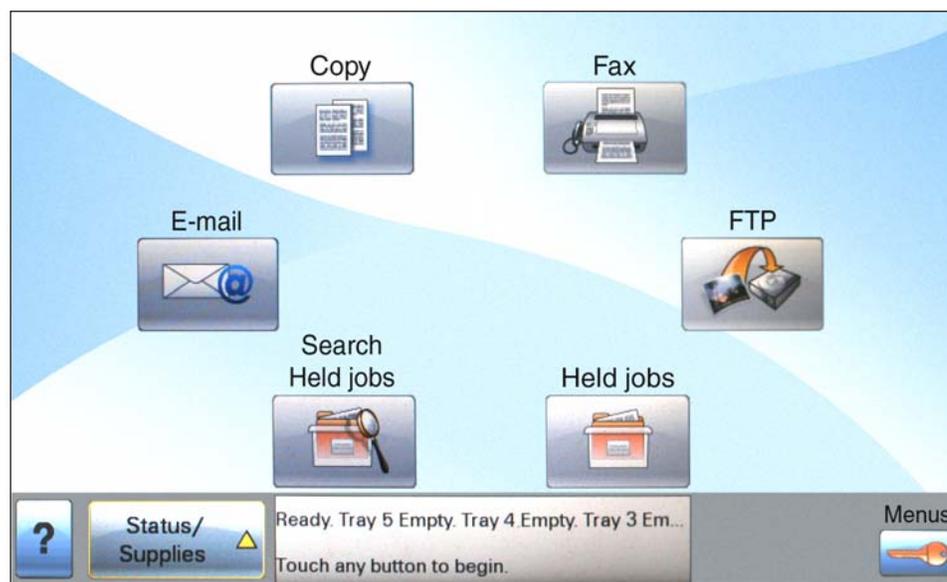
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Power-on Reset sequence

The following is an example of the events that occur during the POR sequence:

1. Turn the machine on.
2. The Lexmark splash screen appears with a progress bar in the center until the code is loaded.
3. The scanner exposure lamp flashes several times.
4. The fuser cooling fan turns on.
5. The fuser unit assembly lamps turn on.
6. The RIP card assembly cooling fan turns on.
7. Operator panel LED becomes solid.
8. The transport motor turns on.

The following is an example of the screen that appears after the code is loaded.



Understanding the printer operator panel

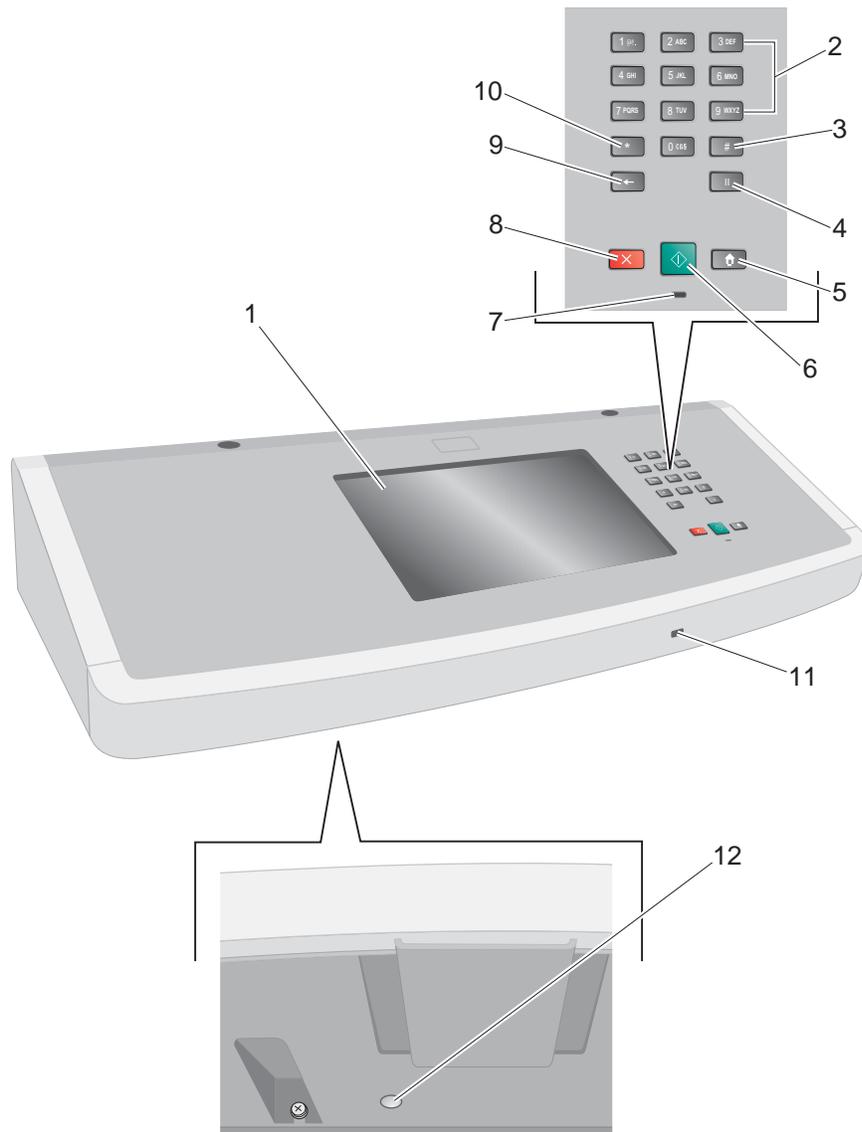
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| Item | Function | |
|------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 1 | Display | View scanning, copying, faxing, and printing options as well as status and error messages. |
| 2 | Keypad  | Enter numbers, letters, or symbols on the display. |

| | | |
|----|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | Pound or number character  | Press  : <ul style="list-style-type: none"> For a shortcut identifier. Within phone numbers. For a Fax number with a #, enter it twice—##. From the home screen, the Fax Destination List menu item, E-mail Destination List menu item, or Profile List menu item to access shortcuts. |
| 4 | Dial Pause  | <ul style="list-style-type: none"> Press  to cause a two- or three-second dial pause in a fax number. In the Fax To field, a Dial Pause is represented by a comma (,). From the home screen, press  to redial a fax number. The button functions only within the Fax menu or with fax functions. When outside of the Fax menu, fax function, or home screen, pressing  causes an error beep. |
| 5 | Home  | Press  to return to the home screen. |
| 6 | Start  | <ul style="list-style-type: none"> Press  to initiate the current job indicated on the display. From the home screen, press  to start a copy job with the default settings. If pressed while a job is scanning, the button has no effect. |
| 7 | Indicator light | <ul style="list-style-type: none"> Off—The power is off. Blinking green—The printer is warming up, processing data, or printing. Solid green—The printer is on, but idle. Blinking red—Operator intervention is needed. |
| 8 | Stop  | Stops all printer activity. A list of options is offered once Stopped appears on the display. |
| 9 | Back  | <p>In the Copy menu, press  to delete the right-most digit of the value in the Copy Count. The default value of 1 appears if the entire number is deleted by pressing  numerous times.</p> <p>In the Fax Destination List, press  to delete the right-most digit of a number entered manually. You can also press  to delete an entire shortcut entry. Once an entire line is deleted, another press of  causes the cursor to move up one line.</p> <p>In the E-mail Destination List, press  to delete the character to the left of the cursor. If the character is in a shortcut, then the shortcut is deleted.</p> |
| 10 | Asterisk  |  is used as part of a fax number or as an alphanumeric character. |
| 11 | Front USB port | Insert a USB flash drive to send data to the printer. |
| 12 | Standard output bin LED | Provides adequate lighting for viewing printed media. |

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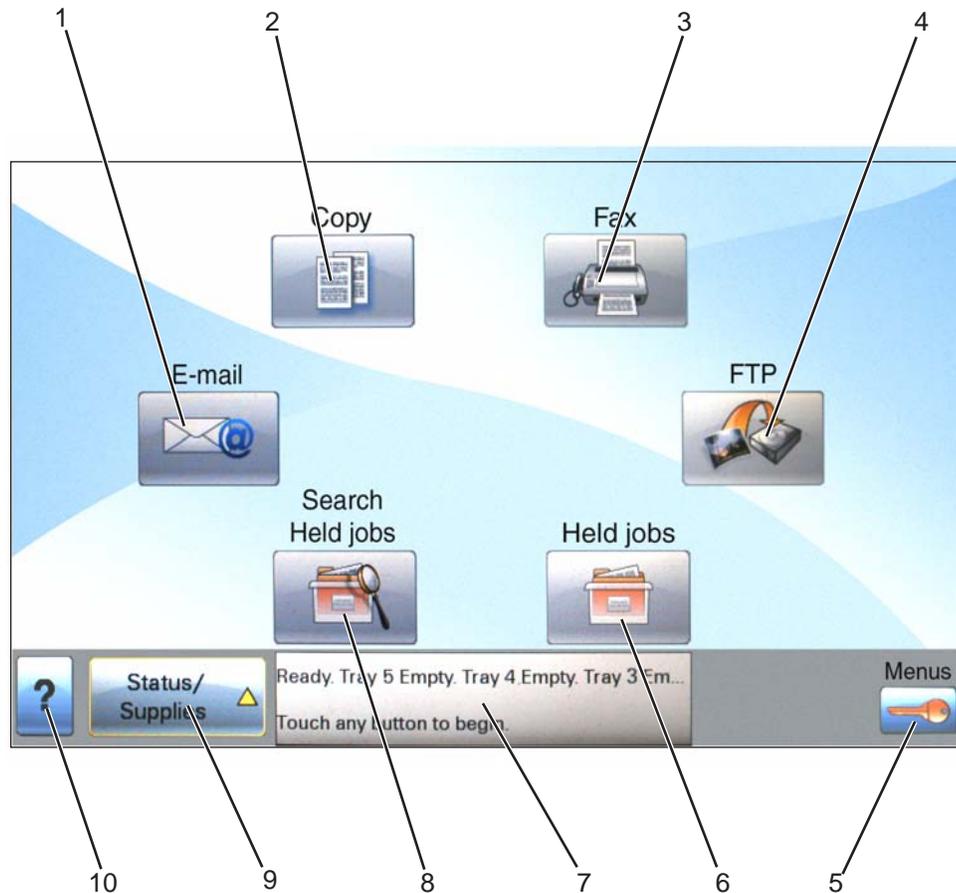
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Understanding the home screen

After the MFP is turned on and a short warm-up period occurs, the display shows the following basic screen which is referred to as the Home screen. Use the Home screen buttons to initiate an action such as copying, faxing, or scanning; to open the menu screen; or to respond to messages.



| Display item | | Function |
|--------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | E-mail | Opens the E-mail menus |
| 2 | Copy | Opens the Copy menus Note: From the home screen, the Copy menus can also be accessed by pressing a number on the keypad. |
| 3 | Fax | Opens the Fax menus |
| 4 | FTP | Opens the File Transfer Protocol (FTP) menus Note: This function must be set up by your system support person. Once it is set up, it appears as a display item. |
| 5 | Menus | Opens the menus. These menus are available only when the printer is in the Ready state. |
| 6 | Held Jobs | Opens a screen containing all the held jobs |

| | | |
|----|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7 | Status message bar | <ul style="list-style-type: none"> Shows the current MFP status such as Ready or Busy. Shows MFP conditions such as Toner Low. Shows intervention messages to give instructions on what the user should do so the MFP can continue processing, such as Close door or Insert print cartridge. |
| 8 | Search Held Jobs  | <p>Searches on any of the following items and returns search results:</p> <ul style="list-style-type: none"> User names for held or confidential print jobs Job names for held jobs, excluding confidential print jobs Profile names Bookmark container or job names USB container or job names for supported extensions only |
| 9 | Status/Supplies | Appears on the display whenever the MFP status includes a message requiring intervention. Touch this button to access the messages screen for more information on the message, including how to clear it. |
| 10 |  | Opens a context-sensitive Help feature within the display touch screens |

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Other buttons may appear on the home screen

| Button | Function |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Release Held Faxes  | If this button is shown, then there are held faxes with a schedules hold time previously set. To access the list of held faxes, touch this button. |
| Held Jobs  | Opens a screen containing all the held jobs |
| Lock Device  | <p>This button appears on the screen when the printer is unlocked and Device Lockout Personal Identification Number (PIN) has been set.</p> <p>Touching this button opens a PIN entry screen. Entering the correct PIN locks the printer operator panel (touch screen and hard buttons).</p> |

| | |
|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Unlock Device</p>  | <p>This button appears on the screen when the printer is locked. The printer operator panel buttons and shortcuts cannot be used while it appears. Touching this button opens a PIN entry screen. Entering the correct PIN unlocks the printer operator panel (touch screen and hard buttons).</p> |
| <p>Cancel Jobs</p>  | <p>Opens the Cancel Jobs screen. The Cancel Jobs screen shows three headings: Print, Fax, and Network.</p> <p>The following items are available under the Print, Fax, and Network headings:</p> <ul style="list-style-type: none">• Print job• Copy job• Fax profile• FTP• E-mail send <p>Each heading has a list of jobs shown in a column under it which can show only three jobs per screen. Each job appears as a button which you can touch to access information about the job. If more than three jobs exist in a column, then an arrow appears enabling you to scroll through the jobs.</p> |

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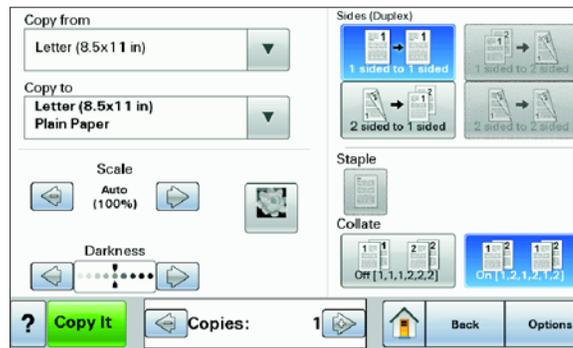


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Using the touch-screen buttons

Note: Depending on your options and administrative setup, your screens and buttons may vary from those shown.

Sample touch screen



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| Button | Function |
|--------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Home  | Returns to the home screen |
| Scroll down  | Opens a drop-down list |
| Left scroll decrease  | Scrolls to another value in decreasing order |
| Right scroll increase  | Scrolls to another value in increasing order |
| Left arrow  | Scrolls left |

| Button | Function |
|--------------------------------------------------------------------------------------------------|-----------------------------------------------|
| Right arrow  | Scrolls right |
| Submit  | Saves a value as the new user default setting |
| Back  | Navigates back to the previous screen |

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Other touch-screen buttons

| Button | Function |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Down arrow  | Moves down to the next screen |
| Up arrow  | Moves up to the next screen |
| Unselected radio button  | This is an unselected radio button. The radio button is gray to show it is unselected. |
| Selected radio button  | This is a selected radio button. The radio button is blue to show it is selected. |
| Cancel Jobs  | See “Cancel Jobs” on page 2-9. |

| Button | Function |
|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Continue  | Touch this button when more changes need to be made for a job or after clearing a paper jam. |
| Cancel  | <ul style="list-style-type: none"> • Cancels an action or a selection • Cancels out of a screen and returns to the previous screen |
| Select  | Selects a menu or menu item |

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Features

| Feature | Description |
|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Menu trail line: <u>Menus</u> <arrow> † <u>Settings</u> <arrow> † <u>Copy Settings</u> <arrow> † Number of Copies | A Menu trail line is located at the top of each menu screen. This feature acts as a trail, showing the path taken to arrive at the current menu. It gives the exact location within the menus. Touch any of the underlined words to return to that menu or menu item. The Number of Copies is not underlined since this is the current screen. If you touch an underlined word on the Number of Copies screen before the Number of Copies is set and saved, then the selection is not saved, and it does not become the user default setting. |
| Attendance message alert  | If an attendance message occurs which closes a function, such as copy or fax, then a solid red dot appears over the function button on the home screen. This indicates that an attendance message exists. |

Error code messages

| Error code or message | Error contents | Description/Action |
|-----------------------------------------|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 200.00 Paper jam Check area A | Sensor (registration) off jam (too long) | The sensor (registration) is not turned off within the specified time after the registration clutch is turned on. Go to “200.00 Sensor (registration) off jam (too long)” on page 2-36. |
| 200.01 Paper jam Check area A | Sensor (registration) static jam | Media remains on the sensor (registration). Go to “200.01 Sensor (registration) static on jam” on page 2-37. |
| 201.00 Paper jam Check area A | Sensor (fuser exit) on jam | The sensor (fuser exit) is not turned on within the specified time after the registration clutch is turned on. Go to “201.00 Sensor (fuser exit) on jam” on page 2-38. |
| 202.00 Paper jam Check area A | Sensor (fuser exit) off jam | The sensor (fuser exit) is not turned off within the specified time after the sensor (fuser exit) is turned on. Go to “202.00 Sensor (fuser exit) off jam” on page 2-39. |
| 202.01 Paper jam Check area A | Sensor (fuser exit) off (too short) jam | The sensor (fuser exit) is turned off earlier than the specified time after the sensor (fuser exit) is turned on. Go to “202.01 Sensor (fuser exit) off (too short) jam” on page 2-40. |
| 202.02 Paper jam Check area A | Sensor (fuser exit) static jam | Media remains on the sensor (fuser exit). Go to “202.02 Sensor (fuser exit) static jam” on page 2-41. |
| 203.00 Paper jam Check area A | Sensor (exit 2) on jam | The sensor (exit 2) is not turned on within the specified time after the sensor (fuser exit) is turned on. Go to “203.00 Sensor (exit 2) on jam” on page 2-41. |
| 203.01 Paper jam Check areas A, E | Sensor (exit 2) off jam | The sensor (exit 2) is not turned off within the specified time after the sensor (exit 2) is turned on. Go to “203.01 Sensor (exit 2) off jam” on page 2-43. |
| 203.02 Paper jam Check areas A, E | Sensor (exit 2) is on in the standard bin or simplex finisher | The sensor (exit 2) was turned on when the media is delivered to the exit 1 standard bin or simplex finisher. Go to “203.02 Sensor (exit 2) on jam in standard bin or finisher” on page 2-45. |
| 203.03 Paper jam Check areas A, E | Sensor (exit 2) static jam | Media remains on the sensor (exit2). Go to “203.03 Sensor (exit 2) static jam” on page 2-46. |

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| Error code or message | Error contents | Description/Action |
|----------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 230.00 Paper jam Check areas A, E | Sensor (duplex wait) on jam | The sensor (duplex wait) is not turned on within the specified time after the exit2 motor is turned on. Go to “230.00 Sensor (duplex wait) on jam” on page 2-48. |
| 230.01 Paper jam Check area D | Sensor (duplex wait) static jam | Media remains on the sensor (duplex wait). Go to “230.01 Sensor (duplex wait) static jam” on page 2-50. |
| 231.00 Paper jam Check areas n A, D | Sensor (registration) on jam (duplex paper feed) | Sensor (registration) is not turned on within the specified time after the duplex motor is turned on. Go to “231.00 Sensor (registration) on jam (duplex paper feed)” on page 2-50. |
| 231.01 Paper jam Check areas A, D | Sensor (registration) on jam (duplex paper feed) | Sensor (registration) is not turned on within the specified time after the sensor (duplex wait) is turned on. Go to “231.01 Sensor (registration) on jam (duplex paper feed)” on page 2-52. |
| 241.00 Paper Jam Check area, tray 1 | Sensor (pre-feed) on jam (tray 1 feed) | The sensor (pre-feed) tray 1 is not turned on within the specified time after the tray 1 media feed lift motor is turned on. Go to “241.00 Sensor (pre-feed) on jam (tray 1 feed)” on page 2-54. |
| 241.01 Paper jam Check areas A, tray 1 | Sensor (registration) on jam (tray 1 feed) | The sensor (registration) is not turned on within the specified time after the sensor (pre-feed) media feed unit 1 is turned on. Go to “241.01 Sensor (registration) on jam (tray 1 feed)” on page 2-55. |
| 242.00 Paper jam Check area tray 2 | Sensor (pre-feed) on jam (tray 2 feed) | The sensor (pre-feed) tray 2 is not turned on within the specified time after the tray 2 media feed lift motor is turned on. Go to “242.00 Sensor (pre-feed) on jam (tray 2 feed)” on page 2-56. |
| 242.01 Paper jam Check area B, tray 2 | Sensor (tray 2 feed-out) on jam (tray 2 feed) | The sensor (tray 2 feed-out) is not turned on within the specified time after the sensor (pre-feed) media feed unit 2 is turned on. Go to “242.01 Sensor (tray 2 feed-out) on jam (tray 2 feed)” on page 2-58. |
| 242.02 Paper jam Check area B | Sensor (registration) on jam (tray 2 feed) | The sensor (registration) is not turned on within the specified time after the sensor (tray 2 feed-out) is turned on. Go to “242.02 Sensor (registration) on jam (tray 2 feed)” on page 2-60. |
| 242.03 Paper jam Check area B | Sensor (tray 2 feed-out) static jam | Media remains on the sensor (tray 2 feed-out). Go to “242.03 Sensor (tray 2 feed-out) static jam” on page 2-62. |

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| Error code or message | Error contents | Description/Action |
|-------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 243.00 Paper jam Check area tray 3 | Sensor (pre-feed) on jam (tray 3 media feed) | The sensor (pre-feed) is not turned on within the specified time after the tray 3 feed lift motor is turned on. TTM equipped machines, go to “243.00 Sensor (pre-feed) on jam (tray 3 media feed)” on page 2-62. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 243.01 Paper jam Check areas C, tray 3 | Sensor (tray 3 feed-out) on jam (tray 3 media feed) | The sensor (tray 3 feed-out) is not turned on within the specified time after the pre-feed sensor3 is on. TTM equipped machines, go to “243.01 Sensor (tray 3 feed-out) on jam (tray 3 media feed)” on page 2-64. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 243.02 Paper jam Check areas A, B | Sensor (tray 2 feed-out) on jam (tray 3 media feed) | The sensor (tray 2 feed-out) is not turned on within the specified time after the sensor (tray 3 feed-out) is turned on. TTM equipped machines, go to “243.02 Sensor (tray 2 feed-out) on jam (tray 3 media feed)” on page 2-66. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 243.03 Paper jam Check area B | Sensor (registration) on jam (tray 3 media feed) | The sensor (registration) is not turned on within the specified time after the sensor (tray 3 feed-out) is turned on. TTM equipped machines, go to “243.03 Sensor (registration) on jam (tray 3 media feed)” on page 2-67. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 243.04 Paper jam Check area C | Sensor (tray 3 feed-out) static jam | Media remains on the sensor (tray 3 feed-out). TTM equipped machines, go to “243.04 Sensor (tray 3 feed-out) static jam” on page 2-69. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 244.00 Paper jam Check areas C, tray 4 | Sensor (tray 4 feed-out) on jam (tray 4 media feed) | The sensor (tray 4 feed-out) is not turned on within the specified time after the sensor (pre-feed) is turned on. TTM equipped machines, go to “244.00 Sensor (tray 4 feed-out) on jam (tray 4 media feed)” on page 2-70. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 244.01 Paper jam Check areas C, tray 4 | Sensor (tray 3 feed-out) on jam (tray 4 media feed) | The sensor (tray 3 feed-out) is not turned on within the specified time after the sensor (tray 4 feed-out) is turned on. TTM equipped machines, go to “244.01 Sensor (tray 3 feed-out) on jam (tray 4 media feed)” on page 2-73. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |

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| Error code or message | Error contents | Description/Action |
|----------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 244.02 Paper jam Check areas B, C | Sensor (tray 2 feed-out) on jam (tray 4 media feed) | The sensor (tray 2 feed-out) is not turned on within the specified time after the sensor (tray 4 feed-out) is turned on. TTM equipped machines, go to “244.02 Sensor (tray 2 feed-out) on jam (tray 4 media feed)” on page 2-75. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 244.03 Paper jam Check area B | Sensor (registration) on jam (tray 4 media feed) | The sensor (registration) is not turned on within the specified time after the sensor (tray 4 feed-out) is turned on. TTM equipped machines, go to “244.03 Sensor (registration) on jam (tray 4 media feed)” on page 2-77. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 244.04 Paper jam Check area tray 4 | Sensor (pre-feed) on jam (tray 4 media feed) | The sensor (pre-feed) is not turned on within the specified time after the tray 4 feed lift motor is turned on. TTM equipped machines, go to “244.04 Sensor (pre-feed) on jam (tray 4 media feed)” on page 2-78. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 244.05 Paper jam Check areas C, tray 4 | Sensor (tray 4 feed-out) static jam | Media remains on the sensor (tray 4 feed-out). TTM equipped machines, go to “244.05 Sensor (tray 4 feed-out) static jam” on page 2-80. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 245.00 Paper jam Check area K, tray 5 | Sensor (tray 5 pre-feed) on jam | The sensor (tray 5 pre-feed) is not turned on with in the specified time after the HCF feed lift motor is turned on. Refer to the <i>Options Service Manual</i> . |
| 245.01 Paper jam Check area K | Sensor (tray 2 feed-out) on jam | The sensor (tray 2 feed-out) on the printer is not turned on within the specified time after the HCF feed lift motor is turned on. Refer to the <i>Options Service Manual</i> . |
| 245.02 Paper jam Check area B | Sensor (registration) on jam | The sensor (registration) on the printer is not turned on within the specified time after the HCF feed lift motor is turned on. Refer to the <i>Options Service Manual</i> . |
| 245.03 Paper jam Check area K | Sensor (tray 5 feed-out) static jam | Paper remains on the sensor (tray 5 feed-out). Refer to the <i>Options Service Manual</i> . |
| 250.00 Paper jam Check areas A, MPF | Sensor (registration) on jam (MPF pick) | The sensor (registration) is not turned on within the specified time after the MPF pick solenoid is turned on. Go to “250.00 Sensor (registration) on jam (MPF pick)” on page 2-81. |

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| Error code or message | Error contents | Description/Action |
|---------------------------------------------|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 280.00 Paper jam Check areas A | Sensor (bridge unit media entrance) on jam | Sensor (bridge unit media entrance) is not turned on within the specified time after the sensor (fuser exit) in the printer is turned on. Refer to the <i>Options Service Manual</i> . |
| 280.01 Paper jam Check area A | Sensor (bridge unit media entrance) static jam A | Paper remains on the sensor (bridge unit media entrance). Refer to the <i>Options Service Manual</i> . |
| 280.02 Paper jam Check area F | Sensor (bridge unit media entrance) static jam B | Paper remains on the sensor (bridge unit media entrance). Refer to the <i>Options Service Manual</i> . |
| 281.00 Paper jam Check area A | Sensor (bridge unit media exit) on jam A | Sensor (bridge unit media exit) is not turned on within the specified time after the sensor (bridge unit media entrance) is turned on. At this time, the sensor (fuser exit) in the printer is in the on state. Refer to the <i>Options Service Manual</i> . |
| 281.01 Paper jam Check area F | Sensor (bridge unit media exit) on jam B | Sensor (bridge unit media exit) is not turned on within the specified time after the sensor (bridge unit media entrance) is turned on. At this time, the sensor (bridge unit media entrance) is in the on state. Refer to the <i>Options Service Manual</i> . |
| 281.02 Paper jam Check area F | Sensor (bridge unit media exit) on jam C | Sensor (bridge unit media exit) is not turned on within the specified time after the sensor (bridge unit media entrance) is turned on. Refer to the <i>Options Service Manual</i> . |
| 281.03 Paper jam Check area F | Sensor (bridge unit media exit) static jam A | Paper remains on the sensor (bridge unit media exit). Refer to the <i>Options Service Manual</i> . |
| 282.00 Paper jam Check area F | Sensor (finisher media entrance) on jam | Sensor (finisher media entrance) is not turned on with the specified time after the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |
| 282.01 Paper jam Check areas F | Sensor (finisher media entrance) static jam A | Paper remains on the sensor (finisher media entrance). At this time, the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |
| 283.00 Paper jam Check areas G, G4 | Sensor (buffer path) on jam A | Sensor (buffer path) is not turned on within the specified time after the sensor (finisher media entrance) is turned on. Refer to the <i>Options Service Manual</i> . |

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| Error code or message | Error contents | Description/Action |
|-------------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 283.01 Paper jam Check area G2 | Sensor (buffer path) on jam B | Sensor (buffer path) is not turned on within the specified time after the sensor (finisher media entrance) is turned on. At this time, the sensor (diverter gate) is turned on. Refer to the <i>Options Service Manual</i> . |
| 283.02 Paper jam Check areas G2, G3 | Sensor (buffer path) static jam A | Paper remains on the sensor (finisher buffer path). At this time, both sensor (diverter gate) and sensor (finisher media exit) are on state. Refer to the <i>Options Service Manual</i> . |
| 283.03 Paper jam Check areas G2 | Sensor (buffer path) static jam B | Paper remains on the sensor (finisher buffer path). At this time, the sensor (diverter gate) is on state but the sensor (finisher media entrance) is turned off. Refer to the <i>Options Service Manual</i> . |
| 283.04 Paper jam Check areas G4 | Sensor (buffer path) static jam C | Paper remains on the sensor (finisher buffer path). At this time, the sensor (diverter gate) is turned off. Refer to the <i>Options Service Manual</i> . |
| 284.00 Paper jam Check area F | Sensor (lower media exit) off jam A | Sensor (lower media exit) is not turned off within the specified time after the finisher sensor (lower media exit) is turned on. At this time, the sensor (bridge unit media exit) is turned off. Refer to the <i>Options Service Manual</i> . |
| 284.01 Paper jam Check area F | Sensor (lower media exit) on jam A | Sensor (buffer path) is not turned on within the specified time after the sensor (finisher media entrance) is turned on. At this time the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |
| 284.02 Paper jam Check areas G2, G3 | Sensor (lower media exit) on jam B | Sensor (buffer path) is not turned on within the specified time after the sensor (bridge unit media entrance) is turned on. At this time, the sensor (finisher media entrance) is turned on. Refer to the <i>Options Service Manual</i> . |
| 284.03 Paper jam Check area G2 | Sensor (lower media exit) on jam C | Finisher sensor (lower media exit) not turned on within the specified time after the sensor (buffer path) is turned on. Refer to the <i>Options Service Manual</i> . |
| 284.04 Paper jam Check area H | Sensor (lower media exit) off jam B | Finisher sensor (lower media exit) not turned off within the specified time after the finisher sensor (lower media exit) on. At this time, the sensor (finisher media entrance) is turned on. Refer to the <i>Options Service Manual</i> . |

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| 284.05 Paper jam Check area H | Sensor (lower media exit) static jam | Paper remains on the sensor (lower media exit). Refer to the <i>Options Service Manual</i> . |
| 285.00 Paper jam Check area H | Finisher set eject jam | Finisher sensor (compiler media in) is not turned on within the specified time after the media eject motor is turned on. Refer to the <i>Options Service Manual</i> . |
| 286.00 Paper jam Check area H | Sensor (compiler media in) static jam | Paper remains on the sensor (compiler media in). Refer to the <i>Options Service Manual</i> . |
| 287.00 Paper jam Check area F | Sensor (upper media exit) on jam A | Sensor (upper media exit) is not turned on within the specified time after the sensor (finisher media entrance) is turned on. At this time, the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |
| 287.01 Paper jam Check area F | Sensor (upper media exit) off jam A | Sensor (upper media exit) is not turned off within the specified time after the sensor (upper media exit) is turned on. At this time, the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |
| 287.02 Paper jam Check areas G1, G3 | Sensor (upper media exit) on jam B | Sensor (upper media exit) is not turned on within the specified time after the sensor (finisher media entrance) is turned on. At this time, the sensor (bridge unit media exit) is on state Refer to the <i>Options Service Manual</i> . |
| 287.03 Paper jam Check area G1 | Sensor (upper media exit) on jam C | Sensor (upper media exit) is not turned on within the specified time after the sensor (finisher media entrance) is turned on. At this time, the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |
| 287.04 Paper jam Check area G | Sensor (upper media exit) off jam B | Sensor (upper media exit) is not turned off within the specified time after the sensor (upper media exit) is turned off. At this time, the sensor (bridge unit media exit) is turned off. Refer to the <i>Options Service Manual</i> . |
| 287.05 Paper jam Check area F | Sensor (upper media exit) static jam A | Paper remains on the sensor (upper media exit). At this time, the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |

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| 287.06 Paper jam Check areas G1, G3 | Sensor (upper media exit) static jam B | Paper remains on the sensor (upper media exit). At this time, the sensor (bridge unit media exit) is off state but the finisher sensor (finisher media entrance) is turned on. Refer to the <i>Options Service Manual</i> . |
| 287.07 Paper jam Check area G1 | Sensor (upper media exit) static jam C | Paper remains on the sensor (upper media exit). At this time, both sensor (bridge unit media exit) and sensor (finisher media entrance) are turned off. Refer to the <i>Options Service Manual</i> . |
| 288.00 Paper jam Check area F | Sensor (diverter gate) on jam | Sensor (diverter gate) is not turned on within the specified time after the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |
| 288.01 Paper jam Check area F | Sensor (diverter gate) static jam (to top bin) A | Paper remains on the sensor (diverter gate) when the finisher is in the upper bin exit mode. At this time the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |
| 288.02 Paper jam Check areas G2, G3 | Sensor (diverter gate) static jam (to top bin) B | Paper remains on the sensor (diverter gate) when the finisher is in the upper bin exit mode. At this time, the sensor (finisher media entrance) is turned on, but the sensor (bridge unit media exit) is turned off. Refer to the <i>Options Service Manual</i> . |
| 288.03 Paper jam Check area G1 | Sensor (diverter gate) static jam (to top bin) C | Paper remains on the sensor (diverter gate) when the finisher is in the upper bin exit mode. At this time, both sensor (finisher media entrance) and sensor (bridge unit media exit) are turned off. Refer to the <i>Options Service Manual</i> . |
| 288.04 Paper jam Check area F | Sensor (diverter gate) static jam (to stacker bin) A | Paper remains on the sensor (diverter gate) when the finisher is in the stacker bin exit mode. At this time, the sensor (bridge unit media exit) is turned on. Refer to the <i>Options Service Manual</i> . |
| 288.05 Paper jam Check areas G2, G3 | Sensor (diverter gate) static jam (to stacker bin) B | Paper remains on the sensor (diverter gate) when the finisher is in the stacker bin exit mode. At this time, the sensor (finisher media entrance) is turned on, but the sensor (bridge unit media exit) is turned off. Refer to the <i>Options Service Manual</i> . |
| 288.06 Paper jam Check area G2 | Sensor (diverter gate) static jam (to stacker bin) C | Paper remains on the sensor (diverter gate) when the finisher is in the stacker bin exit mode. At this time, both sensor (finisher media entrance) and sensor (bridge unit media exit) are turned off. Refer to the <i>Options Service Manual</i> . |

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| 290.00 Scanner jam Remove all originals from the scanner. | Switch (sheet through) static jam | The system detected that the sensor (sheet through) is on. Go to “290.00 Switch (sheet through) static jam” on page 2-83. |
| 290.01 Scanner jam Remove all originals from the scanner. | Sensor (sheet through) on jam | After the first feed operation started, the feed drive motor turned on (CW) in Duplex mode, the sensor (sheet through) did not turn on within the specified time. Go to “290.01 Sensor (sheet through) on jam” on page 2-83. |
| 290.02 Scanner jam Remove all originals from the scanner. | Sensor (ADF pre-registration) on jam ADF simplex side 1 | After the Pre Feed operation started for the first sheet, the feed drive motor turned on (CW) in Duplex or Simplex mode, the sensor (ADF pre-registration) did not turn on within the specified time. After the Pre Feed operation started for the second sheet, the feed drive motor turned on (CW) in Duplex mode, the sensor (ADF pre-registration) did not turn on within the specified time. Go to “290.02 Sensor (ADF pre-registration) on jam ADF simplex side 1” on page 2-86. |
| 290.03 Scanner jam Remove all originals from the scanner. | Sensor (ADF pre-registration) off jam | After the sensor (sheet through) turned off in simplex mode, the sensor (ADF pre-registration) did not turn off within the specified time. After the ADF registration motor turned on in duplex mode, the sensor (ADF pre-registration) did not turn off within the specified time. Go to “290.03 Sensor (ADF pre-registration) off jam” on page 2-88. |
| 290.10 Scanner jam Remove all originals from the scanner. | Sensor (ADF pre-registration) static jam | The system detected that the sensor (ADF pre-registration) is on. Go to “290.10 Sensor (ADF pre-registration) static jam” on page 2-90. |
| 290.11 Scanner jam Remove all originals from the scanner. | Sensor (ADF registration) on jam ADF simplex side 1 | After pre-registration started, the feed drive motor turned on (CCW), the sensor (ADF registration) did not turn on within the specified time. Go to “290.11 Sensor (ADF registration) on jam ADF simplex side 1” on page 2-91. |
| 290.12 Scanner jam Remove all originals from the scanner. | Sensor (ADF registration) on jam side 2 | After the sensor (ADF pre-registration) turned on at Invert, the sensor (ADF registration) did not turn on within the specified time. Go to “290.12 Sensor (ADF registration) on jam side 2” on page 2-93. |
| 290.13 Scanner jam Remove all originals from the scanner. | Sensor (ADF registration) off jam | After the sensor (ADF pre-registration) turned off during the Read operation, the sensor (ADF registration) did not turn off within the specified time. Go to “290.13 Sensor (ADF registration) off jam” on page 2-95. |

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| 290.14 Scanner jam Remove all originals from the scanner. | Sensor (ADF inverter) on jam (Inverting) | After the sensor (ADF registration) turned on during the Invert operation, the sensor (ADF inverter) did not turn on within the specified time. Go to “290.14 Sensor (ADF inverter) on jam (Inverting)” on page 2-97. |
| 290.15 Scanner jam Remove all originals from the scanner. | Sensor (ADF registration) off jam (inverting) | After the sensor (ADF pre-registration) turned off at Invert, the sensor (ADF registration) did not turn off within the specified time. Go to “290.15 Sensor (ADF registration) off jam (inverting)” on page 2-99. |
| 290.21 Scanner jam Remove all originals from the scanner. | Sensor (ADF width APS 1) static jam | The system detected that the sensor (ADF width APS 1) is on. Go to “290.21 Sensor (ADF width APS 1) static jam” on page 2-102. |
| 290.22 Scanner jam Remove all originals from the scanner. | Sensor (ADF width APS 2) static jam | The system detected that the sensor (ADF width APS 2) is on. Go to “290.22 Sensor (ADF width APS 2) static jam” on page 2-103. |
| 290.23 Scanner jam Remove all originals from the scanner. | Sensor (ADF width APS 3) static jam | The system detected that the sensor (ADF width APS 3) is on. Go to “290.23 Sensor (ADF width APS 3) static jam” on page 2-104. |
| 291.00 Scanner jam Remove all originals from the scanner. | Sensor (ADF registration) static jam | The system detected that the sensor (ADF registration) is on. Go to “291.00 Sensor (ADF registration) static jam” on page 2-104. |
| 291.01 Scanner jam Remove all originals from the scanner. | Sensor (ADF inverter) off jam (Inverting) | After the sensor (ADF registration) turned off during the Invert operation of the last document, the sensor (ADF inverter) did not turn off within the specified time. After the ADF registration motor turned on (CCW) during Invert operation, the sensor (ADF inverter) did not turn off within the specified time. Go to “291.01 Sensor (ADF inverter) off jam (inverting)” on page 2-105. |
| 291.02 Scanner jam Remove all originals from the scanner. | Sensor (ADF inverter) on jam 2 | After the Read Speed Control operation started, the ADF registration motor turned on (CCW), the sensor (ADF inverter) did not turn on within the specified time. Go to “291.02 Sensor (ADF inverter) on jam 2” on page 2-107. |

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| 291.03 Scanner jam Remove all originals from the scanner. | Sensor (ADF inverter) off jam | <p>After the sensor (ADF registration) turned off during the Read operation of the last document, the sensor (ADF inverter) did not turn off within the specified time. (Simplex mode)</p> <p>After the ADF registration motor turned on (CCW) during the Read operation, the sensor (ADF inverter) did not turn off within the specified time. (Simplex mode)</p> <p>After the sensor (ADF registration) turned off during the Read operation, the sensor (ADF inverter) did not turn off within the specified time. (Duplex mode)</p> <p>Go to “291.03 Sensor (ADF inverter) off jam” on page 2-109.</p> |
| 294.00 Scanner jam Remove all originals from the scanner. | Sensor (ADF inverter) static jam | <p>The system detected that the sensor (ADF inverter) is on.</p> <p>Go to “294.00 Sensor (ADF inverter) static jam” on page 2-112.</p> |
| 294.01 Scanner jam Remove all originals from the scanner. | Sensor (ADF pre-registration) on jam side 2 | <p>After the Invert operation started, the ADF registration motor turned on (CW)) at Invert, the sensor (ADF pre-registration) did not turn on within the specified time.</p> <p>Go to “294.01 Sensor (ADF pre-registration) on jam side 2” on page 2-113.</p> |
| 294.02 Scanner jam Remove all originals from the scanner. | Sensor (ADF pre-registration) off jam on inverting | <p>After the ADF registration motor turned on at Invert, the sensor (ADF pre-registration) did not turn off within the specified time.</p> <p>Go to “294.02 Sensor (ADF pre-registration) off jam on inverting” on page 2-115.</p> |
| 295.00 Scanner jam Remove all originals from the scanner. | Size mismatch Jam (Mix-size) | <p>In Mixed Size Originals, it was detected that the Fast Scan Direction size was different from the width of the document guide.</p> <p>Go to “295.00 Size mismatch jam (mix-size)” on page 2-117.</p> |
| 295.01 Scanner jam Remove all originals from the scanner. | Size mismatch Jam (No Mix-size) | <p>The second and subsequent documents are different size from the first document.</p> <p>Go to “295.01 Size mismatch jam (no mix-size)” on page 2-119.</p> |
| 295.02 Scanner jam Remove all originals from the scanner. | Invalid Combine Size Jam | <p>An invalid document size combination was detected.</p> <p>Go to “295.02 Invalid combine size jam” on page 2-120.</p> |
| 295.03 Scanner jam Remove all originals from the scanner. | Too Short Size Jam | <p>The system detected a document with a length shorter than 115mm in the Slow Scan Direction.</p> <p>Go to “295.03 Too short size jam” on page 2-121.</p> |

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| 295.04 Scanner jam Remove all originals from the scanner. | Too Long Size Jam | The system detected a document with the following length in the Slow Scan Direction: <ul style="list-style-type: none"> • Simplex mode: 672.4mm or longer • Duplex mode: 480.1mm or longer Go to “295.04 Too long size jam” on page 2-123. |
| 298.01 | Scanner power cable missing or unplugged | The scanner is not receiving input power. Go to “298.01 Scanner cable missing or unplugged” on page 2-124. |
| 32 Unsupported toner cartridge | Toner cartridge RFID failure | A toner cartridge of an incorrect specification is installed. Go to “Toner cartridge RFID failure” on page 2-191. |
| 34 Incorrect media, check tray 1 guides. | Tray 1 media size mismatch in length | The media length detected by the sensor (registration) after the media is fed from media tray 1 does not match the length detected by media tray 1 switch (media size). Go to “Tray 1 media size mismatch in length” on page 2-193. |
| 34 Incorrect media, check tray 2 guides | Tray 2 media size mismatch in length | The media length detected by the sensor (registration) after the media is fed from media tray 2 does not match the length detected by media tray 2 switch (media size). Go to “Tray 2 media size mismatch in length” on page 2-195. |
| 34 Incorrect media, check tray 3 guides | Tray 3 media size mismatch in length | Go to “Tray 3 media size mismatch in length” on page 2-199. |
| 34 Incorrect media, check tray 4 guides | Tray 4 media size mismatch in length | Go to “Tray 4 media size mismatch in length” on page 2-201. |
| 80 Scheduled maintenance | Scheduled maintenance required | Service is required to maintain printer performance. Go to “Scheduled maintenance required” on page 2-185. |
| 84 Insert PC unit | PC cartridge set failure | The PC cartridge is not installed, or is not installed properly. Go to “PC cartridge set failure” on page 2-182. |
| 84 PC unit abnormal | PC cartridge RFID failure | A PC cartridge of a incorrect specification is installed. Go to “PC cartridge RFID failure” on page 2-182. |
| 84 Replace PC unit | PC cartridge end of life | The PC cartridge needs to be replaced. Go to “PC cartridge end of life” on page 2-181. |



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| 841.00 Service image pipeline | Image pipeline ASIC failure | The image pipeline for processing the data that comes from the scanner, prior to being printed, has failed. Go to “841.00 Image pipeline ASIC failure” on page 2-124. |
| 842.00 Service scanner failure | Scanner communication failure | Controller detected a communication failure. Communication timeout. Go to “842.00 Scanner communication failure” on page 2-125. |
| 842.01 Service scanner failure | Scanner communication failure | Controller detected a communication failure packet timeout. Go to “842.01 Scanner communication failure” on page 2-125. |
| 842.02 Service scanner failure | Scanner communication failure | Controller detected a communication failure. Invalid message checksum. Go to “842.02 Scanner communication failure” on page 2-126. |
| 842.03 Service scanner failure | Scanner communication failure | Controller detected a communication failure. Invalid message parameter(s). Go to “842.03 Scanner communication failure” on page 2-127. |
| 842.04 Service scanner failure | Scanner communication failure | Controller detected a communication failure. Invalid message command. Go to “842.04 Scanner communication failure” on page 2-127. |
| 842.10 Service scanner failure | Scanner unit assembly - ADF communication failure | Communication failure occurred between the scanner controller card assembly and the ADF controller card assembly. Go to “842.10 Scanner unit assembly - ADF communication failure” on page 2-128. |
| 842.11 Service scanner failure | Scanner communication failure (by scanner) | Communication failure occurred between the scanner controller card assembly and the RIP card assembly. Go to “842.11 Scanner communication failure (by scanner)” on page 2-128. |
| 842.12 Service scanner failure | Scanner unit assembly communication failure | Communication failure occurred between the scanner controller card assembly and the RIP card assembly. Go to “842.12 Scanner unit assembly communication failure” on page 2-129. |
| 843.00 Service scanner failure | Sensor (scanner HP) failure | An failure occurred while counting the pulses of the scanner drive motor assembly. After the Carriage Motor turned on, the sensor (scanner HP) did not turn on within the specified time. Go to “843.00 Sensor (scanner HP) failure” on page 2-130. |

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| 843.01 Service scanner failure | Scanner carriage over run failure | The scanner carriage has over run. Go to “843.01 Scanner carriage over run failure” on page 2-131. |
| 843.10 Service scanner failure | ADF RAM test failure | The ADF controller card assembly RAM has failed in the read/write operation. (It checks at the time of power on) Go to “843.10 ADF RAM test failure” on page 2-131. |
| 843.11 Service scanner failure | ADF EEPROM failure | The ADF-EEPROM failed during the read/write operation. Go to “843.11 ADF EEPROM failure” on page 2-131. |
| 843.12 Service scanner failure | ADF pick roll position lift up failure | After the pick roll position motor assembly started reverse rotation, the sensor (pick roll position HP) did not turn on within the specified time. After the pick roll position motor assembly started normal rotation, the sensor (pick roll position HP) did not turn off within the specified time. Go to “843.12 ADF pick roll position lift up failure” on page 2-132. |
| 843.20 Service scanner failure | Scanner unit assembly connection failure | There is an open circuit in the scanner interface cable assembly between the scanner controller card assembly and the RIP card assembly. Go to “843.20 Scanner unit assembly connection failure” on page 2-133 |
| 843.21 Service scanner failure | Scanner unit assembly EEPROM failure | The scanner unit assembly EEPROM failed during the read/write operation. Go to “843.21 Scanner unit assembly EEPROM failure” on page 2-133. |
| 843.22 Service scanner failure | Scanner unit assembly EEPROM sub system failure | The scanner unit assembly EEPROM failed during the read/write operation. Go to “843.22 Scanner unit assembly EEPROM sub system failure” on page 2-134. |
| 843.23 Service scanner failure | Scanner cooling fan failure | The scanner cooling fan has failed. Go to “843.23 Scanner cooling fan failure” on page 2-134. |
| 843.24 Service scanner failure | Image processing failure | An failure occurred in the image-processing system. Go to “843.24 Image processing failure” on page 2-135. |
| 843.25 Service scanner failure | Scanner controller card assembly failure 1 | An internal processing failure occurred in the scanner controller card assembly. Go to “843.25 Scanner controller card assembly failure 1” on page 2-135. |

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| 843.26 Service scanner failure | Scanner controller card assembly failure 2 | An internal processing failure occurred in the scanner controller card assembly. Go to “843.26 Scanner controller card assembly failure 2” on page 2-136. |
| 844.00 Service scanner failure | Exposure lamp failure | A failure has occurred with the exposure lamp. Go to “844.00 Exposure lamp failure” on page 2-136. |
| 844.01 Service scanner failure | White reference/exposure lamp illumination failure | The large platen glass is not properly installed or missing. The white reference initialization of the scanner unit assembly has failed after a POR or the amount of light from the exposure lamp is inadequate at the start of the scan. Go to “844.01 White reference/exposure lamp illumination failure” on page 2-137. |
| 845.00 Service scanner failure | CCD failure | A failure has occurred with the CCD sensor assembly. Go to “845.00 CCD failure” on page 2-139. |
| 845.01 Service scanner failure | CCD initialization (lamp on) failure | The CCD does not make a correct output when it receives a specified amount of light. Go to “845.01 CCD initialization (lamp on) failure” on page 2-139. |
| 845.02 Service scanner failure | CCD initialization (lamp off) failure | The CCD does not make a correct output when light is absent. Go to “845.02 CCD initialization (lamp off) failure” on page 2-140. |
| 846.00 Service scanner failure | Scanner communication failure | Controller detected failures. Scanner download timeout. Go to “846.00 Scanner communication failure” on page 2-140. |
| 846.01 Service scanner failure | Scanner communication failure | Controller detected failures. Detected I/O failure. Go to “846.01 Scanner communication failure” on page 2-141. |
| 846.10 Service scanner failure | Sensor (ADF width APS X) failure | The combinations of outputs from the sensor (ADF width APS 1), sensor (ADF width APS 2) and sensor (ADF width APS 3) are abnormal. Go to “846.10 Sensor (ADF width APS X) failure” on page 2-141. |
| 846.12 Service scanner failure | Scanner unit assembly software logic failure | A software failure was detected by the scanner controller card assembly. Go to “846.12 Scanner unit assembly software logic failure” on page 2-143. |
| 846.13 Service scanner error | Switch (platen interlock) open | The system detected that the switch (platen interlock) is open. Go to “846.13 Switch (platen interlock) open” on page 2-143. |

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| 849.00 Service hard drive | Hard drive/configuration ID mismatch | The device does not have a hard drive installed, even though its configuration ID indicates that a hard drive should be present. Go to “849.00 Hard drive failure” on page 2-144. |
| 84 PC unit life warning | PC cartridge life near end | The PC cartridge needs to be replaced soon. Go to “PC cartridge end of life” on page 2-181. |
| 88 Toner low | Toner cartridge near empty | The toner cartridge needs to be replaced soon. Go to “Toner cartridge near empty” on page 2-190. |
| 88 Replace toner | Toner cartridge empty | All toner in the toner cartridge is consumed, or toner supply is clogged. Go to “Toner cartridge empty” on page 2-188. |
| 900.XX Service RIP software | System software error | A failure has occurred in the RIP card assembly software. Go to “900.xx System software error” on page 2-145. |
| 903.00 Service engine error | RAM read/write check failure | Read/write of RAM on the printer engine card assembly failed. Go to “903.00 RAM read/write check failure” on page 2-147. |
| 904.00 Service engine error | NVM data failure | A data error of NVM on the printer engine card assembly occurred. Go to “904.00 NVM data failure” on page 2-148. |
| 905.00 Service engine error | NVM read/write cannot be executed failure | Read/write of the NVM on the printer engine card assembly failed. Go to “905.00 NVM read/write cannot be executed failure” on page 2-148. |
| 906.00 Service engine error | CPU power to access NVM failure | An internal process for data write of the NMVM on the printer engine card assembly failed. Go to “906.00 CPU power to access NVM failure” on page 2-149. |
| 907.00 Service engine error | RFID ASIC failure | The RFID control circuit failed. Go to “907.00 RFID ASIC failure” on page 2-149. |
| 908.00 Service engine error | PPM data failure | An incorrect NVM data is saved on the PPM. Go to “908.00 PPM data failure” on page 2-150. |
| 909.00 Service zero cross | Zero cross failure | The zero cross engine has failed. Go to “909.00 Zero cross failure” on page 2-150. |
| 910.00 Service motor error | Transport motor stop failure | Due to the malfunction in the control system of the printer engine card assembly, the transport motor does not stop when media is not transported. Go to “910.00 Transport motor stop failure” on page 2-150. |



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| 911.00 Service motor error | Transport motor failure | The transport motor does not rotate at the specified speed. Go to “911.00 Transport motor failure” on page 2-151. |
| 912.00 Service motor error | PC cartridge unit motor failure | The PC cartridge motor does not rotate at the specified speed. Go to “912.00 PC cartridge unit motor failure” on page 2-152. |
| 913.00 Service motor error | Printhead assembly failure | Rotation speed of the printhead motor is less than the specified value even when the specified time is passed after the motor starts rotating. Light intensity of the LD1 is less than the specified value. Go to “913.00 Printhead assembly failure” on page 2-153. |
| 914.00 Service motor error | Toner add motor assembly failure | The toner concentration in the PC cartridge does not increase when the toner add motor is turned on for more than the specified time. Go to “914.00 Toner add motor assembly failure” on page 2-153. |
| 915.00 Service fan error | Fuser cooling fan failure | The fuser cooling fan has failed. Go to “915.00 Fuser cooling fan failure” on page 2-154. |
| 916.00 Service fan error | PC cartridge cooling fan failure | The PC cartridge cooling fan has failed. Go to “916.00 PC cartridge cooling fan failure” on page 2-154. |
| 917.00 Service fan error | LVPS cooling fan failure | The LVPS cooling fan has failed. Go to “917.00 LVPS cooling fan failure” on page 2-155. |
| 918.00 Service std. bin 1 error | Sensor (exit 1 media shift HP) failure | The sensor (exit 1 media shift HP) is not turned on within the specified period after the exit 1 media shift motor is turned on. Go to “918.00 Sensor (exit 1 media shift HP) failure” on page 2-156. |
| 919.00 Service std. bin 2 error | Sensor (exit 2 media shift HP) failure | The sensor (exit 2 media shift HP) is not turned on within the specified time after the exit 2 shift motor is turned on. Go to “919.00 Sensor (exit 2 media shift HP) failure” on page 2-157. |
| 919.01 Service std. bin 2 | Exit 2 unit assembly connection failure | Exit 2 unit assembly is missing or damaged. Go to “919.01 Exit 2 unit assembly connection failure” on page 2-158. |

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|--------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 920.00 Service fuser error | Fuser unit assembly on time failure | <p>During the warm-up period, the control thermistor does not detect the ready temperature even when the specified time is passed after the main lamp is turned on.</p> <p>During the standby period, the control thermistor does not detect the specified temperature even when the specified time is passed after the main lamp is on.</p> <p>During the standby period, the control thermistor does not detect the specified temperature even when the specified time is passed after the sub lamp in on.</p> <p>During idling, after power-on, the control thermistor does not detect the idling stop temperature even after the specified time is passed.</p> <p>During print, the control thermistor does not detect the specified temperature even when the specified time is passed after the main lamp is turned on.</p> <p>During print, the control thermistor does not detect the specified temperature even when the specified time is passed after the sub lamp is turned on.</p> <p>Go to “920.00 Fuser unit assembly on time failure” on page 2-158.</p> |
| 921.00 Service fuser error | Over heat temperature failure | <p>The control thermistor detects a temperature higher than the specified value.</p> <p>The lamp change thermistor detects a temperature higher than the specified value.</p> <p>Go to “921.00 Over heat temperature failure” on page 2-159.</p> |
| 922.00 Service fuser error | Center thermistor failure | <p>The center thermistor has failed.</p> <p>Go to “922.00 Center thermistor failure” on page 2-159.</p> |
| 923.00 Service fuser error | Rear thermistor failure | <p>The rear thermistor has failed.</p> <p>Go to “923.00 Rear thermistor failure” on page 2-160.</p> |
| 924.00 Service fuser error | Pressure roll thermistor failure | <p>The pressure roll thermistor has failed.</p> <p>Go to “924.00 Pressure roll thermistor failure” on page 2-160.</p> |
| 925.00 Service fuser error | Fuser operating temperature failure. | <p>Fuser temperature is not high enough during printing.</p> <p>Go to “925.00 Fuser operating temperature failure” on page 2-160.</p> |
| 927.00 Service PC cartridge | PC cartridge RFID data write failure | <p>A data write error occurred on the PC cartridge RFID tag in the PC cartridge.</p> <p>Go to “927.00 PC cartridge RFID data write failure” on page 2-161.</p> |
| 928.00 Service PC cartridge | PC cartridge RFID communication failure | <p>A communication error occurred between the PC cartridge RFID tag in the PC cartridge and the RFID ASIC on the printer engine card assembly.</p> <p>Go to “928.00 PC cartridge RFID communication failure” on page 2-161.</p> |

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| Error code or message | Error contents | Description/Action |
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| 929.00 Service PC cartridge | Sensor (ATC) failure | The sensor (ATC) failed. Go to “929.00 Sensor (ATC) failure” on page 2-162. |
| 930.00 Service printhead error | Laser power failure | Light intensity of the LD2 is less than the specified value. Go to “930.00 Laser power failure” on page 2-162. |
| 932.00 Toner cartridge | Toner cartridge RFID data write failure | A data write error occurred on the toner cartridge RFID tag in the toner cartridge. Go to “932.00 Toner cartridge RFID data write failure” on page 2-163. |
| 933.00 Toner cartridge | Toner cartridge RFID communication failure | A communication error occurred between the toner RFID tag in the toner cartridge and the RFID ASIC on the printer engine card assembly. Go to “933.00 Toner cartridge RFID communication failure” on page 2-163. |
| 939.00 Service RIP engine Comm. | RIP card assembly communication failure | A communication error occurred between the printer engine card and the RIP card assembly. Go to “939.00 RIP card assembly communication failure” on page 2-163. |
| 941.00 Service tray 1 failure | Media tray 1 lift up / no tray failure | The media tray 1 sensor (media level) is not turned on within the specified time after the tray 1 media feed lift motor is turned on. The media tray 1 switch (media size) detected no media tray. Go to “941.00 Media tray 1 lift up / no media tray failure” on page 2-164. |
| 942.00 Service tray 2 failure | Media tray 2 lift up / no tray failure | The media tray 2 sensor (media level) is not turned on within the specified time after the media tray 2 media feed lift motor is turned on. The media tray 2 switch (media size) detected no media tray. Go to “942.00 Media tray 2 lift up / no media tray failure” on page 2-165. |
| 943.00 Service tray 3 failure | Media tray 3 lift up / no tray failure | The tray 3 sensor (media level) is not turned on within the specified time after the tray 3 media feed lift motor is turned on. The tray 3 switch (media size) detected no tray. TTM equipped machines, go to “943.00 Tray 3 lift up / no tray failure” on page 2-167. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 944.00 Service tray 4 failure | Media tray 4 lift up / no tray failure | The tray 4 sensor (media level) is not turned on within the specified time after the tray 4 media feed lift motor is turned on. The tray 4 switch (media size) detected no tray. TTM equipped machines, go to “944.00 Tray 4 lift up / no tray failure” on page 2-168. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |

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| Error code or message | Error contents | Description/Action |
|----------------------------------|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 945.00 Service tray 5 failure | Media tray 5 lift up/no tray failure | The sensor (HCF media level) is not turned on with the specified time after the HCF feed lift motor is turned on. Refer to the <i>Options Service Manual</i> . |
| 945.01 Service tray 5 failure | Tray 5 HCF NVM R/W failure | A read/write error has occurred on the NVM of the tray 5 HCF controller card assembly. Refer to the <i>Options Service Manual</i> . |
| 951.XX Service NVRAM failure | RIP card assembly NVRAM failure | A failure has occurred in the RIP card assembly NVRAM. Go to “951.XX RIP card assembly NVRAM failure” on page 2-170. |
| 953.XX Service NVRAM failure | Operator panel assembly NVRAM failure | NVRAM chip failure with operator panel assembly (mirror). Go to “953.XX Operator panel assembly NVRAM failure” on page 2-170. |
| 955.XX Service Code CRC | RIP card assembly NAND CRC failure | The code ROM or NAND flash failed the cyclic redundancy check. Go to “955.XX RIP card assembly NAND CRC failure” on page 2-170. |
| 956.00 Service system board | RIP card assembly processor failure | The RIP card processor has failed. Go to “956.00 RIP card assembly processor failure” on page 2-171. |
| 956.01 Service system board | RIP card assembly processor over temperature failure | The RIP card assembly has exceeded safe operating temperature. Go to “956.01 RIP card assembly processor over temperature failure” on page 2-171. |
| 956.02 Service system board | RIP card assembly cooling fan failure | The RIP card assembly cooling fan is not functioning properly. Go to “956.02 RIP card assembly cooling fan failure” on page 2-171. |
| 956.03 Service system board | RIP card assembly FPGA failure | The RIP card assembly has failed. Go to “956.03 RIP card assembly FPGA failure” on page 2-172. |
| 980.00 Service tray 3 comm. | Tray 3/4 communication failure | A communication error occurred between the printer engine card assembly and the 2TM/TTM controller card assembly. TTM equipped machines, go to “980.00 2TM/TTM controller card assembly communication failure” on page 2-172. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| 980.01 Service tray 5 comm. | Tray 5 HCF communication failure | A communication error occurred between the printer engine card assembly and the HCF controller card assembly. Refer to the <i>Options Service Manual</i> . |
| 980.02 Service finisher error | Printer engine card-finisher communication failure | A communication error occurred between the printer engine card assembly and the finisher. Refer to the <i>Options Service Manual</i> . |

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| Error code or message | Error contents | Description/Action |
|--------------------------------------|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 980.03 Service standard bin comm. | Exit interface card assembly, communication failure | A communication error occurred between the printer engine card assembly and the exit interface card assembly. Go to “980.03 Exit interface card assembly communication failure” on page 2-173. |
| 980.04 Service duplex comm. | Duplex controller card assembly communication failure | A communication error occurred between the printer engine card assembly and the duplex controller card assembly. Go to “980.04 Duplex controller card assembly communication failure” on page 2-173. |
| 980.05 Service Flicker comm. | Engine flicker communication failure | A communication error has occurred in the printer engine card assembly. Go to “980.05 Engine flicker communication failure” on page 2-174. |
| 981.00 Service finisher error | Stacker bin failure | The sensor (stacker bin level) is not turned on within the specified period after the stacker bin starts rising. <i>Refer to the Options Service Manual.</i> |
| 981.01 Service finisher error | Stacker bin upper limit failure | The stacker bin abnormally rises beyond the specified upper limit position (stacker bin level). <i>Refer to the Options Service Manual.</i> |
| 981.02 Service finisher error | Stacker bin lower limit failure | The stacker bin abnormally lowers beyond the specified lower limit position (full stack). <i>Refer to the Options Service Manual.</i> |
| 982.00 Service finisher error | Sensor (front tamper HP) on failure | The sensor (front tamper HP) is not turned on after the front tamper starts moving to the front tamper home position. <i>Refer to the Options Service Manual.</i> |
| 982.01 Service finisher error | Sensor (front tamper HP) off failure | The sensor (front tamper HP) is not turned off within the specified time after the front tamper starts leaving from the front tamper home position. Or the sensor (front tamper HP) is turned on again after the sensor (compiler front tamper HP) is turned off, and the front tamper stopped its moving. <i>Refer to the Options Service Manual.</i> |
| 983.00 Service finisher error | Sensor (rear tamper HP) on failure | The sensor (rear tamper HP) is not turned on after the rear tamper starts moving to the rear tamper home position. <i>Refer to the Options Service Manual.</i> |
| 983.01 Service finisher error | Sensor (compiler rear tamper HP) off failure | The sensor (compiler rear tamper HP) is not turned off within the specified time after the rear tamper starts leaving from the rear tamper home position. Or the sensor (compiler rear tamper HP) is turned on again after the sensor (compiler rear tamper HP) is turned off, and the rear tamper stopped its moving. <i>Refer to the Options Service Manual.</i> |

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| Error code or message | Error contents | Description/Action |
|----------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 984.00 Service finisher error | Sensor (punch unit HP) on failure | The sensor (punch unit HP) is not turned on even when the specified time passed after the punch unit motor is turned on. Refer to the <i>Options Service Manual</i> . |
| 984.01 Service finisher error | Sensor (punch unit HP) off failure | The sensor (punch unit HP) is not turned off even when the specified time passed after the punch unit motor is turned on. Refer to the <i>Options Service Manual</i> . |
| 985.00 Service finisher error | Sensor (punch carriage shift HP) on failure | The sensor (punch carriage shift HP) is not turned on even when the specified time passed after the punch carriage shift motor assembly is turned on. Or the sensor (punch carriage shift HP) is turned off again after the sensor (punch carriage shift HP) is turned on and the punch carriage shift motor assembly stopped its rotation. Refer to the <i>Options Service Manual</i> . |
| 985.01 Service finisher error | Sensor (punch carriage shift HP) off failure | The sensor (punch carriage shift HP) is not turned off even when the specified time passed after the punch carriage shift motor assembly is turned on. Or the sensor (punch carriage shift HP) is turned on again after the sensor (punch carriage shift HP) is turned off and the punch carriage shift motor assembly stopped its rotation. Refer to the <i>Options Service Manual</i> . |
| 986.00 Service finisher error | Sensor (eject clamp HP) on failure | The sensor (eject clamp HP) is not turned on within 500 ms after the eject clamp up starts. Refer to the <i>Options Service Manual</i> . |
| 986.01 Service finisher error | Sensor (eject clamp HP) off failure | The sensor (eject clamp HP) is not turned off within 200 ms after the eject clamp down starts. Refer to the <i>Options Service Manual</i> . |
| 987.00 Service finisher error | Sensor (media eject shaft HP) on failure | The sensor (media eject shaft HP) is not turned on within 200 ms after the set clamp starts operating. Refer to the <i>Options Service Manual</i> . |
| 987.01 Service finisher error | Sensor (media eject shaft HP) off failure | The sensor (media eject shaft HP) is not turned off within the specified time after the set clamp ends operating. Refer to the <i>Options Service Manual</i> . |
| 988.00 Service finisher error | Sensor (punch unit side reg 1) on failure Sensor (punch unit side reg 2) on failure | The sensor (punch unit side reg 1) or sensor (punch unit side reg 2) did not detect the media correctly or is defective. Refer to the <i>Options Service Manual</i> . |
| 988.01 Service finisher error | Sensor (punch unit side reg 1) off failure Sensor (punch unit side reg 2) off failure | The sensor (punch unit side reg 1) or sensor (punch unit side reg 2) did not detect the media correctly or is defective. Refer to the <i>Options Service Manual</i> . |

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| Error code or message | Error contents | Description/Action |
|-----------------------------------------|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 989.00 Service finisher error | Stapler unit failure | <p>The off/on status of the sensor (stapler unit motor HP) is not detected within the specified time after the stapler unit motor (forward operation).</p> <p>Or the sensor (stapler unit motor HP) is not turned on within the specified timer after the stapler unit motor is on (reverse operation).</p> <p>Refer to the <i>Options Service Manual</i>.</p> |
| 990.00 Service finisher error | Sensor (stapler carriage HP) on failure | <p>The sensor (stapler carriage HP) is not turned on within two seconds after the stapler starts moving toward the staple position, and also the sensor (stapler carriage HP) is turned off.</p> <p>Or the sensor (stapler carriage HP) is not turned on after the stapler was moved to the staple position.</p> <p>Or the sensor (stapler carriage HP) is turned off again after the sensor (stapler carriage HP) is turned on, and the stapler stopped its moving.</p> <p>Refer to the <i>Options Service Manual</i>.</p> |
| 990.01 Service finisher error | Sensor (stapler carriage HP) off failure | <p>The sensor (stapler carriage HP) is not turned off within 500 ms after stapler starts moving to the staple position, and sensor (stapler carriage HP) is turned off.</p> <p>Or the sensor (stapler carriage HP) is not turned off after the stapler was moved to the staple position.</p> <p>Or the sensor (stapler carriage HP) is turned on again after the sensor (stapler carriage HP) is turned off, and the stapler stopped its moving.</p> <p>Refer to the <i>Options Service Manual</i>.</p> |
| 995.00 Service finisher NV | Finisher NVM R/W failure | <p>A read/write error occurred on the NVM of the finisher controller card assembly.</p> <p>Refer to the <i>Options Service Manual</i>.</p> |
| 996.00 Service wrong finisher | Finisher type failure | <p>An incorrect type of finisher is connected.</p> <p>Refer to the <i>Options Service Manual</i>.</p> |
| 997.00 Service wrong duplex | Duplex controller card assembly type failure | <p>A duplex controller card assembly of a different specification is installed.</p> <p>Go to “997.00 Duplex controller card assembly type failure” on page 2-174.</p> |
| 999.00 Service finisher error | Finisher engine/RIP functional failure | <p>The engine reported a finisher failure that the RIP card assembly did not recognize.</p> <p>Refer to the <i>Options Service Manual</i>.</p> |
| Check tray 1 guides | Tray 1 media size failure. | <p>Although tray 1 is in the printer, the media size is not detected correctly.</p> <p>Go to “Tray 1 media size failure” on page 2-192.</p> |
| Check tray 1 or 2 orientation or guides | Paper is installed (short edge) in the media paper tray. | <p>This error occurs when short edge printing is disabled, and the paper in the tray is not installed long edge (Letter A4).</p> <p>Go to “Paper is installed (short edge) in the media paper tray” on page 2-181.</p> |

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| Error code or message | Error contents | Description/Action |
|----------------------------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Check tray 1 or tray 2 orientation or guides | Media size mismatch in width. | The media width is incorrect. Go to “Media size mismatch in width” on page 2-177. |
| Check tray 2 guides | Tray 2 media size failure. | Although tray 2 is in the printer, the media size is not detected correctly. Go to “Tray 2 media size failure” on page 2-193. |
| Check tray 3 or check tray 4 orientation or guides | Media size mismatch in width. | The media width is incorrect. Go to “Media size mismatch in width” on page 2-178. |
| Close cover F | Bridge unit cover is open. | The bridge unit assembly cover is open. Refer to the <i>Options Service Manual</i> . |
| Close cover K | HCF top door open | The tray 5 HCF top door is open. Refer to the <i>Options Service Manual</i> . |
| Close door A | Printer left door open. | The printer left door assembly is open. Go to “Printer left door open” on page 2-184. |
| Close door B | Printer left lower door open. | The printer left lower door assembly is open. Go to “Printer left lower door open” on page 2-185. |
| Close door C | 2TM/TTM left door assembly open | The 2TM/TTM door is open. TTM equipped machines, go to “2TM/TTM left door assembly open” on page 2-175. 2TM equipped machines, refer to the <i>Options Service Manual</i> . |
| Close door D | Duplex left door open | The duplex left cover is open. Go to “Duplex left door assembly open” on page 2-176. |
| Close door E | Exit 2 left door open | The exit 2 left door is open. Go to “Exit 2 left door assembly open” on page 2-176. |
| Close door G | Finisher front door open. | The finisher front door is open. Refer to the <i>Options Service Manual</i> . |
| Close door J | Printer front door open. | The printer front door assembly is open. Go to “Printer front door open” on page 2-183. |
| Close surface H | Eject cover open. | Finisher eject cover is open. Refer to the <i>Options Service Manual</i> . |
| Empty hole punch box | Punch waste box full. | The punch waste box is full. Refer to the <i>Options Service Manual</i> . |
| Insert hole punch box | Punch waste box missing. | No punch waste box. Refer to the <i>Options Service Manual</i> . |
| Load staples | Staple cartridge empty. | Staple cartridge empty. Refer to the <i>Options Service Manual</i> . |



| Error code or message | Error contents | Description/Action |
|---------------------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Load tray 1 or tray 2 with <media> | No media in the selected media tray. | Media is not loaded in the tray. Go to “No media in the select media tray” on page 2-179. |
| Load tray 3 or tray 4 with <media> | No media in the selected media tray. | Media is not loaded in the tray. Go to “No media in the select media tray” on page 2-180. |
| Load tray 5 with <media> | No media in the selected media tray. | Media is not loaded in the tray. Refer to the <i>Options Service Manual</i> . |
| Remove paper from bin 1 | Finisher upper media bin full. | Stacker set over count. The upper media bin has reached maximum capacity. Refer to the <i>Options Service Manual</i> . |
| Remove paper from bin 2 | Stacker media bin full (no mix) | The stacker media bin has reached maximum capacity (no mix). Refer to the <i>Options Service Manual</i> . |
| Remove paper from bin 2 | Stacker media bin full (mix size) | The stacker media bin has reached maximum capacity (mix size). Refer to the <i>Options Service Manual</i> . |
| Remove paper from standard output bin | Standard bin 1 full. | Media in standard bin 1 is at maximum capacity. Go to “Standard bin 1 full” on page 2-185. |
| Remove paper from standard output bin | Standard bin 2 full. | Media in standard bin 2 is at maximum capacity. Go to “Standard bin 2 full” on page 2-186. |
| Scanner ADF cover open | Switch (ADF left cover interlock) open | The system detected that the switch (ADF left cover interlock) is open. Go to “Switch (ADF left cover interlock) open” on page 2-188. |
| Scanner missing - cable unplugged | Scanner missing failure | The scanner unit assembly is unplugged or missing. Go to “Scanner missing failure” on page 2-187. |
| Toner low | Toner cartridge near empty | The toner in the toner cartridge is low, but can be used. Go to “Toner cartridge near empty” on page 2-190. |
| Toner unsupported | Toner cartridge RFID failure | A toner cartridge of a different specification is installed. Go to “Toner cartridge RFID failure” on page 2-191. |
| Tray 5 missing | HCF unit docking failure or HCF tray 5 set failure. | The tray 5 HCF unit is not properly docked with the printer or the HCF tray 5 is not set. Refer to the <i>Options Service Manual</i> . |

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Service checks

200.00 Sensor (registration) off jam (too long)

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (registration)? | Remove the media. | Go to step 2. |
| 2 | Check the roll. Open the printer left door assembly, and check it. Is the transport roll assembly free of excess wear and contamination? | Go to step 3. | Clean or replace the transport roll assembly. Go to “Transfer roll assembly removal” on page 4-73. |
| 3 | Check the sensor (registration) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Registration. Open the printer left door assembly, and check it. Does the display on the operator panel change every time the sensor actuator is operated? | Go to step 5. | Go to step 4. |
| 4 | Check the sensor (registration) connection. Is the sensor (registration) properly connected? | Replace the sensor (registration). Go to “Sensor (registration) removal” on page 4-81. | Replace the connection. |
| 5 | Check the registration clutch for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Registrat clutch. Does the registration clutch make an audible clicking sound when activated? | Go to step 7. | Go to step 6. |
| 6 | Check the registration clutch connection. Is the registration clutch properly connected? | Replace the registration clutch. Go to “Registration clutch assembly removal” on page 4-80. | Replace the connection. |
| 7 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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200.01 Sensor (registration) static on jam

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (registration)? | Remove the media. | Go to step 2. |
| 2 | Check the sensor (registration) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST . 3. Touch Media Path . 4. Touch Registration . Open the printer left door assembly, and check it. Does the display on the operator panel change every time the sensor actuator is operated? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (registration) connection. Is the sensor (registration) properly connected? | Replace the sensor (registration). Go to “Sensor (registration) removal” on page 4-81 . | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119 . | Problem solved. |

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201.00 Sensor (fuser exit) on jam

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| 1 | Check the media position. Does the media touch the sensor (fuser exit)? Open the printer left door assembly, and visually check it. | Remove the media. | Go to step 2. |
| 2 | Check the fuser exit actuator. Does the fuser exit actuator appear to be binding or sticking in its normal resting position and not allowing media to pass? | Replace the fuser exit actuator. Go to “Sensor (fuser exit) removal” on page 4-103. | Go to step 3. |
| 3 | Check the roll. Open the printer left door assembly, and check it. Is the transfer roll assembly free of excess wear and contamination? | Go to step 4. | Clean or replace the transfer roll assembly. Go to “Transfer roll assembly removal” on page 4-73. |
| 4 | Inspect the pinch roll on the transfer roll guide assembly. Is the transfer roll guide assembly free of damage? | Go to step 5 | Replace the transfer roll guide assembly Go to “Transfer roll guide assembly removal” on page 4-77. |
| 5 | Check the sensor (fuser exit) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Fuser exit. Open the printer left door assembly, and check it.  The area around the actuator is very hot. Allow the fuser area to cool before proceeding. Does the display on the operator panel change every time the sensor actuator is operated? | Go to step 7. | Go to step 6. |
| 6 | Check the sensor (fuser exit) connection. Is the sensor (fuser exit) properly connected? | Replace the sensor (fuser exit). Go to “Sensor (fuser exit) removal” on page 4-103. | Replace the connection. |
| 7 | Check the registration clutch for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Registrat clutch. Does the registration clutch make an audible clicking sound when activated? | Go to step 8. | Go to step 9 |

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| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------|
| 8 | Check the registration clutch connection. Is the registration clutch properly connected? | Replace the registration clutch. Go to “Registration clutch assembly removal” on page 4-80. | Replace the connection. |
| 9 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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202.00 Sensor (fuser exit) off jam

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| 1 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (fuser exit)? | Remove the media. | Go to step 2. |
| 2 | Check the roll. Open the printer left door assembly, and check it. Is the transport roll assembly free of excess wear and contamination? | Go to step 3. | Clean or replace the transport roll assembly. |
| 3 | Check the sensor (fuser exit) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Fuser exit. Open the printer left door assembly, and check it.  The area around the actuator is very hot. Allow the fuser area to cool before proceeding. Does the display on the operator panel change every time the sensor actuator is operated? | Go to step 5. | Go to step 4. |
| 4 | Check the sensor (fuser exit) connection. Is the sensor (fuser exit) properly connected? | Replace the sensor (fuser exit). Go to “Sensor (fuser exit) removal” on page 4-103. | Replace the connection. |
| 5 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

202.01 Sensor (fuser exit) off (too short) jam

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (fuser exit)? | Remove the media. | Go to step 2. |
| 2 | Check the fuser unit assembly for a media jam. Open the printer left door assembly, and check it. Is there a media jam in the fuser unit assembly? | Remove the media. | Go to step 3. |
| 3 | Check the fuser unit assembly for proper installation. Open the printer left door assembly, and check it. Is the fuser unit assembly installed properly? | Go to step 4. | Install the fuser unit assembly properly. Go to “Fuser unit assembly removal” on page 4-104. |
| 4 | Check the roll. Open the printer left door assembly, and check it. Is the transport roll assembly free of excess wear and contamination? | Go to step 5. | Clean or replace the transport roll assembly. Go to “Transfer roll guide assembly removal” on page 4-77. |
| 5 | Check the sensor (fuser exit) for operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Fuser exit. Open the printer left door assembly, and check it.  The area around the actuator is very hot. Allow the fuser area to cool before proceeding. Does the display on the operator panel change every time the sensor actuator is operated? | Go to step 7. | Go to step 6. |
| 6 | Check the sensor (fuser exit) connection. Is the sensor (fuser exit) properly connected? | Replace the sensor (fuser exit). Go to “Sensor (fuser exit) removal” on page 4-103. | Replace the connection. |
| 7 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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202.02 Sensor (fuser exit) static jam

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (fuser exit)? Open the printer left door assembly, and check it. | Remove the media. | Go to step 2. |
| 2 | Check the sensor (fuser exit) for operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST . 3. Touch Media Path . 4. Touch Fuser exit . Open the printer left door assembly, and check it.  The area around the actuator is very hot. Allow the fuser area to cool before proceeding. Does the display on the operator panel change every time the sensor actuator is operated? | Go to step 4. | Go to step 3. |
| 3 | Is the sensor (fuser exit) properly connected? | Replace the sensor (fuser exit). Go to “Sensor (fuser exit) removal” on page 4-103. | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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203.00 Sensor (exit 2) on jam

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (fuser exit)? | Remove the media. | Go to step 2. |
| 2 | Check the media position. Open the exit 2 left door assembly, and visually check it. Does the media touch the sensor (exit 2)? | Remove the media. | Go to step 3. |
| 3 | Check the roll. Open printer left door assembly. Is the exit 1 media exit roll assembly free of excess wear and contamination? | Go to step 4. | Clean or replace the exit 1 media shift assembly. Go to “Exit 1 media shift assembly removal” on page 4-105 |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| 4 | <p>Check the drive power transmission.</p> <p>Does the exit 1 media exit roll assembly and the other gears rotate smoothly?</p> | Go to step 5. | <p>Replace damaged components.</p> <p>Go to “Exit 1 media shift assembly removal” on page 4-105.</p> |
| 5 | <p>Check the sensor (fuser exit) for operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Fuser exit. <p>Open the printer left door assembly, and check it.</p> <p> The area around the actuator is very hot. Allow the fuser area to cool before proceeding.</p> <p>Does the display on the operator panel change every time the sensor actuator is operated?</p> | Go to step 7. | Go to step 6. |
| 6 | <p>Check the sensor (fuser exit).</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (fuser exit).</p> <p>Go to “Sensor (fuser exit) removal” on page 4-103.</p> | Replace the connection. |
| 7 | <p>Check the exit 2 drive motor for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Exit2 drive mtr. 5. Touch Forward or reverse. <p>Does the above motor rotate normally?</p> | Go to step 9. | Go to step 8. |
| 8 | <p>Check the exit 2 drive motor for proper operation.</p> <p>Is the above motor connected properly?</p> | <p>Replace the exit 2 unit assembly.</p> <p>Go to “Exit 2 unit assembly removal” on page 4-322.</p> | Replace the connection. |
| 9 | <p>Check the sensor (exit 2) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Exit2. <p>Open the printer left door assembly and the exit 2 left door assembly.</p> <p>Does the display on the operator panel change every time the actuator on the above sensor operates?</p> | Go to step 11. | Go to step 10. |
| 10 | <p>Check the sensor (exit 2) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (exit 2).</p> <p>Go to “Exit 2 sensor (exit 2) removal” on page 4-335.</p> | Replace the connection. |

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| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 11 | <p>Check the media diverter solenoid for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Diverter solenoid. <p>Open the printer left door assembly. Does the above component operate normally?</p> | Go to step 13. | Go to step 12. |
| 12 | <p>Check the media diverter solenoid for proper connection.</p> <p>Is the above component connect properly?</p> | <p>Replace the media diverter solenoid.</p> <p>Go to “Exit 2 media diverter solenoid removal” on page 4-334.</p> | Replace the connection. |
| 13 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the exit interface card assembly.</p> <p>Go to “Exit interface card assembly removal” on page 4-117.</p> <p>Go to step 14.</p> | Problem solved. |
| 14 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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203.01 Sensor (exit 2) off jam

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the media position.</p> <p>Open the exit 2 left door assembly, and visually check it.</p> <p>Does the media touch the sensor (exit 2)?</p> | Remove the media. | Go to step 2. |
| 2 | <p>Check the roll.</p> <p>Open the exit 2 left door assembly.</p> <p>Is the exit 2 media transport roll assembly free of excess wear and contamination?</p> | Go to step 3. | <p>Clean or replace the exit 2 unit assembly.</p> <p>Go to “Exit 2 unit assembly removal” on page 4-322.</p> |
| 3 | <p>Check the drive power transmission.</p> <p>Do the exit 2 media transport roll assembly and the other gears rotate smoothly?</p> | Go to step 4. | <p>Replace damaged parts.</p> <p>Go to “Exit 2 unit assembly removal” on page 4-322.</p> |
| 4 | <p>Check the roll.</p> <p>Open exit 2 left door assembly.</p> <p>Is the exit 2 media exit roll assembly free of excess wear and contamination?</p> | Go to step 5. | <p>Clean or replace the exit 2 unit assembly.</p> <p>Go to “Exit 2 unit assembly removal” on page 4-322.</p> |

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 5 | Check the drive power transmission. Do the exit 2 media exit roll assembly and the other gears rotate smoothly? | Go to step 6. | Replace damaged parts. Go to “Exit 2 unit assembly removal” on page 4-322. |
| 6 | Check the sensor (exit 2) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Exit2. Open the printer left door assembly and the exit 2 left door assembly. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 8. | Go to step 7. |
| 7 | Check the sensor (exit 2) for proper connection. Is the above sensor connected properly? | Replace the sensor (exit 2). Go to “Exit 2 sensor (exit 2) removal” on page 4-335. | Replace the connection. |
| 8 | Check the exit 2 drive motor for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Exit2 drive mtr. 5. Touch Forward or reverse. Does the above motor rotate normally? | Go to step 10. | Go to step 9. |
| 9 | Check the exit 2 drive motor for proper connection. Is the above motor connected properly? | Replace the exit 2 unit assembly. Go to “Exit 2 unit assembly removal” on page 4-322. | Replace the connection. |
| 10 | Perform a print test. Does the error still occur? | Replace the exit interface card assembly. Go to “Exit interface card assembly removal” on page 4-117. Go to step 11. | Problem solved. |
| 11 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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203.02 Sensor (exit 2) on jam in standard bin or finisher

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the position of the media diverter solenoid. Is the media diverter gate facing toward exit 1? | Go to step 2. | Go to step 3. |
| 2 | Check the media diverter gate for an obstruction. Is the media diverter gate free of any debris or obstructions? | Remove any obstructions. | Go to step 3. |
| 3 | Check the diverter solenoid for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS . 3. Touch Printer Motor Test . 4. Touch Diverter solenoid . Open the printer left door assembly. Does the above component operate normally? | Go to step 5. | Go to step 3. |
| 4 | Check the media diverter solenoid for proper connection. Is the above component connected properly? | Replace the exit 2 unit assembly. Go to “Exit 2 unit assembly removal” on page 4-322. | Replace the connection. |
| 5 | Check the media position. Open the exit 2 left door assembly, and visually check it. Does the media touch the sensor (exit 2)? | Remove the media. | Go to step 6. |
| 6 | Check the sensor (exit 2) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST . 3. Touch Media Path . 4. Touch Exit2 . Open the printer left door assembly and the exit 2 left door assembly. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 8. | Go to step 7. |
| 7 | Check the sensor (exit 2) for proper connection. Is the above sensor connected properly? | Replace the sensor (exit 2). Go to “Exit 2 sensor (exit 2) removal” on page 4-335. | Replace the connection. |
| 8 | Perform a print test. Does the error still occur? | Replace the exit interface card assembly. Go to “Exit interface card assembly removal” on page 4-117. Go to step 9. | Problem solved. |

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| Step | Check | Yes | No |
|------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 9 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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203.03 Sensor (exit 2) static jam

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the media position. Open the exit 2 left door assembly, and visually check it. Does the media touch the sensor (exit 2)? | Remove the media. | Go to step 2. |
| 2 | Check the sensor (exit 2) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Exit2. Open the printer left door assembly and the exit 2 left door assembly. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (exit 2) for proper connection. Is the above sensor connected properly? | Replace the sensor (exit 2). Go to “Exit 2 sensor (exit 2) removal” on page 4-335. | Replace the connection. |
| 4 | Perform a print test. Does the error still occur? | Replace the exit interface card assembly. Go to “Exit interface card assembly removal” on page 4-117. Go to step 5. | Problem solved. |
| 5 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

230.00 Sensor (duplex wait) on jam

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| 1 | Check the media position. Does the media remain in the exit 2? Open the exit 2 left door assembly, and visually check it. | Remove the media. | Go to step 2. |
| 2 | Check the roll. Open exit 2 left door assembly. Is the exit 2 media transport roll assembly free of excess wear and contamination? | Go to step 3. | Clean or replace the exit 2 unit assembly. Go to “Exit 2 unit assembly removal” on page 4-322. |
| 3 | Check the drive power transmission. Does the exit 2 media transport roll assembly and the other gears rotate smoothly? | Go to step 4. | Replace damaged parts. Go to “Exit 2 unit assembly removal” on page 4-322. |
| 4 | Check the roll. Open exit 2 left door assembly. Is the exit 2 media exit roll assembly free of excess wear and contamination? | Go to step 5. | Clean or replace the exit 2 unit assembly. Go to “Exit 2 unit assembly removal” on page 4-322. |
| 5 | Check the drive power transmission. Does the exit 2 media exit roll assembly and the other gears rotate smoothly? | Go to step 6. | Replace damaged parts. Go to “Exit 2 unit assembly removal” on page 4-322. |
| 6 | Check the exit 2 drive motor for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Exit2 drive mtr. 5. Touch Forward or reverse. Does the above motor rotate normally? | Go to step 9. | Go to step 7. |
| 7 | Check the exit 2 drive motor for proper connection. Is the above motor connected properly? | Replace the exit 2 unit assembly. Go to “Exit 2 unit assembly removal” on page 4-322. | Replace the connection. |
| 8 | Check the connection between the exit interface card assembly and the printer engine card assembly. Are connectors PJ431 and PJ421 connected properly? | Go to step 9. | Replace the connection. |
| 9 | Check the sensor (duplex wait) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch DUPLEX TESTS. 3. Touch Sensor Test. 4. Touch Duplex wait. Open the duplex left door assembly. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 11. | Go to step 10. |

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| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 10 | Check the sensor (duplex wait) for proper connection. Is the above sensor connected properly? | Replace the sensor (duplex wait). Go to “Duplex sensor (duplex wait) removal” on page 4-314. | Replace the connection. |
| 11 | Perform a print test. Does the error still occur? | Replace the exit interface card assembly. Go to “Exit interface card assembly removal” on page 4-117. Go to step 11. | Problem solved. |
| 12 | Perform a print test. Does the error still occur? | Replace the duplex controller card assembly. Go to “Duplex controller card assembly removal” on page 4-311. Go to step 13. | Problem solved. |
| 13 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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230.00 Sensor (duplex wait) on jam

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------|
| 1 | Check the paper position. Open the exit 2 left door assembly, and visually check it. Does the paper remain in the exit 2? | Remove the paper. | Go to step 2. |
| 2 | Check the roll. Open exit 2 left door assembly. Is the exit 2 media transport roll assembly free of excess wear and contamination? | Go to step 3. | Clean or replace the exit 2 unit assembly. Go to “Exit 2 unit assembly removal” on page 4-322. |
| 3 | Check the drive power transmission. Do the exit 2 media transport roll assembly and the other gears rotate smoothly? | Go to step 4. | Replace damaged components or the exit 2 unit assembly. Go to “Exit 2 unit assembly removal” on page 4-322. |
| 4 | Check the roll. Open exit 2 left door assembly. Is the exit 2 media exit roll assembly free of excess wear and contamination? | Go to step 5. | Clean or replace the exit 2 unit assembly. Go to “Exit 2 unit assembly removal” on page 4-322. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| 5 | Check the drive power transmission. Do the exit 2 media exit roll assembly and the other gears rotate smoothly? | Go to step 6. | Replace damaged components. Go to “Exit 2 unit assembly removal” on page 4-322. |
| 6 | Check the exit 2 drive motor for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Exit2 drive mtr. 5. Touch Forward or reverse. Does the above motor rotate normally? | Go to step 8. | Go to step 7. |
| 7 | Check the exit 2 drive motor for proper connection. Is the above motor connected properly? | Replace the exit 2 unit assembly. Go to “Exit 2 unit assembly removal” on page 4-322. | Replace the connection. |
| 8 | Check the connection between the exit interface card assembly and the printer engine card assembly. Are connectors P431 and P421 connected properly? | Go to step 9. | Replace the connection. |
| 9 | Check the sensor (duplex wait) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch DUPLEX TESTS. 3. Touch Sensor Test. 4. Touch Duplex wait. Open the duplex left door assembly. Does the display on the operator panel change every time the sensing area of the above sensor is blocked by the duplex wait actuator? | Go to step 11. | Go to step 10. |
| 10 | Check the sensor (duplex wait) for proper connection. Is the above sensor connected properly? | Replace the sensor (duplex wait). Go to “Duplex sensor (duplex wait) removal” on page 4-314. | Replace the connection. |
| 11 | Perform a 2 sided print test. Does the error still occur? | Replace the duplex controller card assembly. Go to “Duplex controller card assembly removal” on page 4-311. Go to step 12. | Problem solved. |
| 12 | Perform a 2 sided print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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230.01 Sensor (duplex wait) static jam

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| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the paper position. Open the duplex left door assembly, and visually check it. Does the paper touch the duplex wait actuator? | Remove the paper. | Go to step 2. |
| 2 | Check the sensor (duplex wait) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch DUPLEX TESTS . 3. Touch Sensor Test . 4. Touch Duplex wait . Open the duplex left door assembly. Does the display on the operator panel change every time the sensing area of the above sensor is blocked by the duplex wait actuator? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (duplex wait) for proper connection. Is the above sensor connected properly? | Replace the sensor (duplex wait). Go to “Duplex sensor (duplex wait) removal” on page 4-314. | Replace the connection. |
| 4 | Perform a 2 sided print test. Does the error still occur? | Replace the duplex controller card assembly. Go to “Duplex controller card assembly removal” on page 4-311. Go to step 5. | Problem solved. |
| 5 | Perform a 2 sided print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

231.00 Sensor (registration) on jam (duplex paper feed)

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------|
| 1 | Check the paper position. Open the printer left door assembly, and visually check it. Does the paper touch the sensor (registration)? | Remove the paper. | Go to step 2. |
| 2 | Check the Duplex for proper installation. Remove duplex unit assembly, and reinstall it. Perform a two sided print test. Does the error still occur? | Go to step 3. | Problem solved. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | Check the roll. Open the duplex left door assembly. Is the duplex media transport roll assembly free of excess wear and contamination? | Go to step 4. | Clean or replace the duplex media transport roll assembly. Go to “Duplex media transport rolls removal” on page 4-320. |
| 4 | Check the drive power transmission. Open the duplex left door assembly. Do the duplex media transport roll assembly and the other gears rotate smoothly? | Go to step 5. | Replace damaged components. Go to “Duplex media transport rolls removal” on page 4-320. |
| 5 | Check the roll. Open the duplex left door assembly. Is the duplex media transport center roll assembly free of excess wear and contamination? | Go to step 6. | Clean or replace the duplex media transport center roll assembly. Go to “Duplex media center transport roll removal” on page 4-321. |
| 6 | Check the drive power transmission. Open the duplex left door assembly. Do the duplex media transport center roll assembly and the other gears rotate smoothly? | Go to step 7. | Replace damaged components. Go to “Duplex media center transport roll removal” on page 4-321. |
| 7 | Check the duplex drive motor for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Duplex drv mtr. Open the duplex left cover assembly. Does the above motor rotate properly? | Go to step 9. | Go to step 8. |
| 8 | Check the duplex drive motor for proper connection. Is the above motor connected properly? | Go to step 9. | Replace the connection. |
| 9 | Check the duplex controller card assembly and printer engine card assembly for proper connection. Are the connections on the duplex controller card assembly and the connector P417 on the printer engine card assembly connected? | Go to step 10. | Replace the connection. |
| 10 | Perform a 2 sided print test. Does the error still occur? | Replace the duplex controller card assembly. Go to “Duplex controller card assembly removal” on page 4-311. Go to step 14. | Problem solved. |

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| Step | Check | Yes | No |
|------|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 14 | Perform a 2 sided print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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231.01 Sensor (registration) on jam (duplex paper feed)

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the paper position. Open the printer left door assembly, and visually check it. Does the paper touch the sensor (registration)? | Remove the paper. | Go to step 2. |
| 2 | Check the paper position. Open the duplex left door assembly, and visually check it. Does the paper touch the duplex wait actuator? | Remove the paper. | Go to step 3. |
| 3 | Check the duplex unit for proper installation. Remove the duplex unit assembly and reinstall it. Perform a two sided print test. Does the error still occur? | Go to step 4. | Problem solved. |
| 4 | Check the roll. Open the duplex left door assembly. Is the roll of the duplex media transport roll assembly free of excess wear and contamination? | Go to step 5. | Clean or replace the duplex media transport roll assembly. Go to “Duplex media transport rolls removal” on page 4-320. |
| 5 | Check the drive power transmission. Open the duplex left door assembly. Do the duplex media transport roll assembly and the other gears rotate smoothly? | Go to step 6. | Replace damaged components. Go to “Duplex media transport rolls removal” on page 4-320. |
| 6 | Check the roll. Open the duplex left door assembly. Is the roll of the duplex media center transport roll assembly free of excess wear and contamination? | Go to step 7. | Clean or replace the duplex media center transport roll assembly. Go to “Duplex media center transport roll removal” on page 4-321. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| 7 | <p>Check the drive power transmission.</p> <p>Open the duplex left door assembly.</p> <p>Do the duplex media center transport roll assembly and the other gears rotate smoothly?</p> | Go to step 8. | <p>Replace damaged components.</p> <p>Go to “Duplex media center transport roll removal” on page 4-321.</p> |
| 8 | <p>Check the sensor (duplex wait) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch DUPLEX TESTS. 3. Touch Sensor Test. 4. Touch Duplex wait. <p>Open the duplex left door assembly.</p> <p>Does the display on the operator panel change every time the sensing area of the above sensor is blocked by the duplex wait actuator?</p> | Go to step 10. | Go to step 9. |
| 9 | <p>Check the sensor (duplex wait) for proper connection.</p> <p>Is the above sensor connected properly?</p> | Go to step 10. | Replace the connection. |
| 10 | <p>Check the duplex drive motor for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Duplex drv mtr. <p>Open the duplex left cover assembly.</p> <p>Does the above motor rotate properly?</p> | Go to step 12. | Go to step 11. |
| 11 | <p>Check the duplex drive motor assembly for proper connection.</p> <p>Is the above motor connected properly?</p> | <p>Replace the duplex drive motor.</p> <p>Go to “Duplex drive motor assembly removal” on page 4-308.</p> | Replace the connection. |
| 12 | <p>Check the duplex controller card assembly and printer engine card assembly for proper connection.</p> <p>Are the connections on the duplex controller card assembly and the connector P417 on the printer engine card assembly connected?</p> | Go to step 13. | Replace the connection. |
| 13 | <p>Perform a 2 sided print test.</p> <p>Does the error still occur?</p> | <p>Replace the duplex controller card assembly.</p> <p>Go to “Duplex controller card assembly removal” on page 4-311.</p> <p>Go to step 14.</p> | Problem solved. |
| 14 | <p>Perform a 2 sided print test.</p> <p>Does the error still occur?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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241.00 Sensor (pre-feed) on jam (tray 1 feed)

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media condition. Is the media in the tray crumpled or damaged? | Replace the damaged media with new. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for tray 1? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the rolls for tray 1. Remove tray 1, check it over. Are the feed roll, separation roll, and pick roll free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separating roll, or pick roll. Go to “Feed roll removal” on page 4-45 , “Separation roll removal” on page 4-49 , and “Pick roll removal” on page 4-51 . |
| 4 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (pre-feed) in tray 1 media feed unit assembly? | Remove the media. | Go to step 5. |
| 5 | Check the sensor (pre-feed) for proper operation in tray 1. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS . 3. Touch Sensor test . 4. Touch Tray 1 . 5. Touch Pre-feed . Remove the media tray assembly and check it. Does the display on the operator panel change every time a white piece of paper is placed over the sensing area? | Ensure the media feed unit front guide is installed properly. Go to step 7. | Go to step 6. |
| 6 | Check the sensor (pre-feed) connection. Is the sensor (pre-feed) properly connected? | Replace the sensor (pre-feed). | Replace the connection. |
| 7 | Check the media feed lift motor in tray 1 for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS . 3. Touch Printer motor tests . 4. Touch Tray 1 feed mtr . Pull out the tray 1, and check it. Does the media feed lift motor rotate normally? | Go to step 10. | Skip to step 9. |
| 8 | Check the media feed lift motor connection. Is the media feed lift motor properly connected? | Go to step 9. | Replace the connection. |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 9 | <p>Check the media feed lift motor for proper operation of tray 1.</p> <p>Replace the media feed lift motor for tray 1 with one from tray 2.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Tray 1 feed mtr. <p>Does the motor rotate normally?</p> | <p>Re-install the media feed lift motor for tray 2 as it previously was, and replace the tray 1 motor with a new one.</p> <p>Go to “Media feed lift motor removal” on page 4-33.</p> | Go to step 10. |
| 10 | <p>Perform a print test.</p> <p>Does the error continue?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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241.01 Sensor (registration) on jam (tray 1 feed)

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the media condition.</p> <p>Is the media in the tray crumpled or damaged?</p> | Replace with new media; ensure it is dry. | Go to step 2. |
| 2 | <p>Check the media size setup.</p> <p>Does the size of media in use match the size set for tray 1?</p> | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | <p>Check the rolls for tray 1.</p> <p>Remove and check tray 1.</p> <p>Are the feed roll, separation roll, and pick roll free of excess wear and contamination?</p> | Go to step 4. | <p>Clean or replace the feed roll, separation roll, and pick roll.</p> <p>Go to “Feed roll removal” on page 4-45, “Separation roll removal” on page 4-49, and “Pick roll removal” on page 4-51.</p> |
| 4 | <p>Check the media position.</p> <p>Open the printer left door assembly, and visually check it.</p> <p>Does the media touch the sensor (registration) or the sensor (pre-feed) in tray 1 media feed unit assembly?</p> | Remove the media. | Go to step 5. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 5 | <p>Check the sensor (registration) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Registration. <p>Open the printer left door assembly.</p> <p>Does the display on the operator panel change every time the sensor actuator operates?</p> | Go to step 7. | Go to step 6. |
| 6 | <p>Check the sensor (registration) connection.</p> <p>Is the sensor (registration) properly connected?</p> | <p>Replace the sensor (registration).</p> <p>Go to “Sensor (registration) removal” on page 4-81.</p> | Replace the connection. |
| 7 | <p>Check the sensor (pre-feed) for proper operation in tray 1.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor test. 4. Touch Tray 1. 5. Touch Pre-feed. <p>Remove the media tray assembly, and check it.</p> <p>Does the display on the operator panel change every time a white piece of paper is placed over the sensing area?</p> | <p>Ensure the media feed unit front guide is installed properly.</p> <p>Go to step 9.</p> | <p>Replace the sensor (pre-feed).</p> <p>Go to “Sensor (pre-feed) removal” on page 4-41.</p> |
| 8 | <p>Check the sensor (pre-feed) connection.</p> <p>Is the sensor (pre-feed) properly connected?</p> | <p>Replace the sensor (pre-feed).</p> <p>Go to “Sensor (pre-feed) removal” on page 4-41.</p> | Replace the connection. |
| 9 | <p>Perform a print test.</p> <p>Does the error continue?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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242.00 Sensor (pre-feed) on jam (tray 2 feed)

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------|
| 1 | <p>Check the media condition.</p> <p>Is the media in the tray crumpled or damaged?</p> | Replace the media with new media; ensure it is dry. | Go to step 2. |
| 2 | <p>Check the media size setup.</p> <p>Does the media size in use match the size set for tray 2?</p> | Go to step 3. | Replace the media, or change the media size setup. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | Check the rolls for tray 2. Remove tray 2 and check it. Are the feed roll, separation roll, and pick roll free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “Feed roll removal” on page 4-45 , “Separation roll removal” on page 4-49 , and “Pick roll removal” on page 4-51 . |
| 4 | Check the media position. Open the printer left lower door assembly, and visually check it. Does the media touch the sensor (pre-feed) in the tray 2 media feed unit? | Remove the media. | Go to step 5. |
| 5 | Check the sensor (pre-feed) in tray 2 for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS . 3. Touch Sensor test . 4. Touch Tray 2 . 5. Touch Pre-feed . Remove the media tray assembly, and check it. Does the display on the operator panel change every time a white piece of paper is placed over the sensing area? | Ensure the media feed unit front guide is installed properly. Go to step 7. | Go to step 6. |
| 6 | Check the sensor (pre-feed) connection. Is the sensor (pre-feed) properly connected? | Replace the sensor (pre-feed). Go to “Sensor (pre-feed) removal” on page 4-41 . | Replace the connection. Go to “Sensor (pre-feed) removal” on page 4-41 . |
| 7 | Check the media feed lift motor in tray 2 for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS . 3. Touch Printer Motor Test . 4. Touch Tray 2 feed mtr . Pull out the tray 2, and check it. Does the media feed lift motor rotate normally. | Go to step 10. | Go to step 8. |
| 8 | Check the media feed lift motor connection. Is the media feed lift motor properly connected? | Go to step 9. | Replace the connection. Go to “Sensor (pre-feed) removal” on page 4-41 . |

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| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 9 | <p>Check the media feed lift motor in tray 2 for proper operation.</p> <p>Replace the media feed lift motor for tray 2 with the one from tray 1.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Tray 2 feed mtr. <p>Does the media feed lift motor rotate normally?</p> | <p>Install the media feed lift motor for tray 1 as it previously was, and replace the motor for tray 2 with a new motor.</p> <p>Go to “Media feed lift motor removal” on page 4-33.</p> | Go to step 10. |
| 10 | <p>Perform a print test.</p> <p>Does the error continue?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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242.01 Sensor (tray 2 feed-out) on jam (tray 2 feed)

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the media condition.</p> <p>Is the media in the tray crumpled or damaged?</p> | Replace the media with new media; ensure it is dry. | Go to step 2. |
| 2 | <p>Check the media size setup.</p> <p>Does the media size in use match the size set for tray 2?</p> | Go to step 2. | Replace the media, or change the media size setup. |
| 3 | <p>Check the rolls for tray 2.</p> <p>Pull out the tray 2, and check it.</p> <p>Open the printer left lower door assembly, and visually check it.</p> <p>Are the feed roll, separation roll, and pick roll free of excess wear and contamination?</p> | Go to step 4. | <p>Clean or replace the feed roll, separation roll, and pick roll.</p> <p>Go to “Feed roll removal” on page 4-45, “Separation roll removal” on page 4-49, and “Pick roll removal” on page 4-51.</p> |
| 4 | <p>Check the media position.</p> <p>Does the media touch the sensor (tray 2 feed-out) or the tray 2 media feed unit?</p> | Remove the media. | Go to step 5. |

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| 5 | <p>Check the sensor (tray 2 feed-out) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor test. 4. Touch Tray 2. 5. Touch Media out. <p>Open the printer left lower door assembly and check it.</p> <p>Does the display on the operator panel change every time a white piece of paper is placed over the sensing area?</p> | Go to step 7. | Go to step 6. |
| 6 | <p>Check the sensor (tray 2 feed-out) connection.</p> <p>Is the sensor (tray 2 feed-out) properly connected?</p> | <p>Replace the sensor (tray 2 feed-out).</p> <p>Go to “Sensor (tray 2 feed-out) removal” on page 4-83.</p> | Replace the connection. |
| 7 | <p>Check the sensor (pre-feed), in tray 2, for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor test. 4. Touch Tray 2. 5. Touch Pre-feed. <p>Remove the media tray assembly and check it.</p> <p>Does the display on the operator panel change every time a white piece of paper is placed over the sensing area?</p> | <p>Ensure the media feed unit front guide is installed properly.</p> <p>Go to step 9.</p> | Replace the sensor (pre-feed). |
| 8 | <p>Check the sensor (pre-feed) connection.</p> <p>Is the sensor (pre-feed) properly connected?</p> | Replace the sensor (pre-feed). | Replace the connection. |
| 9 | <p>Check the MPF/transport drive motor.</p> <p>Perform the MPF/transport drive motor test.</p> <p>Open the ADF left cover assembly.</p> <p>Remove the rear motor cover. Go to “Rear motor cover removal” on page 4-11.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Tests. 4. Touch MPF/Transport mtr. <p>Does the MPF/transport motor operate properly?</p> | Go to step 11. | Go to step 10. |
| 10 | <p>Check the MPF/transport drive motor for connection.</p> <p>Is the above motor connected properly?</p> | <p>Replace the MPF/transport drive motor.</p> <p>Go to “MPF/transport drive motor assembly removal” on page 4-82.</p> | Replace the connection. |

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| Step | Check | Yes | No |
|------|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------|
| 11 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to " Printer engine card assembly removal " on page 4-119. | Problem solved. |

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242.02 Sensor (registration) on jam (tray 2 feed)

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media condition. Is the media in the tray, crumpled or damaged? | Replace the media with new; ensure it is dry. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for tray 2? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the roll for tray 2. Remove tray 2, and check it. Are the feed roll, separation roll, and pick roll free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to " Feed roll removal " on page 4-45, " Separation roll removal " on page 4-49, and " Pick roll removal " on page 4-51. |
| 4 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (registration)? | Remove the media. | Go to step 5. |
| 5 | Check the media position. Open the printer left lower door assembly, and check it. Does the media touch the sensor (tray 2 feed-out)? | Remove the media. | Go to step 6. |
| 6 | Check the sensor (registration) for proper operation. Open the printer left door assembly, and check it. <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Registration. Open the printer left door assembly, and check it. Does the display on the operator panel change every time the sensor actuator is operated? | Go to step 8. | Go to step 7. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| 7 | <p>Check the sensor (registration) connection. Is the sensor (registration) properly connected?</p> | <p>Replace the sensor (registration). Go to “Sensor (registration) removal” on page 4-81.</p> | <p>Replace the connection.</p> |
| 8 | <p>Check the sensor (tray 2 feed-out) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 2. 5. Touch Feed-out. <p>Open the printer left lower door assembly, and check it. Does the display on the operator panel change every time a white piece of paper is placed over the sensing area?</p> | <p>Go to step 10.</p> | <p>Go to step 9.</p> |
| 9 | <p>Check the sensor (tray 2 feed-out) connection. Is the sensor (tray 2 feed-out) properly connected?</p> | <p>Replace the sensor (tray 2 feed-out). Go to “Sensor (tray 2 feed-out) removal” on page 4-83.</p> | <p>Replace the sensor (tray 2 feed-out).</p> |
| 10 | <p>Check the MPF/transport drive motor. Perform the MPF/transport drive motor test. Open the ADF left cover assembly. Remove the rear motor cover. Go to “Rear motor cover removal” on page 4-11.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Tests. 4. Touch MPF/Transport mtr. <p>Does the MPF/transport motor operate properly?</p> | <p>Go to step 12.</p> | <p>Go to step 11.</p> |
| 11 | <p>Check the MPF/transport drive motor for connection. Is the above motor connected properly?</p> | <p>Replace the MPF/transport drive motor. Go to “MPF/transport drive motor assembly removal” on page 4-82.</p> | <p>Replace the connection.</p> |
| 12 | <p>Perform a print test. Does the error continue?</p> | <p>Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119.</p> | <p>Problem solved.</p> |

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242.03 Sensor (tray 2 feed-out) static jam

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the media position. Does the media touch the sensor (tray 2 feed-out)? Open the printer left lower door assembly, and visually check it. | Remove the media. | Go to step 2. |
| 2 | Check the sensor (tray 2 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS . 3. Touch Sensor Test . 4. Touch Tray 2 . 5. Touch Feed-out . Open the printer left lower door assembly, and check it. Does the display on the operator panel change every time a white piece of paper is placed over the sensing area? | Go to step 4. | Go to step 3 |
| 3 | Check the sensor (tray 2 feed-out) connection. Is the sensor (tray 2 feed-out) properly connected? | Replace the sensor (tray 2 feed-out). | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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243.00 Sensor (pre-feed) on jam (tray 3 media feed)

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media condition. Is the media in the tray crumpled or damaged? | Replace the media. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for tray 3? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the tray 3 rolls. Pull out the tray 3, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)—feed roll removal” on page 4-266, “2000-sheet dual input (TTM)—separation roll removal” on page 4-270, and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273. |

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | <p>Check the media position.</p> <p>Open the 2TM/TTM left door assembly, and visually check it.</p> <p>Does the media touch the sensor (pre-feed) of the tray 3 media feed unit assembly?</p> | Remove the media. | Go to step 5. |
| 5 | <p>Check the tray 3 sensor (pre-feed) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 3. 5. Touch Feed-out. <p>Remove the media tray assembly.</p> <p>Does the display on the operator panel change every time a white piece of paper is placed over the sensing area of the above sensor?</p> | Go to step 7. | Go to step 6. |
| 6 | <p>Check the tray 3 sensor (pre-feed) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (pre-feed).</p> <p>Go to “2000-sheet dual input (TTM)—sensor (pre-feed) removal” on page 4-263.</p> | Replace the connection. |
| 7 | <p>Check the connection between the 2TM/TTM controller card assembly and the printer engine card assembly.</p> <p>Are the above cards connected properly?</p> | Go to step 8. | Replace the connection. |
| 8 | <p>Check the tray 3 media feed lift motor for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Tray 3 feed mtr. <p>Does the above motor rotate normally?</p> | Go to step 11. | Go to step 9. |
| 9 | <p>Check the tray 3 media feed lift motor for proper connection.</p> <p>Is the above motor connected properly?</p> | Go to step 10. | Replace the connection. |
| 10 | <p>Check the tray 3 media feed lift motor for proper operation.</p> <p>Replace the media feed lift motor for tray 3 with that from tray 4.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Tray 3 feed mtr. <p>Does the above motor rotate normally?</p> | <p>Reinstall the media feed lift motor for tray 4 as it previously was, and replace the media feed lift motor for tray 3 with a new one.</p> <p>Go to “2000-sheet dual input (TTM)—media feed lift motor removal” on page 4-255.</p> | <p>Replace the 2TM/TTM controller card assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281.</p> |

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| Step | Check | Yes | No |
|------|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 11 | Perform a print test. Does the error still occur? | Replace the 2TM/ TTM controller card assembly. Go to “2000-sheet dual input (TTM)— 2TM/TTM controller card assembly removal” on page 4-281. Go to step 12. | Problem solved. |
| 12 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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243.01 Sensor (tray 3 feed-out) on jam (tray 3 media feed)

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media condition. Is the media in the tray crumpled or damaged? | Replace the media. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for tray 3? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the tray 3 rolls. Pull out the tray 3, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)— feed roll removal” on page 4-266, “2000-sheet dual input (TTM)— separation roll removal” on page 4-270, and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273. |
| 4 | Check the media position. Open the 2TM/TTM left door assembly, and visually check it. Does the media touch the tray 3 feed-out sensor or the sensor (pre-feed) of the tray 3 media feed unit assembly? | Remove the media. | Go to step 5. |

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 5 | <p>Check the sensor (tray 3 feed-out) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 3. 5. Touch Feed-out. <p>Open the 2TM/TTM left door assembly, and visually check it.</p> <p>Does the display on the operator panel change every time the actuator on the above sensor operates?</p> | Go to step 7. | Go to step 6. |
| 6 | <p>Check the sensor (tray 3 feed-out) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (tray 3 feed-out).</p> <p>Go to “2000-sheet dual input (TTM)—sensor (tray 3 feed-out) removal” on page 4-254.</p> | Replace the connection. |
| 7 | <p>Check the connection between the 2TM/TTM controller card assembly and the printer engine card assembly.</p> <p>Are the above cards connected properly?</p> | Go to step 8. | Replace the connection. |
| 8 | <p>Check the tray 3 sensor (pre-feed) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 3. 5. Touch Feed-out. <p>Remove the media tray assembly.</p> <p>Does the display on the operator panel change every time a white piece of paper is placed over the sensing area of the above sensor?</p> | Go to step 10. | Go to step 9. |
| 9 | <p>Check the tray 3 sensor (pre-feed) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (pre-feed).</p> <p>Go to “2000-sheet dual input (TTM)—sensor (pre-feed) removal” on page 4-263.</p> | Replace the connection. |
| 10 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the 2TM/TTM controller card assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281.</p> <p>Go to step 11.</p> | Problem solved. |

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| Step | Check | Yes | No |
|------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 11 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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243.02 Sensor (tray 2 feed-out) on jam (tray 3 media feed)

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media condition. Is the media in the tray crumpled or damaged? | Replace the media. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for tray 3? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the tray 3 rolls. Pull out the tray 3, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)—feed roll removal” on page 4-266, “2000-sheet dual input (TTM)—separation roll removal” on page 4-270, and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273. |
| 4 | Check the media position. Open the printer left lower door assembly, and visually check it. Does the media touch the sensor (tray 2 feed-out)? | Remove the media. | Go to step 5. |
| 5 | Check the media position. Open the 2TM/TTM left door assembly, and visually check it. Does the media touch the sensor (tray 3 feed-out)? | Remove the media. | Go to step 6. |
| 6 | Check the sensor (tray 2 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 2. 5. Touch Feed-out. Open the printer left lower door assembly, and visually check it. Does the display on the operator panel change every time a white piece of paper is placed over the sensing area of the above sensor? | Go to step 8. | Go to step 7. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 7 | Check the sensor (tray 2 feed-out) for proper connection. Is the above sensor connected properly? | Replace the sensor (tray 2 feed-out). Go to “Sensor (tray 2 feed-out) removal” on page 4-83. | Replace the connection. |
| 8 | Check the sensor (tray 3 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 3. 5. Touch Feed-out. Open the 2TM/TTM left door assembly, and visually check it. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 10. | Go to step 9. |
| 9 | Check the sensor (tray 3 feed-out) for proper connection. Is the above sensor connected properly? | Replace the sensor (tray 3 feed-out). Go to “2000-sheet dual input (TTM)—sensor (tray 3 feed-out) removal” on page 4-254. | Replace the connection. |
| 10 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Go to step 11. | Replace the connection. |
| 11 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 11. | Problem solved. |
| 12 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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243.03 Sensor (registration) on jam (tray 3 media feed)

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------|--------------------|---------------|
| 1 | Check the media condition. Is the media in the tray crumpled or damaged? | Replace the media. | Go to step 2. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | Check the media size setup. Does the media size in use match the size set for tray 3? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the tray 3 rolls. Pull out the tray 3, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)—feed roll removal” on page 4-266, “2000-sheet dual input (TTM)—separation roll removal” on page 4-270, and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273. |
| 4 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (registration)? | Remove the media. | Go to step 5. |
| 5 | Check the media position. Open the 2TM/TTM left door assembly, and visually check it. Does the media touch the sensor (tray 3 feed-out)? | Remove the media. | Go to step 6. |
| 6 | Check the sensor (registration) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST . 3. Touch Media Path . 4. Touch Registration . Open the printer left door assembly, and visually check it. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 8. | Go to step 7. |
| 7 | Check the sensor (registration) for proper connection. Is the above sensor connected properly? | Replace the sensor (registration). Go to “Sensor (registration) removal” on page 4-81. | Replace the connection. |
| 8 | Check the sensor (tray 3 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS . 3. Touch Sensor Test . 4. Touch Tray 3 . 5. Touch Feed-out . Open the 2TM/TTM left door assembly, and visually check it. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 10. | Go to step 9. |

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| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 9 | Check the sensor (tray 3 feed-out) for proper connection. Is the above sensor connected properly? | Replace the sensor (tray 3 feed-out). Go to “2000-sheet dual input (TTM)—sensor (tray 3 feed-out) removal” on page 4-254. | Replace the connection. |
| 10 | Check the connection between the 2TM/TTM controller card assembly and the printer engine card assembly. Are the above boards connected properly? | Go to step 11. | Replace the connection. |
| 11 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 12. | Problem solved. |
| 12 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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243.04 Sensor (tray 3 feed-out) static jam

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------|
| 1 | Check the media position. Does the media touch the sensor (tray 3 feed-out)? Open the 2TM/TTM left door assembly, and visually check it. | Remove the media. | Go to step 2. |
| 2 | Check the sensor (tray 3 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 3. 5. Touch Feed-out. Open the 2TM/TTM left door assembly, and visually check it. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 4. | Go to step 3. |

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 3 | Check the sensor (tray 3 feed-out) for proper connection. Is the above sensor connected properly? | Replace the sensor (tray 3 feed-out). Go to “2000-sheet dual input (TTM)—sensor (tray 3 feed-out) removal” on page 4-254. | Replace the connection. |
| 4 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 5. | Problem solved. |
| 5 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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244.00 Sensor (tray 4 feed-out) on jam (tray 4 media feed)

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media condition. Is the media in the tray, crumpled or damaged? | Replace the media. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for tray 4? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the tray 4 rolls. Pull out the tray 4, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)—feed roll removal” on page 4-266, “2000-sheet dual input (TTM)—separation roll removal” on page 4-270, and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273. |
| 4 | Check the media position. Open the 2TM/TTM left door assembly, and visually check it. Does the media touch the sensor (pre-feed) of the tray 4 media feed unit assembly or the sensor (tray 4 feed-out)? | Remove the media. | Go to step 5. |

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 5 | <p>Check the tray 4 sensor (pre-feed) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 4. 5. Touch Feed-out. <p>Remove the media tray assembly.</p> <p>Does the display on the operator panel change every time a white piece of paper is placed over the sensing area of the above sensor?</p> | Go to step 7. | Go to step 6. |
| 6 | <p>Check the tray 4 sensor (pre-feed) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (pre-feed).</p> <p>Go to “2000-sheet dual input (TTM)—sensor (pre-feed) removal” on page 4-263.</p> | Replace the connection. |
| 7 | <p>Check the connection between the 2TM/TTM controller card assembly and the printer engine card assembly.</p> <p>Are the above cards connected properly?</p> | Go to step 8. | Replace the connection. |
| 8 | <p>Check the sensor (tray 4 feed-out) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 4. 5. Touch Feed-out. <p>Open the 2TM/TTM left door assembly, and visually check it.</p> <p>Does the display on the operator panel change every time the actuator on the above sensor operates?</p> | Go to step 10. | Go to step 9. |
| 9 | <p>Check the sensor (tray 4 feed-out) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (tray 4 feed-out).</p> <p>Go to “2000-sheet dual input (TTM)—sensor (tray 4 feed-out) removal” on page 4-248.</p> | Replace the connection. |

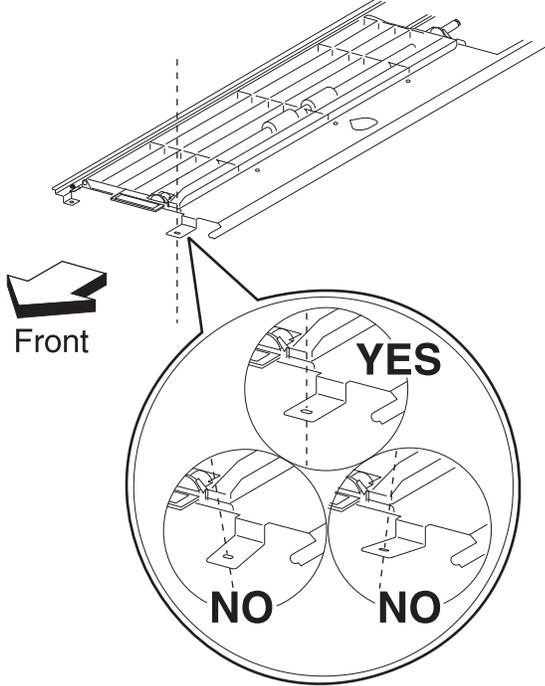
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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 10 | <p>Remove the tray 4 media transport assembly from the TTM.</p> <p>Go to “2000-sheet dual input (TTM)—tray 4 media transport assembly removal” on page 4-236.</p> <p>Inspect the metal tab on the tray 4 media transport assembly as shown in the graphic below.</p>  <p>Is the metal tab on the tray 4 media transport assembly bent?</p> | <p>Straighten the metal tab with needle nose pliers, or replace the tray 4 media transport assembly.</p> <p>Go to “2000-sheet dual input (TTM)—tray 4 media transport assembly removal” on page 4-236.</p> | Go to step 11. |
| 11 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the 2TM/TTM controller card assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281.</p> <p>Go to step 12.</p> | Problem solved. |
| 12 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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244.01 Sensor (tray 3 feed-out) on jam (tray 4 media feed)

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media condition. Is the media in the tray, crumpled or damaged? | Replace the media. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for tray 4? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the tray 4 rolls. Pull out the tray 4, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)—feed roll removal” on page 4-266 , “2000-sheet dual input (TTM)—separation roll removal” on page 4-270 , and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273 . |
| 4 | Check the media position. Open the 2TM/TTM left door assembly, and visually check it. Does the media touch the sensor (tray 3 feed-out) or the sensor (tray 4 feed-out)? | Remove the media. | Go to step 5. |
| 5 | Check the sensor (tray 4 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS . 3. Touch Sensor Test . 4. Touch Tray 4 . 5. Touch Feed-out . Open the 2TM/TTM left door assembly, and visually check it. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 7. | Go to step 6. |
| 6 | Check the sensor (tray 4 feed-out) for proper connection. Is the above sensor connected properly? | Replace the sensor (tray 4 feed-out). Go to “2000-sheet dual input (TTM)—sensor (tray 4 feed-out) removal” on page 4-248 . | Replace the connection. |
| 7 | Check the connection between the 2TM/TTM controller card assembly and the printer engine card assembly. Are the above cards connected properly? | Go to step 8. | Replace the connection. |

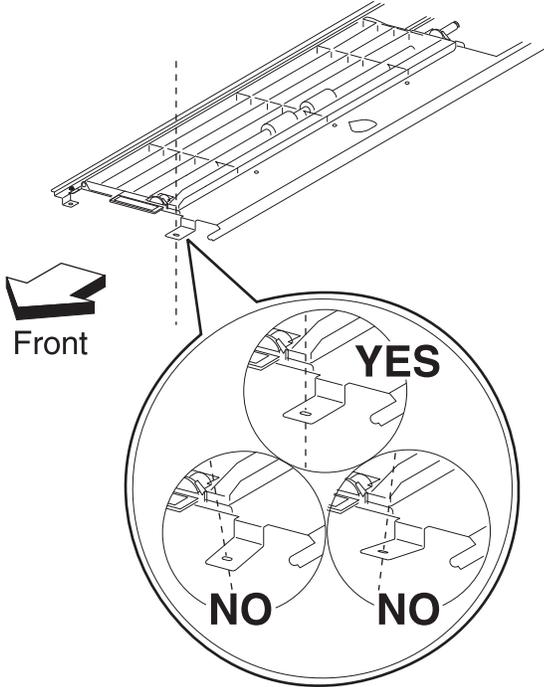
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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 8 | <p>Check the sensor (tray 3 feed-out) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 3. 5. Touch Feed-out. <p>Open the 2TM/TTM left door assembly, and visually check it.</p> <p>Does the display on the operator panel change every time the actuator on the above sensor operates?</p> | Go to step 10. | Go to step 9. |
| 9 | <p>Check the sensor (tray 3 feed-out) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (tray 3 feed-out).</p> <p>Go to “2000-sheet dual input (TTM)—sensor (tray 3 feed-out) removal” on page 4-254.</p> | Replace the connection. |
| 10 | <p>Remove the tray 4 media transport assembly from the TTM.</p> <p>Go to “2000-sheet dual input (TTM)—tray 4 media transport assembly removal” on page 4-236.</p> <p>Inspect the metal tab on the tray 4 media transport assembly as shown in the graphic below.</p>  <p>Is the metal tab on the tray 4 media transport assembly bent?</p> | <p>Straighten the metal tab with needle nose pliers, or replace the tray 4 media transport assembly.</p> <p>Go to “2000-sheet dual input (TTM)—tray 4 media transport assembly removal” on page 4-236.</p> | Go to step 11. |

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| Step | Check | Yes | No |
|------|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 11 | Perform a print test. Does the error still occur? | Replace the 2TM/ TTM controller card assembly. Go to “2000-sheet dual input (TTM)— 2TM/TTM controller card assembly removal” on page 4-281. Go to step 12. | Problem solved. |
| 12 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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244.02 Sensor (tray 2 feed-out) on jam (tray 4 media feed)

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media condition. Is the media in the tray crumpled or damaged? | Replace the media. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for tray 4? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the tray 4 rolls. Pull out the tray 4, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)— feed roll removal” on page 4-266, “2000-sheet dual input (TTM)— separation roll removal” on page 4-270, and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273. |
| 4 | Check the media position. Open the printer left lower door assembly, and visually check it. Does the media touch the sensor (tray 2 feed-out)? | Remove the media. | Go to step 5. |
| 5 | Check the media position. Open the 2TM/TTM left door assembly, and visually check it. Does the media touch the sensor (tray 4 feed-out)? | Remove the media. | Go to step 6. |

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 6 | <p>Check the sensor (tray 2 feed-out) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 2. 5. Touch Feed-out. <p>Open the printer left lower door assembly, and visually check it.</p> <p>Does the display on the operator panel change every time a white piece of paper is placed over the sensing area of the above sensor?</p> | Go to step 8. | Go to step 7. |
| 7 | <p>Check the sensor (tray 2 feed-out) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (tray 2 feed-out).</p> <p>Go to “Sensor (tray 2 feed-out) removal” on page 4-83.</p> | Replace the connection. |
| 8 | <p>Check the sensor (tray 4 feed-out) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 4. 5. Touch Feed-out. <p>Open the 2TM/TTM left door assembly, and visually check it.</p> <p>Does the display on the operator panel change every time the actuator on the above sensor operates?</p> | Go to step 10. | Go to step 9. |
| 9 | <p>Check the sensor (tray 4 feed-out) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (tray 3 feed-out).</p> <p>Go to “2000-sheet dual input (TTM)—sensor (tray 3 feed-out) removal” on page 4-254.</p> | Replace the connection. |
| 10 | <p>Check the connection between the 2TM/TTM controller card assembly and the printer engine card assembly.</p> <p>Are the above cards connected properly?</p> | Go to step 11. | Replace the connection. |
| 11 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the 2TM/TTM controller card assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281.</p> <p>Go to step 12.</p> | Problem solved. |

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| Step | Check | Yes | No |
|------|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------|
| 12 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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244.03 Sensor (registration) on jam (tray 4 media feed)

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media condition. Is the media in the tray crumpled or damaged? | Replace the media. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for tray 4? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the tray 4 rolls. Pull out the tray 4, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)—feed roll removal” on page 4-266, “2000-sheet dual input (TTM)—separation roll removal” on page 4-270, and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273. |
| 4 | Check the media position (1). Open the printer left door assembly, and visually check it. Does the media touch the sensor (registration)? | Remove the media. | Go to step 5. |
| 5 | Check the media position (2). Open the 2TM/TTM left door assembly, and visually check it. Does the media touch the sensor (tray 4 feed-out)? | Remove the media. | Go to step 6. |
| 6 | Check the sensor (registration) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Registration. Open the printer left door assembly, and visually check it. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 8. | Go to step 7. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 7 | Check the sensor (registration) for proper connection. Is the above sensor connected properly? | Replace the sensor (registration). Go to “Sensor (registration) removal” on page 4-81. | Replace the connection. |
| 8 | Check the sensor (tray 4 feed-out) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 4. 5. Touch Feed-out. Open the 2TM/TTM left door assembly, and visually check it. Does the display on the operator panel change every time the actuator on the above sensor operates? | Go to step 10. | Go to step 9. |
| 9 | Check the sensor (tray 4 feed-out) for proper connection. Is the above sensor connected properly? | Replace the sensor (tray 4 feed-out). Go to “2000-sheet dual input (TTM)—sensor (tray 4 feed-out) removal” on page 4-248. | Replace the connection. |
| 10 | Check the connection between the 2TM/TTM controller card assembly and the printer engine card assembly. Are the above cards connected properly? | Go to step 11. | Replace the connection. |
| 11 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 12. | Problem solved. |
| 12 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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244.04 Sensor (pre-feed) on jam (tray 4 media feed)

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------|--------------------|---------------|
| 1 | Check the media condition. Is the media in the tray, crumpled or damaged? | Replace the media. | Go to step 2. |

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | Check the media size setup. Does the media size in use match the size set for tray 4? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the tray 4 rolls. Pull out the tray 4, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 4. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)—feed roll removal” on page 4-266 , “2000-sheet dual input (TTM)—separation roll removal” on page 4-270 , and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273 . |
| 4 | Check the media position. Does the media touch the sensor (pre-feed) of the tray 4 media feed unit assembly? | Remove the media. | Go to step 5. |
| 5 | Check the tray 4 sensor (pre-feed) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS . 3. Touch Sensor Test . 4. Touch Tray 4 . 5. Touch Pre-feed . Remove the media tray assembly. Does the display on the operator panel change every time a white piece of paper is placed over the sensing area of the above sensor? | Go to step 7. | Go to step 6. |
| 6 | Check the tray 4 sensor (pre-feed) for proper connection. Is the above sensor connected properly? | Replace the sensor (pre-feed). Go to “2000-sheet dual input (TTM)—sensor (pre-feed) removal” on page 4-263 . | Replace the connection. |
| 7 | Check the connection between the 2TM/TTM controller card assembly and the printer engine card assembly. Are the above cards connected properly? | Go to step 8. | Replace the connection. |
| 8 | Check the tray 4 media feed lift motor for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS . 3. Touch Printer Motor Test . 4. Touch Tray 4 feed mtr . Does the above motor rotate normally? | Go to step 11. | Go to step 9. |
| 9 | Check the tray 4 media feed lift motor for proper connection. Is the above motor connected properly? | Go to step 10. | Replace the connection. |

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| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10 | <p>Check the tray 4 media feed lift motor for proper operation.</p> <p>Replace the media feed lift motor for tray 4 with that for tray 3.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Tray 4 feed mtr. <p>Does the above motor rotate normally?</p> | <p>Reinstall the media feed lift motor for tray 3 as it previously was, and then replace the media feed lift motor for tray 4 with a new one.</p> <p>Go to “2000-sheet dual input (TTM)—media feed lift motor removal” on page 4-255.</p> | <p>Replace the 2TM/TTM controller card assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281.</p> |
| 11 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the 2TM/TTM controller card assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281.</p> <p>Go to step 12.</p> | <p>Problem solved.</p> |
| 12 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | <p>Problem solved.</p> |

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244.05 Sensor (tray 4 feed-out) static jam

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------|
| 1 | <p>Check the media position.</p> <p>Open the 2TM/TTM left door assembly, and visually check it.</p> <p>Does the media touch the sensor (tray 4 feed-out)?</p> | <p>Remove the media.</p> | <p>Go to step 2.</p> |
| 2 | <p>Check the sensor (tray 4 feed-out) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 4. 5. Touch Feed-out. <p>Open the 2TM/TTM left door assembly, and visually check it.</p> <p>Does the display on the operator panel change every time the actuator on the above sensor operates?</p> | <p>Go to step 4.</p> | <p>Go to step 3.</p> |

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 3 | Check the sensor (tray 4 feed-out) for proper connection. Is the above sensor connected properly? | Replace the sensor (tray 4 feed-out). Go to “2000-sheet dual input (TTM)—sensor (tray 4 feed-out) removal” on page 4-248. | Replace the connection. |
| 4 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 5. | Problem solved. |
| 5 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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250.00 Sensor (registration) on jam (MPF pick)

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------|
| 1 | Check the media condition. Is the media in the MPF tray, crumpled or damaged? | Replace the media with new; ensure it is dry. | Go to step 2. |
| 2 | Check the media size setup. Does the media size in use match the size set for MPF tray? | Go to step 3. | Replace the media, or change the media size setup. |
| 3 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (registration)? | Remove the media. | Go to step 4. |
| 4 | Check the MPF media side guides for proper operation. Do the MPF media side guides operate smoothly? | Go to step 5. | Adjust the MPF media side guides correctly. |
| 5 | Check the MPF for proper installation. Remove the MPF feed unit assembly, and reinstall it. Perform a print test. Does an error occur during print test? | Go to step 6. | Problem solved. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| 6 | Check the roll. Remove the MPF pick unit assembly. Is the MPF feed roll assembly free of excess wear and contamination? | Go to step 7. | Clean or replace the MPF feed roll assembly. Go to “MPF feed unit assembly removal” on page 4-54. |
| 7 | Check the roll. Remove the MPF feed unit assembly. Is the MPF feed roll assembly free of excess wear and contamination? | Go to step 8. | Clean or replace the MPF feed roll assembly. Go to “MPF feed unit assembly removal” on page 4-54. |
| 8 | Check the sensor (registration) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Registration. Open the printer left door assembly, and check it. Does the display on the operator panel change every time the sensor actuator is operated? | Go to step 10. | Go to step 9. |
| 9 | Check the sensor (registration) connection. Is the sensor (registration) properly connected? | Replace the sensor (registration). Go to “Sensor (registration) removal” on page 4-81. | Replace the connection. |
| 10 | Check the MPF pick solenoid for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch MPF pick solenoid. Does the MPF pick solenoid make an audible clicking sound when activated? | Go to step 12. | Go to step 11. |
| 11 | Check the MPF pick solenoid connection. Is the MPF pick solenoid properly connected? | Replace the MPF pick solenoid. Go to “MPF pick solenoid / pick lever removal” on page 4-62. | Replace the connection. |
| 12 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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290.00 Switch (sheet through) static jam

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| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1 | Check the sensor (sheet through). Is the feed media path free of media or media fragments? | Go to step 2. | Remove any media or media fragments. |
| 2 | Check the sensor (sheet through) for operation. Perform the sensor (sheet through) test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch Sheet through. Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (sheet through) for connection. Is the above sensor connected properly? | Replace the sensor (sheet through). Go to “Sensor (sheet through) removal” on page 4-208. | Replace the connection. |
| 4 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 5. |
| 5 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

290.01 Sensor (sheet through) on jam

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the original document condition. Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear? | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | <p>Check the ADF rolls for wear.</p> <p>Is the ADF feed/pick roll assembly or the ADF separation roll assembly free of excess wear?</p> | Go to step 3. | <p>Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly.</p> <p>Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203.</p> |
| 3 | <p>Check the media path for contaminates.</p> <p>Is the media path free of excess media dust and foreign objects such as paper clips and staples?</p> | Go to step 4. | Remove all contaminates from the media path. |
| 4 | <p>Check the pick roll position motor assembly.</p> <p>Perform the pick roll position motor test.</p> <p>Open ADF left cover assembly.</p> <p>Override the switch (ADF left cover interlock).</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Pick roll position mtr. <p>Does the pick roll position motor assembly raise and lower properly?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the pick roll position motor assembly connection.</p> <p>Is the above motor connected properly?</p> | <p>Replace the pick roll position motor assembly.</p> <p>Go to “Pick roll position motor assembly removal” on page 4-190.</p> | Replace the connection. |
| 6 | <p>Check the feed drive motor for correct operation.</p> <p>Perform the feed drive motor test.</p> <p>Open the ADF left cover assembly.</p> <p>Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF feed drv mtr. <p>Does the feed drive motor rotate properly?</p> | Go to step 8. | Go to step 7. |

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| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------|
| 7 | Check the feed drive motor connection. Is the above motor connected properly? | Replace the ADF feed drive motor assembly. Go to “ADF feed drive motor assembly removal” on page 4-180. | Replace the connection. |
| 8 | Check the sensor (sheet through) for operation. Perform the sensor (sheet through) test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch Sheet through. Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 10. | Go to step 9. |
| 9 | Check the sensor (sheet through) for connection. Is the above sensor connected properly? | Replace the sensor (sheet through). Go to “Sensor (sheet through) removal” on page 4-208. | Replace the connection. |
| 10 | Check the feed drive motor connection. Is the above motor connected properly? | Replace the ADF feed drive motor assembly. Go to “ADF feed drive motor assembly removal” on page 4-180. | Replace the connection. |
| 11 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 11. |
| 12 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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290.02 Sensor (ADF pre-registration) on jam ADF simplex side 1

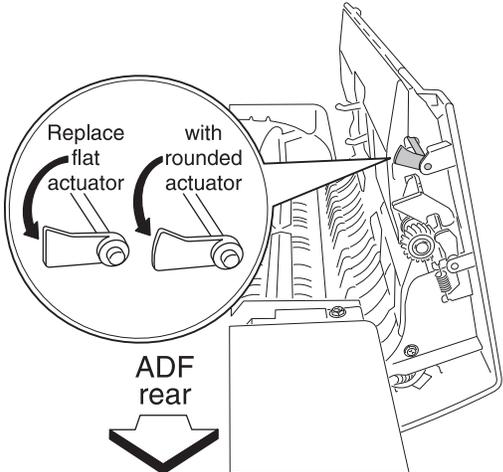
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| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the original document condition.</p> <p>Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear?</p> | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | <p>Open the ADF left cover assembly and inspect the document set actuator as shown in the graphic below.</p> <p>Is the document set actuator flag flat as shown in the graphic below?</p>  | <p>Replace the document set actuator.</p> <p>Note: To receive the new rounded flag actuator, order 40X2283.</p> <p>Go to “Document set actuator removal” on page 4-188.</p> | If problem remains, go to step 3. |
| 3 | <p>Check the ADF rolls for wear.</p> <p>Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear?</p> | Go to step 4. | <p>Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly.</p> <p>Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203.</p> |
| 4 | <p>Check the media path for contaminants.</p> <p>Is the media path free of excess media dust and foreign objects such as paper clips and staples?</p> | Go to step 5. | Remove all contaminants from the media path. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------|
| 5 | Check the sensor (ADF pre registration) for operation. Perform the sensor (ADF pre registration) test. Open the ADF left cover assembly. <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF pre registration. Operate the actuator of the sensor (ADF pre registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 7. | Go to step 6. |
| 6 | Check the sensor (ADF pre-registration) for connection. Is the above sensor connected properly? | Replace the sensor (ADF pre-registration). Go to “Sensor (ADF pre-registration)” on page 4-196. | Replace the connection. |
| 7 | Check the feed drive motor for correct operation. Perform the feed drive motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173. <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF feed drv mtr. Does the feed drive motor rotate properly? | Go to step 9. | Go to step 8. |
| 8 | Check the feed drive motor for connection. Is the above motor connected properly? | Replace the ADF feed drive motor assembly. Go to “ADF feed drive motor assembly removal” on page 4-180. | Replace the connection. |
| 9 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 10. |
| 10 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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290.03 Sensor (ADF pre-registration) off jam

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the original document condition.</p> <p>Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear?</p> | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | <p>Check the ADF rolls for wear.</p> <p>Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear?</p> | Go to step 3. | <p>Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly.</p> <p>Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203.</p> |
| 3 | <p>Check the media path for contaminates.</p> <p>Is the media path free of excess media dust and foreign objects such as paper clips and staples?</p> | Go to step 4. | Remove all contaminates from the media path. |
| 4 | <p>Check the sensor (sheet through) for operation.</p> <p>Perform the sensor (sheet through) test.</p> <p>Open the ADF left cover assembly.</p> <p>Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch Sheet through. <p>Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the sensor (sheet through) for connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (sheet through).</p> <p>Go to “Sensor (sheet through) removal” on page 4-208.</p> | Replace the connection. |

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| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------|
| 6 | <p>Check the sensor (ADF pre registration) for operation. Perform the sensor (ADF pre registration) test. Open the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF pre registration. <p>Operate the actuator of the sensor (ADF pre registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 8. | Go to step 7. |
| 7 | <p>Check the sensor (ADF pre-registration) for connection. Is the above sensor connected properly?</p> | Replace the sensor (ADF pre-registration). Go to “Sensor (ADF pre-registration)” on page 4-196. | Replace the connection. |
| 8 | <p>Check the feed drive motor for correct operation. Perform the feed drive motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF feed drv mtr. <p>Does the feed drive motor rotate properly?</p> | Go to step 10. | Go to step 9. |
| 9 | <p>Check the feed drive motor for connection. Is the above sensor connected properly?</p> | Replace the ADF feed drive motor assembly. Go to “ADF feed drive motor assembly removal” on page 4-180. | Replace the connection. |
| 10 | <p>Check the registration motor (forward or reverse) test. Perform the registration motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF registration drv mtr. 5. Touch Forward or reverse. <p>Does the ADF registration motor operate properly?</p> | Go to step 12. | Go to step 11. |

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| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------|
| 11 | Check the ADF registration motor for connection. Is the above motor connected properly? | Replace the ADF registration motor. Go to “ADF registration motor removal” on page 4-209. | Replace the connection. |
| 12 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 13. |
| 13 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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290.10 Sensor (ADF pre-registration) static jam

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1 | Check the sensor (ADF pre-registration). Is the feed media path free of media or media fragments? | Go to step 2. | Remove any media or media fragments. |
| 2 | Check the sensor (ADF pre registration) for operation. Perform the sensor (ADF pre registration) test. Open the ADF left cover assembly. <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF pre registration. Operate the actuator of the sensor (ADF pre registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (ADF pre-registration) for connection. Is the above sensor connected properly? | Replace the sensor (ADF pre-registration). Go to “Sensor (ADF pre-registration)” on page 4-196. | Replace the connection. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------|
| 4 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 5. |
| 5 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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290.11 Sensor (ADF registration) on jam ADF simplex side 1

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the original document condition. Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear? | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | Check the ADF rolls for wear. Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear? | Go to step 3. | Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly. Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203. |
| 3 | Check the media path for contaminates. Is the media path free of excess media dust and foreign objects such as paper clips and staples? | Go to step 4. | Remove all contaminates from the media path. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 4 | <p>Check the sensor (ADF registration) for operation. Perform the sensor (ADF registration) test. Open the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF registration. <p>Place a piece of white paper into the ADF media entrance and over the sensor (ADF registration).</p> <p>Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the sensor (ADF registration) for connection. Is the above sensor connected properly?</p> | <p>Replace the sensor (ADF registration).</p> <p>Go to “Sensor (ADF registration)” on page 4-195.</p> | Replace the connection. |
| 6 | <p>Check the feed drive motor for correct operation. Perform the feed drive motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF feed drv mtr. <p>Does the feed drive motor rotate properly?</p> | <p>Replace the ADF feed drive motor assembly.</p> <p>Go to “ADF feed drive motor assembly removal” on page 4-180.</p> | Go to step 7. |
| 7 | <p>Check the feed drive motor for connection. Is the above sensor connected properly?</p> | <p>Replace the ADF feed drive motor assembly.</p> <p>Go to “ADF feed drive motor assembly removal” on page 4-180.</p> | Replace the connection. |
| 8 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the ADF controller card assembly.</p> <p>Go to “ADF controller card assembly removal” on page 4-175.</p> | Go to step 9. |
| 9 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the RIP card assembly.</p> <p>Go to “RIP card assembly removal” on page 4-130.</p> | Problem solved. |

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290.12 Sensor (ADF registration) on jam side 2

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the original document condition.</p> <p>Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear?</p> | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | <p>Check the ADF rolls for wear.</p> <p>Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear?</p> | Go to step 3. | <p>Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly.</p> <p>Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203.</p> |
| 3 | <p>Check the media path for contaminates.</p> <p>Is the media path free of excess media dust and foreign objects such as paper clips and staples?</p> | Go to step 4. | Remove all contaminates from the media path. |
| 4 | <p>Check the inverter gate condition.</p> <p>Is the inverter gate free of damage and warpage; and does it move smoothly?</p> | Go to step 5. | <p>Replace the inverter gate.</p> <p>Go to “Inverter gate removal” on page 4-199.</p> |
| 5 | <p>Check the sensor (ADF registration) for operation.</p> <p>Perform the sensor (ADF registration) test.</p> <p>Open the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF registration. <p>Place a piece of white paper into the ADF media entrance and over the sensor (ADF registration).</p> <p>Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 7. | Go to step 6. |
| 6 | <p>Check the sensor (ADF registration) for connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (ADF registration).</p> <p>Go to “Sensor (ADF registration)” on page 4-195.</p> | Replace the connection. |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 7 | <p>Check the feed drive motor for correct operation. Perform the feed drive motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF feed drv mtr. <p>Does the feed drive motor rotate properly?</p> | Go to step 9. | Go to step 8. |
| 8 | <p>Check the feed drive motor for connection. Is the above sensor connected properly?</p> | <p>Replace the ADF feed drive motor assembly. Go to “ADF feed drive motor assembly removal” on page 4-180.</p> | Replace the connection. |
| 9 | <p>Check the inverter solenoid assembly for operation. Perform the inverter solenoid test. Open the ADF left cover assembly. Remove the ADF front cover assembly. Go to “ADF front cover assembly removal” on page 4-174. Close the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Inverter solenoid. <p>Does the inverter solenoid assembly operate properly?</p> | Go to step 11. | Go to step 10. |
| 10 | <p>Check the inverter solenoid assembly for connection. Is the above motor connected properly?</p> | <p>Replace the inverter solenoid assembly. Go to “Inverter solenoid assembly removal” on page 4-181.</p> | Replace the connection. |
| 11 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175.</p> | Go to step 12. |
| 12 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130.</p> | Problem solved. |

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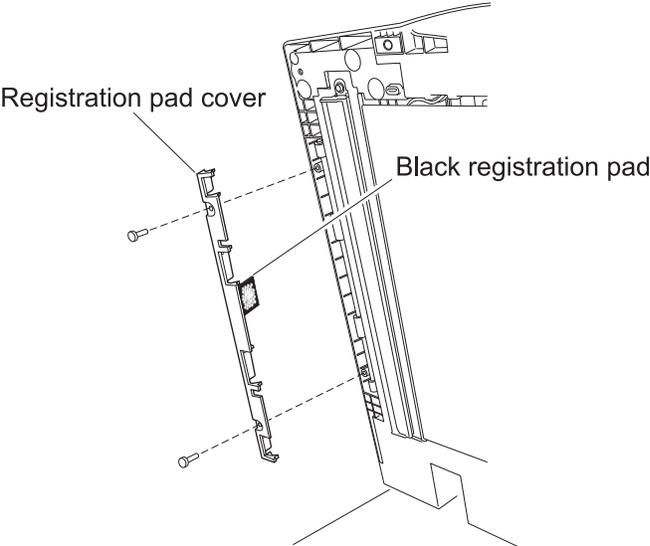


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290.13 Sensor (ADF registration) off jam

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the original document condition.</p> <p>Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear?</p> | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | <p>Remove the registration pad cover, and clean the black registration pad shown in the diagram below.</p> <ol style="list-style-type: none"> 1. Raise the ADF to the full upright position. 2. Remove the two screws securing the registration pad cover. 3. Remove the registration pad cover. 4. Clean or replace the black registration pad of excess paper dust. 5. Reinstall the registration pad cover.  <p>Registration pad cover</p> <p>Black registration pad</p> <p>Place several undamaged documents in the ADF, and perform an ADF test.</p> <p>Does the problem remain?</p> | Go to step 3. | Problem solved. |
| 3 | <p>Check the ADF rolls for wear.</p> <p>Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear?</p> | Go to step 4. | <p>Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly.</p> <p>Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203.</p> |

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| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| 4 | Check the media path for contaminates. Is the media path free of excess media dust and foreign objects such as paper clips and staples? | Go to step 5. | Remove all contaminates from the media path. |
| 5 | Check the sensor (ADF registration) for operation. Perform the sensor (ADF registration) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS . 3. Touch Sensor Tests . 4. Touch ADF registration . Place a piece of white paper into the ADF media entrance and over the sensor (ADF registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 7. | Go to step 6. |
| 6 | Check the sensor (ADF registration) for connection. Is the above sensor connected properly? | Replace the sensor (ADF registration). Go to “Sensor (ADF registration)” on page 4-195 . | Replace the connection. |
| 7 | Check the registration motor (forward or reverse) test. Perform the registration motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173 . 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS . 3. Touch Scanner Motor Tests . 4. Touch ADF registration drv mtr . 5. Touch Forward or reverse . Does the ADF registration motor operate properly? | Go to step 9. | Go to step 8. |
| 8 | Check the ADF registration motor for connection. Is the above motor connected properly? | Replace the ADF registration motor. Go to “ADF registration motor removal” on page 4-209 . | Replace the connection. |
| 9 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175 . | Go to step 10. |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 10 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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290.14 Sensor (ADF inverter) on jam (Inverting)

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the original document condition. Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear? | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | Check the ADF rolls for wear. Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear? | Go to step 3. | Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly. Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203. |
| 3 | Check the media path for contaminates. Is the media path free of excess media dust and foreign objects such as paper clips and staples? | Go to step 4. | Remove all contaminates from the media path. |
| 4 | Check the sensor (ADF inverter) for operation. Perform the sensor (ADF inverter) test. Open the ADF left cover assembly. Remove the ADF separation roll guide assembly. Go to “ADF separation roll guide assembly” on page 4-203. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF inverter. Insert a sheet of paper into the ADF paper path entrance. Manually rotate the ADF exit roll assembly by hand to feed the sheet through the ADF to operate the actuator of the sensor (ADF inverter). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 5. | Go to FIP2.9. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------|
| 5 | Check the sensor (ADF inverter) for connection. Is the above sensor connected properly? | Replace the sensor (ADF inverter). Go to “Sensor (ADF inverter)” on page 4-197. | Replace the connection. |
| 6 | Check the registration motor (forward or reverse) test. Perform the registration motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF registration drv mtr. 5. Touch Forward or reverse. Does the ADF registration motor operate properly? | Go to step 8. | Go to step 7. |
| 7 | Check the ADF registration motor for connection. Is the above motor connected properly? | Replace the ADF registration motor. Go to “ADF registration motor removal” on page 4-209. | Replace the connection. |
| 8 | Check the sensor (ADF registration) for operation. Perform the sensor (ADF registration) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF registration. Place a piece of white paper into the ADF media entrance and over the sensor (ADF registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 10. | Go to step 9. |
| 9 | Check the sensor (ADF registration) for connection. Is the above sensor connected properly? | Replace the sensor (ADF registration). Go to “Sensor (ADF registration)” on page 4-195. | Replace the connection. |
| 10 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 11. |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 11 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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290.15 Sensor (ADF registration) off jam (inverting)

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the original document condition. Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear? | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | Check the ADF rolls for wear. Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear? | Go to step 3. | Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly. Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203. |
| 3 | Check the media path for contaminates. Is the media path free of excess media dust and foreign objects such as paper clips and staples? | Go to step 4. | Remove all contaminates from the media path. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-------------------------|
| 4 | <p>Check the sensor (ADF registration) for operation. Perform the sensor (ADF registration) test. Open the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF registration. <p>Place a piece of white paper into the ADF media entrance and over the sensor (ADF registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the sensor (ADF registration) for connection. Is the above sensor connected properly?</p> | Replace the sensor (ADF registration). Go to “Sensor (ADF registration)” on page 4-195. | Replace the connection. |
| 6 | <p>Check the sensor (ADF pre registration) for operation. Perform the sensor (ADF pre registration) test. Open the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF pre registration. <p>Operate the actuator of the sensor (ADF pre registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 8. | Go to step 7. |
| 7 | <p>Check the sensor (ADF pre-registration) for connection. Is the above sensor connected properly?</p> | Replace the sensor (ADF pre-registration). Go to “Sensor (ADF pre-registration)” on page 4-196. | Replace the connection. |
| 8 | <p>Check the feed drive motor for correct operation. Perform the feed drive motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF feed drv mtr. <p>Does the feed drive motor rotate properly?</p> | Go to step 10. | Go to step 9. |

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| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| 9 | <p>Check the feed drive motor for connection. Is the above sensor connected properly?</p> | <p>Replace the ADF feed drive motor assembly. Go to “ADF feed drive motor assembly removal” on page 4-180.</p> | <p>Replace the connection.</p> |
| 10 | <p>Check the inverter solenoid assembly for operation. Perform the inverter solenoid test. Open the ADF left cover assembly. Remove the ADF front cover assembly. Go to “ADF front cover assembly removal” on page 4-174. Close the ADF left cover assembly. <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Inverter solenoid. <p>Does the inverter solenoid assembly operate properly?</p> </p> | <p>Go to step 12.</p> | <p>Go to step 11.</p> |
| 11 | <p>Check the inverter solenoid assembly for connection. Is the above motor connected properly?</p> | <p>Replace the inverter solenoid assembly. Go to “Inverter solenoid assembly removal” on page 4-181.</p> | <p>Replace the connection.</p> |
| 12 | <p>Check the registration motor (forward or reverse) test. Perform the registration motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173. <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF registration drv mtr. 5. Touch Forward or reverse. <p>Does the ADF registration motor operate properly?</p> </p> | <p>Go to step 14.</p> | <p>Go to step 13.</p> |
| 13 | <p>Check the ADF registration motor for connection. Is the above motor connected properly?</p> | <p>Replace the ADF registration motor. Go to “ADF registration motor removal” on page 4-209.</p> | <p>Replace the connection.</p> |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------|
| 14 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 15. |
| 15 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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290.21 Sensor (ADF width APS 1) static jam

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1 | Check the sensor (ADF width APS 1). Is the feed media path free of media or media fragments? | Go to step 2. | Remove any media or media fragments. |
| 2 | Check the sensor (ADF width APS 1) for operation. Perform the sensor (ADF width APS 1) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF width APS 1. Operate the actuator of the sensor (ADF width APS 1). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (ADF width APS 1) for connection. Is the above sensor connected properly? | Replace the sensor (ADF width APS 1). Go to “Sensor (ADF width APS 1)” on page 4-192. | Replace the connection. |
| 4 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 5. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 5 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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290.22 Sensor (ADF width APS 2) static jam

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1 | Check the sensor (ADF width APS 2). Is the feed media path free of media or media fragments? | Go to step 2. | Remove any media or media fragments. |
| 2 | Check the sensor (ADF width APS 2) for operation. Perform the sensor (ADF width APS 2) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF width APS 2. Operate the actuator of the sensor (ADF width APS 2). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (ADF width APS 1) for connection. Is the above sensor connected properly? | Replace the sensor (ADF width APS 1). Go to “Sensor (ADF width APS 1)” on page 4-192. | Replace the connection. |
| 4 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 5. |
| 5 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

290.23 Sensor (ADF width APS 3) static jam

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1 | Check the sensor (ADF width APS 3). Is the feed media path free of media or media fragments? | Go to step 2. | Remove any media or media fragments. |
| 2 | Check the sensor (ADF width APS 3) for operation. Perform the sensor (ADF width APS 3) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS . 3. Touch Sensor Tests . 4. Touch ADF width APS 3 . Operate the actuator of the sensor (ADF width APS 3). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (ADF width APS 1) for connection. Is the above sensor connected properly? | Replace the sensor (ADF width APS 1). Go to “Sensor (ADF width APS 1)” on page 4-192. | Replace the connection. |
| 4 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 5. |
| 5 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

291.00 Sensor (ADF registration) static jam

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------|---------------|--------------------------------------|
| 1 | Check the sensor (ADF registration). Is the feed media path free of media or media fragments? | Go to step 2. | Remove any media or media fragments. |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | <p>Check the sensor (ADF registration) for operation.</p> <p>Perform the sensor (ADF registration) test.</p> <p>Open the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF registration. <p>Place a piece of white paper into the ADF media entrance and over the sensor (ADF registration).</p> <p>Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 4. | Go to step 3. |
| 3 | <p>Check the sensor (ADF registration) for connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (ADF registration).</p> <p>Go to “Sensor (ADF registration)” on page 4-195.</p> | Replace the connection. |
| 4 | <p>Place an undamaged document in the ADF, and perform a ADF test.</p> <p>Does the error remain?</p> | <p>Replace the ADF controller card assembly.</p> <p>Go to “ADF controller card assembly removal” on page 4-175.</p> | Go to step 5. |
| 5 | <p>Place an undamaged document in the ADF, and perform a ADF test.</p> <p>Does the error remain?</p> | <p>Replace the RIP card assembly.</p> <p>Go to “RIP card assembly removal” on page 4-130.</p> | Problem solved. |

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291.01 Sensor (ADF inverter) off jam (inverting)

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the original document condition.</p> <p>Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear?</p> | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | <p>Check the ADF rolls for wear.</p> <p>Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear?</p> | Go to step 3. | <p>Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly.</p> <p>Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203.</p> |
| 3 | <p>Check the media path for contaminates.</p> <p>Is the media path free of excess media dust and foreign objects such as paper clips and staples?</p> | Go to step 4. | Remove all contaminates from the media path. |
| 4 | <p>Check the sensor (ADF inverter) for operation.</p> <p>Perform the sensor (ADF inverter) test.</p> <p>Open the ADF left cover assembly.</p> <p>Remove the ADF separation roll guide assembly. Go to “ADF separation roll guide assembly” on page 4-203.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF inverter. <p>Insert a sheet of paper into the ADF paper path entrance.</p> <p>Manually rotate the ADF exit roll assembly by hand to feed the sheet through the ADF to operate the actuator of the sensor (ADF inverter).</p> <p>Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the sensor (ADF inverter) for connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (ADF inverter).</p> <p>Go to “Sensor (ADF inverter)” on page 4-197.</p> | Replace the connection. |
| 6 | <p>Check the registration motor (forward or reverse) test.</p> <p>Perform the registration motor test.</p> <p>Open the ADF left cover assembly.</p> <p>Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF registration drv mtr. 5. Touch Forward or reverse. <p>Does the ADF registration motor operate properly?</p> | Go to step 8. | Go to step 7. |

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| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------|
| 7 | Check the ADF registration motor for connection. Is the above motor connected properly? | Replace the ADF registration motor. Go to “ADF registration motor removal” on page 4-209. | Replace the connection. |
| 8 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 9. |
| 9 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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291.02 Sensor (ADF inverter) on jam 2

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the original document condition. Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear? | Go to step 2. | Remove damaged original document, and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | Check the ADF rolls for wear. Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear? | Go to step 3. | Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly. Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203. |
| 3 | Check the media path for contaminates. Is the media path free of excess media dust and foreign objects such as paper clips and staples? | Go to step 4. | Remove all contaminates from the media path. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 4 | <p>Check the sensor (ADF inverter) for operation. Perform the sensor (ADF inverter) test. Open the ADF left cover assembly. Remove the ADF separation roll guide assembly. Go to “ADF separation roll guide assembly” on page 4-203.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF inverter. <p>Insert a sheet of paper into the ADF paper path entrance. Manually rotate the ADF exit roll assembly by hand to feed the sheet through the ADF to operate the actuator of the sensor (ADF inverter). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the sensor (ADF inverter) for connection. Is the above sensor connected properly?</p> | Replace the sensor (ADF inverter). Go to “Sensor (ADF inverter)” on page 4-197. | Replace the connection. |
| 6 | <p>Check the inverter gate condition. Is the inverter gate free of damage and warpage; and does it move smoothly?</p> | Go to step 7. | Replace the inverter gate. Go to “Inverter gate removal” on page 4-199. |
| 7 | <p>Check the registration motor (forward or reverse) test. Perform the registration motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF registration drv mtr. 5. Touch Forward or reverse. <p>Does the ADF registration motor operate properly?</p> | Go to step 9. | Go to step 8. |
| 8 | <p>Check the ADF registration motor for connection. Is the above motor connected properly?</p> | Replace the ADF registration motor. Go to “ADF registration motor removal” on page 4-209. | Replace the connection. |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------|
| 9 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 10. |
| 10 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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291.03 Sensor (ADF inverter) off jam

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the original document condition. Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear? | Go to step 2. | Remove damaged original document and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | Check the ADF rolls for wear. Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear? | Go to step 3. | Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly. Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203. |
| 3 | Check the media path for contaminates. Is the media path free of excess media dust and foreign objects such as paper clips and staples? | Go to step 4. | Remove all contaminates from the media path. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 4 | <p>Check the sensor (ADF inverter) for operation. Perform the sensor (ADF inverter) test. Open the ADF left cover assembly. Remove the ADF separation roll guide assembly. Go to “ADF separation roll guide assembly” on page 4-203.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF inverter. <p>Insert a sheet of paper into the ADF paper path entrance. Manually rotate the ADF exit roll assembly by hand to feed the sheet through the ADF to operate the actuator of the sensor (ADF inverter). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the sensor (ADF inverter) for connection. Is the above sensor connected properly?</p> | Replace the sensor (ADF inverter). Go to “Sensor (ADF inverter)” on page 4-197. | Replace the connection. |
| 6 | <p>Check the sensor (ADF registration) for operation. Perform the sensor (ADF registration) test. Open the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF registration. <p>Place a piece of white paper into the ADF media entrance and over the sensor (ADF registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 8. | Go to step 7. |
| 7 | <p>Check the sensor (ADF registration) for connection. Is the above sensor connected properly?</p> | Replace the sensor (ADF registration). Go to “Sensor (ADF registration)” on page 4-195. | Replace the connection. |
| 8 | <p>Check the inverter gate condition. Is the inverter gate free of damage and warpage; and does it move smoothly?</p> | Go to step 9. | Replace the inverter gate. Go to “Inverter gate removal” on page 4-199. |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 9 | <p>Check the registration motor (forward or reverse) test. Perform the registration motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF registration drv mtr. 5. Touch Forward or reverse. <p>Does the ADF registration motor operate properly?</p> | Go to step 11. | Go to step 10. |
| 10 | <p>Check the ADF registration motor for connection. Is the above motor connected properly?</p> | <p>Replace the ADF registration motor. Go to “ADF registration motor removal” on page 4-209.</p> | Replace the connection. |
| 11 | <p>Check the inverter solenoid assembly for operation. Perform the inverter solenoid test. Open the ADF left cover assembly. Remove the ADF front cover assembly. Go to “ADF front cover assembly removal” on page 4-174. Close the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Inverter solenoid. <p>Does the inverter solenoid assembly operate properly?</p> | Go to step 13. | Go to step 12. |
| 12 | <p>Check the inverter solenoid assembly for connection. Is the above motor connected properly?</p> | <p>Replace the inverter solenoid assembly. Go to “Inverter solenoid assembly removal” on page 4-181.</p> | Replace the connection. |
| 13 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175.</p> | Go to step 14. |
| 14 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130.</p> | Problem solved. |

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294.00 Sensor (ADF inverter) static jam

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1 | Check the sensor (ADF inverter). Is the feed media path free of media or media fragments? | Go to step 2. | Remove any media or media fragments. |
| 2 | Check the sensor (ADF inverter) for operation. Perform the sensor (ADF inverter) test. Open the ADF left cover assembly. Remove the ADF separation roll guide assembly. Go to “ADF separation roll guide assembly” on page 4-203. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF inverter. Insert a sheet of paper into the ADF paper path entrance. Manually rotate the ADF exit roll assembly by hand to feed the sheet through the ADF to operate the actuator of the sensor (ADF inverter). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (ADF inverter) for connection. Is the above sensor connected properly? | Replace the sensor (ADF inverter). Go to “Sensor (ADF inverter)” on page 4-197. | Replace the connection. |
| 4 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 5. |
| 5 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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294.01 Sensor (ADF pre-registration) on jam side 2

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the original document condition. Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear? | Go to step 2. | Remove damaged original document and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | Check the ADF rolls for wear. Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear? | Go to step 3. | Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly. Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203. |
| 3 | Check the media path for contaminates. Is the media path free of excess media dust and foreign objects such as paper clips and staples? | Go to step 4. | Remove all contaminates from the media path. |
| 4 | Check the inverter gate condition. Is the inverter gate free of damage and warpage; and does it move smoothly? | Go to step 5. | Replace the inverter gate. Go to “Inverter gate removal” on page 4-199. |
| 5 | Check the sensor (ADF pre registration) for operation. Perform the sensor (ADF pre registration) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF pre registration. Operate the actuator of the sensor (ADF pre registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 7. | Go to step 6. |
| 6 | Check the sensor (ADF pre-registration) for connection. Is the above sensor connected properly? | Replace the sensor (ADF pre-registration). Go to “Sensor (ADF pre-registration)” on page 4-196. | Replace the connection. |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 7 | <p>Check the registration motor (forward or reverse) test. Perform the registration motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF registration drv mtr. 5. Touch Forward or reverse. <p>Does the ADF registration motor operate properly?</p> | Go to step 9. | Go to step 8. |
| 87 | <p>Check the ADF registration motor for connection. Is the above motor connected properly?</p> | <p>Replace the ADF registration motor. Go to “ADF registration motor removal” on page 4-209.</p> | Replace the connection. |
| 9 | <p>Check the inverter solenoid assembly for operation. Perform the inverter solenoid test. Open the ADF left cover assembly. Remove the ADF front cover assembly. Go to “ADF front cover assembly removal” on page 4-174. Close the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Inverter solenoid. <p>Does the inverter solenoid assembly operate properly?</p> | Go to step 11. | Go to step 10. |
| 10 | <p>Check the inverter solenoid assembly for connection. Is the above motor connected properly?</p> | <p>Replace the inverter solenoid assembly. Go to “Inverter solenoid assembly removal” on page 4-181.</p> | Replace the connection. |
| 11 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175.</p> | Go to step 12. |
| 12 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130.</p> | Problem solved. |

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294.02 Sensor (ADF pre-registration) off jam on inverting

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the original document condition.</p> <p>Is the original document free of paper clips and staples as well as damage such as creases, tears, holes, or excessive wear?</p> | Go to step 2. | Remove damaged original document and replace with a new undamaged original document. Perform a ADF test. If the problem remains, go to step 2. |
| 2 | <p>Check the ADF rolls for wear.</p> <p>Is the ADF feed/pick roll assembly or the ADF separation roll guide assembly free of excess wear?</p> | Go to step 3. | <p>Clean or replace the ADF feed/pick roll assembly or the ADF separation roll guide assembly.</p> <p>Go to “ADF feed/pick roll assembly removal” on page 4-186 or “ADF separation roll guide assembly” on page 4-203.</p> |
| 3 | <p>Check the media path for contaminates.</p> <p>Is the media path free of excess media dust and foreign objects such as paper clips and staples?</p> | Go to step 4. | Remove all contaminates from the media path. |
| 4 | <p>Check the sensor (sheet through) for operation.</p> <p>Perform the sensor (sheet through) test.</p> <p>Open the ADF left cover assembly.</p> <p>Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch Sheet through. <p>Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the sensor (sheet through) for connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (sheet through).</p> <p>Go to “Sensor (sheet through) removal” on page 4-208.</p> | Replace the connection. |

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| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 6 | <p>Check the sensor (ADF pre registration) for operation. Perform the sensor (ADF pre registration) test. Open the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF pre registration. <p>Operate the actuator of the sensor (ADF pre registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 8. | Go to step 7. |
| 7 | <p>Check the sensor (ADF pre-registration) for connection. Is the above sensor connected properly?</p> | <p>Replace the sensor (ADF pre-registration). Go to “Sensor (ADF pre-registration)” on page 4-196.</p> | Replace the connection. |
| 8 | <p>Check the feed drive motor for correct operation. Perform the feed drive motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF feed drv mtr. <p>Does the feed drive motor rotate properly?</p> | Go to step 10. | Go to step 9. |
| 9 | <p>Check the feed drive motor for connection. Is the above sensor connected properly?</p> | <p>Replace the ADF feed drive motor assembly. Go to “ADF feed drive motor assembly removal” on page 4-180.</p> | Replace the connection. |
| 10 | <p>Check the inverter solenoid assembly for operation. Perform the inverter solenoid test. Open the ADF left cover assembly. Remove the ADF front cover assembly. Go to “ADF front cover assembly removal” on page 4-174. Close the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Inverter solenoid. <p>Does the inverter solenoid assembly operate properly?</p> | Go to step 12. | Go to step 11. |

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| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------|
| 11 | Check the inverter solenoid assembly for connection. Is the above motor connected properly? | Replace the inverter solenoid assembly. Go to "Inverter solenoid assembly removal" on page 4-181. | Replace the connection. |
| 12 | Check the registration motor (forward or reverse) test. Perform the registration motor test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to "ADF rear cover removal" on page 4-173. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch ADF registration drv mtr. 5. Touch Forward or reverse. Does the ADF registration motor operate properly? | Go to step 14. | Go to step 13. |
| 13 | Check the ADF registration motor for connection. Is the above motor connected properly? | Replace the ADF registration motor. Go to "ADF registration motor removal" on page 4-209. | Replace the connection. |
| 14 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to "ADF controller card assembly removal" on page 4-175. | Go to step 15. |
| 15 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to "RIP card assembly removal" on page 4-130. | Problem solved. |

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295.00 Size mismatch jam (mix-size)

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------|---------------|---------------------------------------------------------------|
| 1 | Check the document tray media guide position. Are the document tray media guides set correctly? | Go to step 2. | Adjust the document tray media guides to the proper position. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | <p>Check the sensor (ADF width APS 1) for operation. Perform the sensor (ADF width APS 1) test. Open the ADF left cover assembly.</p> <p>1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF width APS 1.</p> <p>Operate the actuator of the sensor (ADF width APS 1). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 2. | Go to step 3. |
| 3 | <p>Check the sensor (ADF width APS 1) for connection. Is the above sensor connected properly?</p> | <p>Replace the sensor (ADF width APS 1). Go to “Sensor (ADF width APS 1)” on page 4-192.</p> | Replace the connection. |
| 4 | <p>Check the sensor (ADF width APS 2) for operation. Perform the sensor (ADF width APS 2) test. Open the ADF left cover assembly.</p> <p>1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF width APS 2.</p> <p>Operate the actuator of the sensor (ADF width APS 2). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the sensor (ADF width APS 2) for connection. Is the above sensor connected properly?</p> | <p>Replace the sensor (ADF width APS 2). Go to “Sensor (ADF width APS 2)” on page 4-193.</p> | Replace the connection. |
| 6 | <p>Check the sensor (ADF width APS 3) for operation. Perform the sensor (ADF width APS 3) test. Open the ADF left cover assembly.</p> <p>1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF width APS 3.</p> <p>Operate the actuator of the sensor (ADF width APS 3). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 8. | Go to step 7. |

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| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------|
| 7 | Check the sensor (ADF width APS 3) for connection. Is the above sensor connected properly? | Replace the sensor (ADF width APS 3). Go to “Sensor (ADF width APS 3)” on page 4-194. | Replace the connection. |
| 8 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 9. |
| 9 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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295.01 Size mismatch jam (no mix-size)

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| 1 | Check the document size. Is the correct size document being inserted into the ADF? | Go to step 2. | Insert the proper size document into the ADF. |
| 2 | Check the document tray media guide position. Are the document tray media guides set correctly? | Go to step 3. | Adjust the document tray media guides to the proper position. |
| 3 | Check the connection of each ADF controller card assembly connector. Is each connector of ADF controller card assembly connected properly? | Go to step 4. | Connect each connector of ADF controller card assembly properly. |
| 4 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Problem solved. |
| 5 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

295.02 Invalid combine size jam

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| 1 | Check the document size. Is the correct size document being inserted into the ADF? | Go to step 2. | Insert the proper size document into the ADF. |
| 2 | Check the document tray media guide position. Are the document tray media guides set correctly? | Go to step 3. | Adjust the document tray media guides to the proper position. |
| 3 | Check the connection of each ADF controller card assembly connector. Is each connector of ADF controller card assembly connected properly? | Go to step 4. | Connect each connector of ADF controller card assembly properly. |
| 4 | Check the sensor (ADF width APS 1) for operation. Perform the sensor (ADF width APS 1) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS . 3. Touch Sensor Tests . 4. Touch ADF width APS 1 . Operate the actuator of the sensor (ADF width APS 1). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 6. | Go to step 5. |
| 5 | Check the sensor (ADF width APS 1) for connection. Is the above sensor connected properly? | Replace the sensor (ADF width APS 1). Go to “Sensor (ADF width APS 1)” on page 4-192 . | Replace the connection. |
| 6 | Check the sensor (ADF width APS 2) for operation. Perform the sensor (ADF width APS 2) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS . 3. Touch Sensor Tests . 4. Touch ADF width APS 2 . Operate the actuator of the sensor (ADF width APS 2). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 8. | Go to step 7. |
| 7 | Check the sensor (ADF width APS 2) for connection. Is the above sensor connected properly? | Replace the sensor (ADF width APS 2). Go to “Sensor (ADF width APS 2)” on page 4-193 . | Replace the connection. |

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| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 8 | <p>Check the sensor (ADF width APS 3) for operation. Perform the sensor (ADF width APS 3) test. Open the ADF left cover assembly.</p> <p>1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF width APS 3.</p> <p>Operate the actuator of the sensor (ADF width APS 3). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 10. | Go to step 9. |
| 9 | <p>Check the sensor (ADF width APS 3) for connection. Is the above sensor connected properly?</p> | <p>Replace the sensor (ADF width APS 3). Go to “Sensor (ADF width APS 3)” on page 4-194.</p> | Replace the connection. |
| 10 | <p>Perform a POR. Does the error remain when the power is turned off/on?</p> | <p>Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175.</p> | Problem solved. |
| 11 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130.</p> | Problem solved. |

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295.03 Too short size jam

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------|---------------|-----------------------------------------------|
| 1 | <p>Check the document size. Is the correct size document being inserted into the ADF?</p> | Go to step 2. | Insert the proper size document into the ADF. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | <p>Check the sensor (sheet through) for operation. Perform the sensor (sheet through) test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch Sheet through. <p>Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 4. | Go to step 3. |
| 3 | <p>Check the sensor (sheet through) for connection. Is the above sensor connected properly?</p> | <p>Replace the sensor (sheet through). Go to “Sensor (sheet through) removal” on page 4-208.</p> | Replace the connection. |
| 4 | <p>Check the sensor (ADF pre registration) for operation. Perform the sensor (ADF pre registration) test. Open the ADF left cover assembly.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF pre registration. <p>Operate the actuator of the sensor (ADF pre registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Check the sensor (ADF pre-registration) for connection. Is the above sensor connected properly?</p> | <p>Replace the sensor (ADF pre-registration). Go to “Sensor (ADF pre-registration)” on page 4-196.</p> | Replace the connection. |
| 6 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175.</p> | Go to step 7. |
| 7 | <p>Place an undamaged document in the ADF, and perform a ADF test. Does the error remain?</p> | <p>Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130.</p> | Problem solved. |

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295.04 Too long size jam

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| 1 | Check the document size. Is the correct size document being inserted into the ADF? | Go to step 2. | Insert the proper size document into the ADF. |
| 2 | Check the sensor (sheet through) for operation. Perform the sensor (sheet through) test. Open the ADF left cover assembly. Remove the ADF rear cover. Go to “ADF rear cover removal” on page 4-173. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch Sheet through. Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (sheet through) for connection. Is the above sensor connected properly? | Replace the sensor (sheet through). Go to “Sensor (sheet through) removal” on page 4-208. | Replace the connection. |
| 4 | Check the sensor (ADF pre registration) for operation. Perform the sensor (ADF pre registration) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF pre registration. Operate the actuator of the sensor (ADF pre registration). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 6. | Go to step 5. |
| 5 | Check the sensor (ADF pre-registration) for connection. Is the above sensor connected properly? | Replace the sensor (ADF pre-registration). Go to “Sensor (ADF pre-registration)” on page 4-196. | Replace the connection. |
| 6 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 7. |

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| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 7 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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298.01 Scanner cable missing or unplugged

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| 1 | Check the scanner interface cable assembly for damage. Is the above component's connecting pins free from damage? | Go to step 2. | Replace the scanner interface cable assembly. |
| 2 | Check the scanner interface cable assembly for proper connection. Is the above component properly connected? | Go to step 3. | Replace the connections. |
| 3 | Check the scanner main power connection under the scanner top rear cover. Is the above component properly connected? | Go to step 4. | Replace the connections. |
| 4 | Check the scanner main power connection. Is the above component properly connected? | Go to step 5. | Replace the connections. |
| 5 | Check the multiple connections on the scanner controller card assembly. Are all the connections on the above component properly connected? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Replace the connections. |
| 6 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

841.00 Image pipeline ASIC failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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842.00 Scanner communication failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the scanner interface cable assembly connection between the RIP card assembly and the scanner unit assembly. Is the scanner interface cable assembly connected properly? | Go to step 2. | Replace the connection. |
| 2 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 3. | Connect each connector of the scanner controller card assembly properly. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. Go to step 4. | Problem solved. |
| 4 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

842.01 Scanner communication failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------|
| 1 | Check the scanner interface cable assembly connection between the RIP card assembly and the scanner unit assembly. Is the scanner interface cable assembly connected properly? | Go to step 2. | Replace the connection. |
| 2 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 3. | Connect each connector of the scanner controller card assembly properly. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. Go to step 4. | Problem solved. |
| 4 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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842.02 Scanner communication failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the scanner interface cable assembly connection between the RIP card assembly and the scanner unit assembly. Is the scanner interface cable assembly connected properly? | Go to step 2. | Replace the connection. |
| 2 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 3. | Connect each connector of the scanner controller card assembly properly. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. Go to step 4. | Problem solved. |
| 4 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

842.03 Scanner communication failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the scanner interface cable assembly connection between the RIP card assembly and the scanner unit assembly. Is the scanner interface cable assembly connected properly? | Go to step 2. | Replace the connection. |
| 2 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 3. | Connect each connector of the scanner controller card assembly properly. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. Go to step 4. | Problem solved. |
| 4 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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842.04 Scanner communication failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the scanner interface cable assembly connection between the RIP card assembly and the scanner unit assembly. Is the scanner interface cable assembly connected properly? | Go to step 2. | Replace the connection. |
| 2 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 3. | Connect each connector of the scanner controller card assembly properly. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. Go to step 4. | Problem solved. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 4 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the RIP card assembly. Go to "RIP card assembly removal" on page 4-130. | Problem solved. |

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842.10 Scanner unit assembly - ADF communication failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 2. | Replace all connections. |
| 2 | Check all connections of the ADF controller card assembly. Are the connections of the ADF controller card assembly connected properly? | Go to step 3. | Replace all connections. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the ADF controller card assembly. Go to "ADF controller card assembly removal" on page 4-175. | Problem solved. |
| 4 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to "Scanner controller card assembly removal" on page 4-151. | Problem solved. |

842.11 Scanner communication failure (by scanner)

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------|
| 1 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 2. | Replace all connections. |
| 2 | Check all connections of the ADF controller card assembly. Are the connections of the ADF controller card assembly connected properly? | Go to step 3. | Replace all connections. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------|
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Problem solved. |
| 4 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

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842.12 Scanner unit assembly communication failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 2. | Replace all connections. |
| 2 | Check all connections of the ADF controller card assembly. Are the connections of the ADF controller card assembly connected properly? | Go to step 3. | Replace all connections. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Problem solved. |
| 4 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

843.00 Sensor (scanner HP) failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the scanner carriage rails. Is there any foreign substance on the scanner rails? | Clean and lubricate the scanner carriage rails. | Go to step 2. |
| 2 | Check the sensor (scanner HP) for operation. Perform the sensor (scanner HP) test. Remove the large platen glass. Go to “Large platen glass removal” on page 4-150. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch Scanner HP. Gently move the scanner carriage side to side. Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (scanner HP) for connection. Is the above sensor connected properly? | Replace the sensor (scanner HP). Go to “Sensor (scanner HP) removal” on page 4-159. | Replace the connection. |
| 4 | Check the scanner drive motor assembly. Perform the scanner drive motor test. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Scanner drv mtr. 5. Touch Forward or reverse. Does the scanner drive motor assembly operate properly? | Go to step 6. | Go to step 5. |
| 5 | Check the scanner drive motor assembly for connection. Is the above motor connected properly? | Replace the scanner drive motor assembly. Go to “Scanner drive motor assembly removal” on page 4-163. | Replace the connection. |
| 6 | Place media on the large platen and perform a scanner test. Does the error remain? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

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843.01 Scanner carriage over run failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the connections of the scanner controller card assembly. Are the connectors of the scanner controller card assembly connected properly? | Go to step 2. | Connect each connector of the scanner controller card assembly properly. |
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

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843.10 ADF RAM test failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| 1 | Check the connection between the ADF controller card assembly and the scanner controller card assembly Are the ADF controller card assembly and the scanner controller card assembly connected properly? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Connect the ADF controller card assembly and the scanner controller card assembly properly. |
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Go to step 3. |

843.11 ADF EEPROM failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------------------------------------------|
| 1 | Check the connection of each ADF controller card assembly connector. Is each connector of ADF controller card assembly connected properly? | Go to step 2. | Connect each connector of ADF controller card assembly properly. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Problem solved. |

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843.12 ADF pick roll position lift up failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| 1 | Check the feed/pick roll assembly. Remove the left cover media guide. Does The feed/pick roll assembly moves smoothly up/down when the gears are manually rotated? | Go to step 2. | Replace the feed/pick roll assembly. |
| 2 | Check the sensor (pick roll position HP) for operation. Perform the sensor (pick roll position HP) test. Open the ADF left cover assembly. Remove the ADF left cover media guide. Go to “ADF left cover media guide removal” on page 4-189. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch Pick roll position HP. Manually rotate the gears of the pick roll position motor assembly to raise and lower the pick roll. Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (pick roll position HP) for connection. Is the above sensor connected properly? | Replace the sensor (pick roll position HP). Go to “Sensor (pick roll position HP) removal” on page 4-185. | Replace the connection. |
| 4 | Check the pick roll position motor assembly. Perform the pick roll position motor test. Open ADF left cover assembly. Override the switch (ADF left cover interlock). 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Pick roll position mtr. Does the pick roll position motor assembly raise and lower properly? | Go to step 6. | Go to step 5. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 5 | Check the pick roll position motor assembly for connection. Is the above motor connected properly? | Replace the pick roll position motor assembly. Go to “Pick roll position motor assembly removal” on page 4-190. | Replace the connection. |
| 6 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Go to step 7. |

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843.20 Scanner unit assembly connection failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| 1 | Check the connection of each ADF controller card assembly connector. Is each connector of ADF controller card assembly connected properly? | Go to step 2. | Connect each connector of ADF controller card assembly properly. |
| 2 | Check the connection of each RIP card assembly connector. Are the connectors of the RIP card assembly connected properly? | Go to step 3. | Connect each connector of the RIP card assembly properly. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Problem solved. |

843.21 Scanner unit assembly EEPROM failure

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------|
| 1 | Check the connections of the scanner controller card assembly connector Is each connector of scanner controller card assembly connected properly? | Go to step 2. | Connect each connector of the scanner controller card assembly properly. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------|
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the ADF controller card assembly. Go to “ADF controller card assembly removal” on page 4-175. | Problem solved. |

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843.22 Scanner unit assembly EEPROM sub system failure

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the connection of each scanner controller card assembly connector. Are the connectors of the scanner controller card assembly connected properly? | Go to step 2. | Connect each connector of the scanner controller card assembly properly. |
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

843.23 Scanner cooling fan failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the scanner cooling fan operation. Perform the scanner cooling fan test. Remove the rear upper cover. Go to “Rear upper cover removal” on page 4-15. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Scanner cooling fan. Does the scanner cooling fan speed increase when the test is performed? | Go to step 2. | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. |
| 2 | Check the scanner cooling fan for connection. Is the above fan connected properly? | Replace the scanner cooling fan. Go to “Scanner cooling fan removal” on page 4-164. | Replace the connection. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------|
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

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843.24 Image processing failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the connections of the scanner controller card assembly. Are the connectors of the scanner controller card assembly connected properly? | Go to step 2. | Connect each connector of the scanner controller card assembly properly. |
| 2 | Check the software version for the scanner controller card assembly. Is the version of the software of the scanner controller card assembly correct? | Go to step 3. | Upgrade the software of the scanner controller card assembly. |
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

843.25 Scanner controller card assembly failure 1

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| 1 | Check the connection of each scanner controller card assembly connector. Is each connector of scanner controller card assembly connected properly? | Go to step 2. | Connect each connector of scanner controller card assembly properly. |
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-----------------|
| 3 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the scanner PS card assembly. Go to “Scanner PS card assembly removal” on page 4-162. | Problem solved. |

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843.26 Scanner controller card assembly failure 2

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| 1 | Check the connection of each scanner controller card assembly connector. Is each connector of scanner controller card assembly connected properly? | Go to step 2. | Connect each connector of scanner controller card assembly properly. |
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the scanner PS card assembly. Go to “Scanner PS card assembly removal” on page 4-162. | Problem solved. |

844.00 Exposure lamp failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------|
| 1 | Check the exposure lamp for operation. Perform the exposure lamp test. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Exposure lamp. Does the exposure lamp operate properly? | Go to step 6. | Go to step 3. |

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | Check the exposure lamp for connection. Is the above component connected properly? | Replace the exposure lamp. Go to “Exposure lamp removal” on page 4-166. | Replace the connection. |
| 3 | Check the exposure lamp PS card assembly. Is the above card properly connected to the scanner controller card assembly? | Replace the exposure lamp PS card assembly. Go to “Exposure lamp PS card assembly removal” on page 4-165. | Replace the connection. |
| 4 | Check the scanner PS card assembly for connection. Is the above card connected properly? | Replace the scanner PS card assembly. Go to “Scanner PS card assembly removal” on page 4-162. | Replace the connection. |
| 5 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

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844.01 White reference/exposure lamp illumination failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the large platen glass. Is the large platen glass installed properly? | Go to step 2. | Remove and clean the large platen glass. Go to “Large platen glass removal” on page 4-150. Reinstall the large platen glass properly. Go to step 3. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | Remove the large platen glass. Check the bottom of the large platen glass in the vicinity the white reference strip for contamination. Is the vicinity of white reference strip contaminated? | Clean the bottom of the large platen glass in the vicinity of the white reference strip. Reinstall the large platen glass properly. Go to step 3. | Go to step 4. |
| 3 | Perform a POR. Does the error remain? | Go to step 4. | Problem solved. |
| 4 | Check the exposure lamp for operation. Perform the exposure lamp test. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS . 3. Touch Scanner Motor Tests . 4. Touch Exposure lamp . Does the exposure lamp operate properly? | Go to step 8. | Go to step 5. |
| 5 | Check the exposure lamp for connection. Is the above component connected properly? | Replace the exposure lamp. Go to "Exposure lamp removal" on page 4-166 . | Replace the connection. |
| 6 | Check the exposure lamp PS card assembly. Is the above card properly connected to the scanner controller card assembly? | Replace the exposure lamp PS card assembly. Go to "Exposure lamp PS card assembly removal" on page 4-165 . | Replace the connection. |
| 7 | Check the scanner PS card assembly for connection. Is the above card connected properly? | Replace the scanner PS card assembly. Go to "Scanner PS card assembly removal" on page 4-162 . | Replace the connection. |
| 8 | Perform a POR. Does the error continue when the power is turned off/on? | Replace the scanner controller card assembly. Go to "Scanner controller card assembly removal" on page 4-151 . | Problem solved. |

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845.00 CCD failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the CCD/lens assembly connection. Is the CCD/lens assembly connected properly? | Go to step 2. | Replace the connection. |
| 2 | Check all the connections on the scanner controller card assembly. Are all the connections connected properly? | Replace the CCD/lens assembly. | Replace the connection. |
| 3 | Perform a POR. Does the error remain? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | |

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845.01 CCD initialization (lamp on) failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the exposure lamp for operation. Perform the exposure lamp test. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Scanner Motor Tests. 4. Touch Exposure lamp. Does the exposure lamp operate properly? | Go to step 6. | Go to step 3. |
| 2 | Check the exposure lamp for connection. Is the above component connected properly? | Replace the exposure lamp. Go to “Exposure lamp removal” on page 4-166. | Replace the connection. |
| 3 | Check the exposure lamp PS card assembly. Is the above card properly connected to the scanner controller card assembly? | Replace the exposure lamp PS card assembly. Go to “Exposure lamp PS card assembly removal” on page 4-165. | Replace the connection. |
| 4 | Check the scanner PS card assembly for connection. Is the above card connected properly? | Replace the scanner PS card assembly. Go to “Scanner PS card assembly removal” on page 4-162. | Replace the connection. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------|
| 5 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

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845.02 CCD initialization (lamp off) failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the connection of the scanner controller card assembly. Are the connectors of the scanner controller card assembly connected properly? | Go to step 2. | Connect each connector of the scanner controller card assembly properly. |
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the scanner PS card assembly. Go to “Scanner PS card assembly removal” on page 4-162. | Problem solved. |

846.00 Scanner communication failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------|
| 1 | Check the scanner interface cable assembly connection between the RIP card assembly and the scanner unit assembly. Is the scanner interface cable assembly connected properly? | Go to step 2. | Replace the connection. |
| 2 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 3. | Connect each connector of the scanner controller card assembly properly. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. Go to step 4. | Problem solved. |

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846.01 Scanner communication failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the scanner interface cable assembly connection between the RIP card assembly and the scanner unit assembly. Is the scanner interface cable assembly connected properly? | Go to step 2. | Replace the connection. |
| 2 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 3. | Connect each connector of the scanner controller card assembly properly. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. Go to step 4. | Problem solved. |

846.10 Sensor (ADF width APS X) failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------|
| 1 | Check the sensor (ADF width APS 1) for operation. Perform the sensor (ADF width APS 1) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF width APS 1. Operate the actuator of the sensor (ADF width APS 1). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 2. | Go to step 3. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | Check the sensor (ADF width APS 1) for connection. Is the above sensor connected properly? | Replace the sensor (ADF width APS 1). Go to "Sensor (ADF width APS 1)" on page 4-192. | Replace the connection. |
| 3 | Check the sensor (ADF width APS 2) for operation. Perform the sensor (ADF width APS 2) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF width APS 2. Operate the actuator of the sensor (ADF width APS 2). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 6. | Go to step 5. |
| 4 | Check the sensor (ADF width APS 2) for connection. Is the above sensor connected properly? | Replace the sensor (ADF width APS 2). Go to "Sensor (ADF width APS 2)" on page 4-193. | Replace the connection. |
| 5 | Check the sensor (ADF width APS 3) for operation. Perform the sensor (ADF width APS 3) test. Open the ADF left cover assembly. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF width APS 3. Operate the actuator of the sensor (ADF width APS 3). Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 8. | Go to step 7. |
| 6 | Check the sensor (ADF width APS 3) for connection. Is the above sensor connected properly? | Replace the sensor (ADF width APS 3). Go to "Sensor (ADF width APS 3)" on page 4-194. | Replace the connection. |
| 7 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the ADF controller card assembly. Go to "ADF controller card assembly removal" on page 4-175. | Go to step 8. |

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846.12 Scanner unit assembly software logic failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| 1 | Check the software version for the scanner controller card assembly. Is the version of the software of the scanner controller card assembly correct? | Go to step 2. | Upgrade the software of the scanner controller card assembly. |
| 2 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

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846.13 Switch (platen interlock) open

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| 1 | Check the ADF for opening and closing. Does the ADF lay completely flush on the scanner unit when it is in its closed position? | Go to step 2. | Inspect and adjust the ADF left hinge and right hinge as required. |
| 2 | Check the sensor (ADF angle) for proper installation. Is the sensor (ADF angle) installed correctly? | Go to step 3. | Reinstall the sensor (ADF angle). |
| 3 | Check the sensor (ADF angle) for operation. Perform the sensor (ADF angle) test. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF angle. Open and close the ADF unit assembly. Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 5. | Go to step 4. |
| 4 | Check the sensor (ADF angle) for connection. Is the above sensor connected properly? | Replace the sensor (ADF angle). Go to “Sensor (ADF angle) removal” on page 4-161. | Replace the connection. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|---------------|
| 5 | Place an undamaged document in the ADF, and perform a ADF test. Does the error remain? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Go to step 6. |

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849.00 Hard drive failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------|
| 1 | Check the hard drive data and power connections. Are the above connections connected properly? | Replace the hard drive. Go to “RIP card chassis bracket removal” on page 4-127. | Replace the connections. |
| 2 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

900.xx System software error

There are different types of 900.xx errors that can occur. There may be a communication problem (Bad cable, network connection, and so on) software issue, or a hardware problem with the controller board, or ISP (Internal solutions port). The communication and software aspects should be checked first. Determine if the problem is constant or intermittent. Use the troubleshooting procedure below to isolate the issue. Take any notes as instructed. You will need that information in the event you need to contact your next level support.

Note: Before troubleshooting, determine the operating system used when the error occurred. If possible determine whether a PostScript or PCL file was sent to the device when the error occurred. Ask the customer which Lexmark Solutions applications are installed on the device.

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| Step | Action and questions | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------|
| 1 | POR the device. Does the error reoccur? | Go to step 2. | Problem resolved. |
| 2 | <ul style="list-style-type: none"> • Write down the exact 900.xx error code displayed on the device. • Turn the device off. • Clear the print queues. • Disconnect all communication cables, and remove all memory options. • Remove all ISP and modem cards. • Restart the device into diagnostic mode. Does the 900.xx error reoccur during startup? | Go to step 3. | Go to step 6. |
| 3 | Check all the cables connected to the RIP board for proper connectivity. Are the cables properly connected? | Go to step 5. | Go to step 4. |
| 4 | Properly connect the cables to the RIP board. Restart the device into diagnostic mode. Does the 900.xx error reoccur during startup? | Go to step 5. | Go to step 6. |
| 5 | Replace the RIP board, and restart the device. Does this fix the problem? Note: If an error, different from the original 900.xx, is displayed, consult the service check for that error. | Problem resolved. | Go to step 31. |
| 6 | Print the following: <ul style="list-style-type: none"> • Error log • Menu settings page • Network settings page Does the 900.xx error reoccur while these pages were printing? | Go to step 31. | Go to step 7. |
| 7 | Re-attach the communications cable. Restart the printer to operating mode. Send the printer a print job. Does the 900.xx error reoccur? Note: Before performing this step, write down this information about the file being sent to the printer: <ul style="list-style-type: none"> • Application used • Operating system • Driver type • File type (PCL, PostScript, XPS, etc.) | Go to step 8. | Go to step 10. |

| Step | Action and questions | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------|
| 8 | Restart the printer to operating mode. Send a different print job to the device. Does the 900.xx error reoccur? | Go to step 9. | Go to step 10. |
| 9 | Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. Send the printer a print job. Does the 900.xx error reoccur? | Go to step 31. | Go to step 10. |
| 10 | Is the device a Multi Function Printer? | Go to step 11. | Go to step 13. |
| 11 | Run a copy job. Does the 900.xx error reoccur? | Go to step 31. | Go to step 12. |
| 12 | Run a scan to PC job. Does the 900.xx error reoccur? | Go to step 31. | Go to step 13. |
| 13 | Is there optional memory installed? | Go to step 14. | Go to step 16. |
| 14 | Reinstall the memory, and send a print job to the device. Does the 900.xx error reoccur? | Go to step 15. | Go to step 16. |
| 15 | Install a Lexmark recommended memory option. Send a print job to the device. Does the 900.xx error reoccur? | Go to step 31. | Problem resolved. |
| 16 | Is there a modem installed on the device? | Go to step 17. | Go to step 21. |
| 17 | Reinstall the modem. Restart the device. Does the 900.xx error reoccur? | Go to step 18. | Go to step 20. |
| 18 | Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. Send the printer a print job. Does the 900.xx error reoccur? | Go to step 19. | Problem resolved. |
| 19 | Replace the modem. Restart the device. Does the 900.xx error reoccur? | Go to step 31. | Problem resolved. |
| 20 | Run a fax job. Does the 900.xx error reoccur? | Go to step 31. | Go to step 21. |
| 21 | Are there any ISP (internal solutions port) options installed? | Go to step 22. | Problem resolved. |
| 22 | Reinstall the first ISP option. Restart the device. Does the 900.xx error reoccur? | Go to step 24. | Go to step 23. |
| 23 | Run a job to test the option. Does the 900.xx error reoccur? | Go to step 24. | Go to step 26. |
| 24 | Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. Does the 900.xx error reoccur? | Go to step 25. | Problem resolved. |

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| Step | Action and questions | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------|
| 25 | Replace the faulty ISP option. Restart the device. Does the 900.xx error reoccur? | Go to step 31. | Go to step 26. |
| 26 | Are there any more ISP options to install? | Go to step 27 | Problem resolved. |
| 27 | Install the next ISP option. Restart the device. Does the 900.xx error reoccur? | Go to step 29. | Go to step 28. |
| 28 | Run a job to test the option. Does the 900.xx error reoccur? | Go to step 29. | Go to step 26. |
| 29 | Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. Does the 900.xx error reoccur? | Go to step 30. | Go to step 26. |
| 30 | Replace the faulty ISP option. Restart the device. Does the 900.xx error reoccur? | Go to step 31. | Go to step 26. |
| 31 | Contact your next level of support. You will need the following information for them: <ul style="list-style-type: none"> • Exact 900.xx error digits and complete error message • Printed menu settings page • Printed network settings page • Device error log • A sample print file if error appears to be isolated to a single file • File/Application used if error is related to specific print file • Device Operating System • Driver used (PCL/PS) • Frequency of the occurrence of the error | | |

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903.00 RAM read/write check failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. Go to step 3. | Problem solved. |
| 3 | Perform a print test. Does the error still occur? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

904.00 NVM data failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. Go to step 3. | Problem solved. |
| 3 | Perform a print test. Does the error still occur? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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905.00 NVM read/write cannot be executed failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. Go to step 3. | Problem solved. |
| 3 | Perform a print test. Does the error still occur? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

906.00 CPU power to access NVM failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. Go to step 3. | Problem solved. |
| 3 | Perform a print test. Does the error still occur? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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907.00 RFID ASIC failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Go to step 3. | Problem solved. |
| 3 | Check connector P419 on the printer engine card assembly. Is connector P419 on the printer engine card assembly properly connected? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. Go to step 4. | Replace the connection. |
| 4 | Perform a print test. Does the error still occur? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

908.00 PPM data failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. Go to step 3. | Problem solved. |
| 3 | Perform a print test. Does the error still occur? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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909.00 Zero cross failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

910.00 Transport motor stop failure

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------------|
| 1 | Check the dual drive motor assembly installation. Is the dual drive motor assembly properly installed? Open the rear motor cover and check it. | Go to step 2. | Install the PC cartridge properly. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | <p>Check the dual drive motor assembly rotation operation. Open the rear motor cover and check it.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Transport motor. <p>Does the motor rotate normally?</p> | Go to step 4 | Go to step 3. |
| 3 | <p>Check the dual drive motor assembly connection. Is the dual drive motor assembly properly connected?</p> | <p>Replace the dual drive motor assembly.</p> <p>Go to “Dual drive motor assembly removal” on page 4-114.</p> | Replace the connection. |
| 4 | <p>Perform a print test. Does the error continue?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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911.00 Transport motor failure

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| 1 | <p>Check the dual drive motor assembly for operation. Open the rear motor cover and check it.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Transport motor. <p>Does the motor rotate normally?</p> | Go to step 3 | Go to step 2. |
| 2 | <p>Check the dual drive motor assembly for proper installation. Remove the rear motor cover and check it. Is the dual drive motor assembly installed properly?</p> | Go to step 3. | Install the dual drive motor assembly properly. |
| 3 | <p>Check the rotation of the rotor in the dual drive motor assembly. Open the rear motor cover and check it. Can the rotor be rotated by hand without excessive load?</p> | Go to step 4. | Install the dual drive motor assembly properly. |
| 4 | <p>Check the dual drive motor assembly connection. Is the dual drive motor assembly properly connected?</p> | <p>Replace the dual drive motor assembly.</p> <p>Go to “Dual drive motor assembly removal” on page 4-114.</p> | Replace the connection. |

| Step | Check | Yes | No |
|------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 5 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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912.00 PC cartridge unit motor failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| 1 | Check the PC cartridge for proper installation. Is the PC cartridge installed properly? | Go to step 2. | Install the PC cartridge properly. |
| 2 | Check the dual drive motor assembly for operation. Open the rear motor cover and check it. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Drum unit motor. Does the motor rotate normally. | Go to step 4 | Go to step 3. |
| 3 | Check the dual drive motor assembly for proper installation. Open the rear motor cover and check it. Is the dual drive motor assembly installed properly? | Go to step 4. | Install the dual drive motor assembly properly. |
| 4 | Check the rotation of the rotor in the dual drive motor assembly. Open the rear motor cover and check it. Can the rotor be rotated by hand without excessive load? | Go to step 5. | Install the dual drive motor assembly properly. |
| 5 | Check the dual drive motor assembly connection. Is the dual drive motor assembly properly connected? | Replace the dual drive motor assembly. Go to “Dual drive motor assembly removal” on page 4-114. | Replace the connection. |
| 6 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

913.00 Printhead assembly failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------------------------------------|
| 1 | Check the printhead assembly for proper installation. Is the printhead assembly installed properly? | Go to step 2. | Install the printhead assembly properly. |
| 2 | Check the printhead assembly connection. Is the printhead assembly properly connected? | Replace the printhead. | Replace the connection. |
| 3 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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914.00 Toner add motor assembly failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------------------------------|
| 1 | Check the toner cartridge for proper installation. Remove the toner cartridge and reinstall it. Does it operate properly? | Problem solved. | Go to step 2. |
| 2 | Check the gear rotation for the toner cartridge guide assembly. Remove the toner guide assembly. Does the gear, located at the lower part of the toner cartridge guide assembly, rotate smoothly? | Go to step 3. | Replace the toner cartridge guide assembly. |
| 3 | Check the toner cartridge guide assembly for pipe clogging. Is the pipe, located at the lower part of the toner cartridge guide assembly, clogged? | Go to step 4. | Clean the pipe. |
| 4 | Check the toner add motor assembly for operation. Warning: Only perform this test in segments of three seconds or less, or toner spill will occur. Remove the top cover assembly. Go to “Top cover assembly removal” on page 4-5. Override the switch (printer front door interlock) 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Toner add motor. Observe the toner add motor for rotation. Note: When performing this test, the drum unit motor will also operate. Does the motor rotate normally? | Go to step 6. | Go to step 5. |



| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------|
| 5 | Check the toner add motor assembly connection. Is the toner add motor assembly properly connected? | Replace the toner add motor. “Toner cartridge guide assembly removal” on page 4-95 | Replace the connection. |
| 6 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

915.00 Fuser cooling fan failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| 1 | Check the fuser cooling fan for proper installation. Is the fuser cooling fan installed properly? | Go to step 2. | Install the fuser cooling fan properly. |
| 2 | Visually check the fuser cooling fan for rotation. Is the fuser cooling fan visually rotating? | Go to step 5. | Go to step 3. |
| 3 | Check the fuser cooling fan for operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Fuser cooling fan. Does the fuser cooling fan RPM increase? | Go to step 5. | Go to step 4. |
| 4 | Check the fuser cooling fan for connection. Is CN102 on the dual drive motor assembly connected properly? | Replace the fuser cooling fan. | Replace the connection. |
| 5 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

916.00 PC cartridge cooling fan failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------|---------------|---------------|
| 1 | Visually check the PC cartridge cooling fan rotation. Is the PC cartridge cooling fan visually rotating? | Go to step 3. | Go to step 2. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | Check the PC cartridge cooling fan. Is there an object blocking the PC cartridge cooling fan rotation? | Remove the object blocking the rotation. | Go to step 3. |
| 3 | Check the PC cartridge cooling fan for operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS . 3. Touch Printer Motor Test . 4. Touch PC unit cooling fan . Does the fan rotate normally? | Go to step 5. | Go to step 4. |
| 4 | Check the PC cartridge cooling fan connection. Is the PC cartridge cooling fan properly connected? | Replace the PC cartridge cooling fan. Go to " PC cartridge cooling fan removal " on page 4-102. | Replace the connection. |
| 5 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to " Printer engine card assembly removal " on page 4-119. | Problem solved. |

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917.00 LVPS cooling fan failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|----------------------------------------|
| 1 | Check the LVPS cooling fan for proper installation. Is the LVPS cooling fan installed properly? | Go to step 2. | Install the LVPS cooling fan properly. |
| 2 | Visually check the LVPS cooling fan for rotation. Is the LVPS cooling fan visually rotating? | Go to step 3. | Go to step 4. |
| 3 | Check the LVPS cooling fan connection. Is the LVPS cooling fan connected properly? | Replace the LVPS cooling fan. Go to " LVPS cooling fan removal " on page 4-121. | Replace the connection. |
| 4 | Perform a print test. Does the error remains? | Replace the LVPS card assembly. Go to " LVPS card assembly removal " on page 4-120. | Problem solved. |

918.00 Sensor (exit 1 media shift HP) failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | <p>Check the sensor (exit 1 media shift HP) for operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Exit1 shift HP. <p>Move the shift assembly, with your finger, in a side to side motion.</p> <p>Does the display on the operator panel change every time the sensing area is blocked?</p> | Go to step 3. | Go to step 2. |
| 2 | <p>Check the sensor (exit 1 media shift HP) for connection.</p> <p>Is the sensor (exit 1 media shift HP) connected?</p> | <p>Replace the sensor (exit 1 media shift HP).</p> <p>Go to “Exit 1 media shift assembly removal” on page 4-105.</p> | Replace the connection. |
| 3 | <p>Check the media shift motor for operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Exit1 shift motor. <p>Note: A continuous operation check is allowed up to twice for each direction.</p> <p>Does the motor operate normally?</p> | Go to step 5. | Go to step 4. |
| 4 | <p>Check the media shift motor for connection.</p> <p>Is the above motor connected properly?</p> | <p>Replace the media exit shift motor.</p> <p>Go to “Media shift motor removal” on page 4-108.</p> | Replace the connection. |
| 5 | <p>Check the printer engine card assembly for connection P421 and the exit interface card assembly connector P431.</p> <p>Are the above cards connected properly?</p> | <p>Replace the exit interface card assembly.</p> <p>Go to “Exit interface card assembly removal” on page 4-117.</p> | Replace the connection. |
| 6 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the printer engine card assembly</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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919.00 Sensor (exit 2 media shift HP) failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | <p>Check the sensor (exit 2 media shift HP) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Exit2 shift HP. <p>Move the shift assembly with your finger in a side to side motion.</p> <p>Does the display on the operator panel change every time the sensing area of the above sensor is blocked?</p> | Go to step 3. | Go to step 2. |
| 2 | <p>Check the sensor (exit 2 media shift HP) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (exit 2 media shift HP).</p> <p>Go to “Exit 2 sensor (exit 2 media shift HP) removal” on page 4-336.</p> | Replace the connection. |
| 3 | <p>Check the media shift motor for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Exit2 shift mtr. <p>Does the above motor rotate properly?</p> | Go to step 5. | Go to step 4. |
| 4 | <p>Check the media shift motor for proper connection.</p> <p>Is the above motor connected properly?</p> | <p>Replace the media shift motor.</p> <p>Go to “Exit 2 unit assembly removal” on page 4-322.</p> | Replace the connection. |
| 5 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the exit interface card assembly.</p> <p>Go to “Exit interface card assembly removal” on page 4-117.</p> <p>Go to step 6.</p> | Problem solved. |
| 6 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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919.01 Exit 2 unit assembly connection failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| 1 | Check the exit 2 unit assembly for proper installation. Is the exit 2 unit assembly installed properly? | Go to step 2. | Reinstall the exit 2 unit assembly, and POR. Go to “Exit 2 unit assembly removal” on page 4-322. |
| 2 | Check the exit 2 unit assembly connector. Is the exit 2 unit assembly connector or the connector attached to the printer damaged? | Replace the exit 2 unit assembly or damaged connector. Go to “Exit 2 unit assembly removal” on page 4-322. | Go to step 3. |
| 3 | Perform a print test. Does the error still occur? | Replace the exit interface card assembly. Go to “Exit interface card assembly removal” on page 4-117. Go to step 4. | Problem solved. |
| 4 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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920.00 Fuser unit assembly on time failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------|
| 1 | Check the fuser unit assembly for a media jam. Open the printer left door assembly, and check it. Is there a media jam in the fuser unit assembly? | Remove the media. | Go to step 2. |
| 2 | Leave the printer powered on with the error code displayed for 10 minutes, then perform a POR. Does the error still occur? | Go to step 3. | Problem solved. |
| 3 | Check the fuser unit assembly for proper installation. Open the printer left door assembly, and check it. Is the fuser unit assembly installed properly? | Go to step 4. | Install the fuser unit assembly properly. |
| 4 | Check the fuser unit assembly connection. Is the fuser unit assembly properly connected? | Go to step 5. | Replace the connection.  |
| 5 | Check between the LVPS card assembly P525 and the printer engine card assembly P401 for proper connection. Are the cards connected properly? | Replace the fuser unit assembly. | Replace the connection.  |

| Step | Check | Yes | No |
|------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 6 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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921.00 Over heat temperature failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| 1 | Check the fuser unit assembly for proper installation. Open the printer left door assembly, and check it. Is the fuser unit assembly installed properly? | Go to step 2. | Install the fuser unit assembly properly. |
| 2 | Check the fuser unit assembly for proper connection. | Go to step 3. | Replace the connection.  |
| 3 | Check the connection between the LVPS card assembly P525 and the printer engine card assembly P401. Are the cards connected properly? | Replace the fuser unit assembly. | Replace the connection.  |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

922.00 Center thermistor failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| 1 | Check the fuser unit assembly for proper installation. Open the printer left door assembly, and check it. Is the fuser unit assembly installed properly? | Go to step 2. | Install the fuser unit assembly properly. |
| 2 | Check the fuser unit assembly connection. Is the fuser unit assembly properly connected? | Replace the fuser unit assembly. | Replace the connection.  |
| 3 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

923.00 Rear thermistor failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| 1 | Check the fuser unit assembly for proper installation. Open the printer left door assembly, and check it. Is the fuser unit assembly installed properly? | Go to step 2. | Install the fuser unit assembly properly. |
| 2 | Check the fuser unit assembly connection. Is the fuser unit assembly properly connected? | Replace the fuser unit assembly. | Replace the connection.  |
| 3 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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924.00 Pressure roll thermistor failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| 1 | Check the fuser unit assembly for proper installation. Open the printer left door assembly, and check it. Is the fuser unit assembly installed properly? | Go to step 2. | Install the fuser unit assembly properly. |
| 2 | Check the fuser unit assembly connection. Is the fuser unit assembly properly connected? | Replace the fuser unit assembly. | Replace the connection.  |
| 3 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

925.00 Fuser operating temperature failure

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------|
| 1 | Check the fuser unit assembly for a media jam. Open the printer left door assembly, and check it. Is there a media jam in the fuser unit assembly? | Go to the step 2. | Remove the media. |
| 2 | Leave the printer powered on with the error code displayed for 10 minutes, then perform a POR. Does the error still occur? | Go to step 3. | Problem solved. |

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| 3 | Check the fuser unit assembly for proper installation. Open the printer left door assembly, and check it. Is the fuser unit assembly installed properly? | Go to step 4. | Install the fuser unit assembly properly. |
| 4 | Check the fuser unit assembly connection. Is the fuser unit assembly properly connected? | Go to step 5. | Replace the connection.  |
| 5 | Check the connection between the LVPS card assembly P525 and the printer engine card assembly P401. Are the cards connected properly? | Replace the fuser unit assembly. | Replace the connection.  |
| 6 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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927.00 PC cartridge RFID data write failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| 1 | Check the PC cartridge installation. Is the PC cartridge properly installed? | Go to step 2. | Install the PC cartridge properly. |
| 2 | Check the sensor (RFID PC cartridge) installation. Is the sensor (RFID PC cartridge) properly installed? | Go to step 3. | Install the sensor (RFID PC cartridge) correctly. |
| 3 | Check the sensor (RFID PC cartridge) connection. Is the sensor (RFID PC cartridge) properly connected? | Replace the sensor (RFID PC cartridge). | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

928.00 PC cartridge RFID communication failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------|---------------|------------------------------------|
| 1 | Check the PC cartridge installation. Is the PC cartridge properly installed? | Go to step 2. | Install the PC cartridge properly. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| 2 | Check the sensor (RFID PC cartridge) installation. Is the sensor (RFID PC cartridge) properly installed? | Go to step 3. | Install the sensor (RFID PC cartridge) correctly. |
| 3 | Check the sensor (RFID PC cartridge) connection. Is the sensor (RFID PC cartridge) properly connected? | Replace the sensor (RFID PC cartridge). | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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929.00 Sensor (ATC) failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------|---------------------------|------------------------------------|
| 1 | Check the PC cartridge installation. Is the PC cartridge properly installed? | Go to step 2. | Install the PC cartridge properly. |
| 2 | Perform a POR. Does the error continue? | Replace the PC cartridge. | Problem solved. |

930.00 Laser power failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------------------------------------|
| 1 | Check the printhead assembly for proper installation. Is the printhead assembly installed properly? | Go to step 2. | Install the printhead assembly properly. |
| 2 | Check the printhead assembly connection. Is the printhead assembly properly connected? | Replace the printhead. | Replace the connection. |
| 3 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |
| 4 | Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

932.00 Toner cartridge RFID data write failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| 1 | Check the toner cartridge installation. Is the toner cartridge properly installed? | Go to step 2. | Install the toner cartridge properly. |
| 2 | Check the sensor (RFID toner cartridge) installation. Is the sensor (RFID toner cartridge) properly installed? | Go to step 3. | Install the sensor (RFID toner cartridge) correctly. |
| 3 | Check the sensor (RFID toner cartridge) connection. Is the sensor (RFID toner cartridge) properly connected? | Replace the sensor (RFID toner cartridge). | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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933.00 Toner cartridge RFID communication failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| 1 | Check the toner cartridge installation. Is the toner cartridge properly installed? | Go to step 2. | Install the toner cartridge properly. |
| 2 | Check the sensor (RFID toner cartridge) installation. Is the sensor (RFID toner cartridge) properly installed? | Go to step 3. | Install the sensor (RFID toner cartridge) correctly. |
| 3 | Check the sensor (RFID toner cartridge) connection. Is the sensor (RFID toner cartridge) properly connected? | Replace the sensor (RFID toner cartridge). | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

939.00 RIP card assembly communication failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------|---------------|---------------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Go to step 3. | Problem solved. |
| 3 | Check the RIP card assembly connection. Is the RIP card assembly connection JHAB2 and the printer engine card assembly connection P402 connected properly? | Replace the RIP card assembly. Go to " RIP card assembly removal " on page 4-130. Go to step 4. | Replace the connection. |
| 4 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to " Printer engine card assembly removal " on page 4-119. | Problem solved. |

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941.00 Media tray 1 lift up / no media tray failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the media. Pull out the media tray 1, and visually check it. Is the media loaded in tray 1? | Go to step 2. | Load media properly. |
| 2 | Check the media tray. Replace media tray 1 with media tray 2. Is the replaced media tray lifted up? | Go to step 3. | Go to step 4. |
| 3 | Check the media tray. Are the tray lift sector gear 12T, of media tray 1, or surrounding parts damaged? | Replace the media tray lift sector gear 12T or other damaged components. | Go to step 4. |
| 4 | Check the tray 1 media feed lift motor for proper operation. Warning: Only perform this test with the paper tray assembly removed from the machine, or abnormal grinding noises will occur. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS . 3. Touch Printer Tests . 4. Touch Tray 1 lift mtr . Does the tray 1 media feed lift motor operate properly? | Go to step 8. | Go to step 5. |
| 5 | Is the tray 1 media feed lift motor properly connected? | Replace the media feed lift motor. Go to " Media feed lift motor removal " on page 4-33. Go to step 6. | Replace the connection. |

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 6 | <p>Check the tray 1 sensor (media level) for operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor test. 4. Touch Tray 1. 5. Touch Media level. <p>Remove the media tray assembly. Move the pick roll, with your finger, up and down.</p> <p>Note: Avoid touching the rubber roll surface. Does the display on the operator panel change every time the sensing area is blocked?</p> | Go to step 8. | Go to step 7. |
| 7 | <p>Check the tray 1 sensor (media level) connection. Is the tray 1 sensor (media level) properly connected?</p> | <p>Replace the sensor (media level).</p> <p>Go to “Sensor (media level) removal” on page 4-39.</p> | Replace the connection. |
| 8 | <p>Check the tray 1 switch (media size) for proper connection. Is the switch connected properly?</p> | <p>Replace the switch (media size).</p> <p>Go to “Switch (media size) removal” on page 4-19.</p> | Replace the connection. |
| 9 | <p>Perform a print test. Does the error continue?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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942.00 Media tray 2 lift up / no media tray failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|----------------------|
| 1 | <p>Check the media. Pull out the media tray 2, and visually check it. Is the media loaded in tray 2?</p> | Go to step 2. | Load media properly. |
| 2 | <p>Check the media tray. Replace media tray 2 with media tray 1. Is the replaced media tray lifted up?</p> | Go to step 3. | Go to step 4. |
| 3 | <p>Check the media tray. Are the tray lift sector gear 12T, of media tray 2, or surrounding parts damaged?</p> | Replace the media tray lift sector gear 12T or other damaged components. | Go to step 4. |

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 4 | <p>Check the tray 2 media feed lift motor for proper operation.</p> <p>Warning: Only perform this test with the paper tray assembly removed from the machine, or abnormal grinding noises will occur.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Tests. 4. Touch Tray 2 lift mtr. <p>Does the tray 2 media feed lift motor operate properly?</p> | Go to step 8. | Go to step 5. |
| 5 | <p>Is the tray 2 media feed lift motor properly connected?</p> | <p>Replace the media feed lift motor.</p> <p>Go to “Media feed lift motor removal” on page 4-33.</p> <p>Go to step 6.</p> | Replace the connection. |
| 6 | <p>Check the tray 2 sensor (media level) for operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor test. 4. Touch Tray 2. 5. Touch Media level. <p>Remove the media tray assembly.</p> <p>Move the pick roll, with your finger, up and down.</p> <p>Note: Avoid touching the rubber roll surface.</p> <p>Does the display on the operator panel change every time the sensing area is blocked?</p> | Go to step 8. | Go to step 7. |
| 7 | <p>Check the tray 2 sensor (media level) connection.</p> <p>Is the tray 2 sensor (media level) properly connected?</p> | <p>Replace the sensor (media level).</p> <p>Go to “Sensor (media level) removal” on page 4-39.</p> | Replace the connection. |
| 8 | <p>Check the tray 2 switch (media size) for proper connection.</p> <p>Is the switch connected properly?</p> | <p>Replace the switch (media size).</p> <p>Go to “Switch (media size) removal” on page 4-19.</p> | Replace the connection. |
| 8 | <p>Perform a print test.</p> <p>Does the error continue?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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943.00 Tray 3 lift up / no tray failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media. Pull out the tray 3, and visually check it. Is any media loaded in tray 3? | Go to step 2. | Load media properly. |
| 2 | Check the tray. Is the tray 3 lift gear assembly or the surrounding parts of it damaged? | Go to step 3. | Replace the tray 3 lift gear assembly or any other damaged parts. Go to “2000-sheet dual input (TTM)—tray 3 lift gear assembly removal” on page 4-278. |
| 3 | Check the tray 3 media feed lift motor for proper operation. Warning: Only perform this test with the paper tray assembly removed from the machine, or abnormal grinding noises will occur. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Tests. 4. Touch Tray 3 lift mtr. Does the tray 3 media feed lift motor operate properly? | Go to step 6. | Go to step 4. |
| 4 | Check the tray 3 media feed lift motor for proper connection. Is the above motor connected properly? | Go to step 5. | Replace the connection. |
| 5 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Go to step 6. | Replace the connection. |
| 6 | Check the tray 3 sensor (media level) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor Test. 4. Touch Tray 3. 5. Touch Media level. Remove the media tray assembly, and move the pick roll with your finger in an up and down motion. Avoid touching the rubber roll surface. Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 8. | Go to step 7. |
| 7 | Check the sensor (media level) for proper connection. Is the above sensor connected properly? | Replace the sensor (media level). Go to “2000-sheet dual input (TTM)—sensor (media level) removal” on page 4-261. | Replace the connection. |

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| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 8 | Check the switch (TTM media size) for proper connection. Is the above switch connected properly? | Replace the switch (TTM media size). Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. | Replace the connection. |
| 9 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 10. | Problem solved. |
| 10 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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944.00 Tray 4 lift up / no tray failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media. Pull out the tray 4, and visually check it. Is any media loaded in tray 4? | Go to step 2. | Load media properly. |
| 2 | Check the tray. Are the tray 4 lift gear assembly or the surrounding parts of it damaged? | Go to step 3. | Replace the tray 4 lift gear assembly or the obstacles. Go to “2000-sheet dual input (TTM)—tray 4 lift gear assembly removal” on page 4-279. |
| 3 | Check the tray 4 media feed lift motor for proper operation. Warning: Only perform this test with the paper tray assembly removed from the machine, or abnormal grinding noises will occur. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Tests. 4. Touch Tray 4 lift mtr. Does the tray 4 media feed lift motor operate properly? | Go to step 6. | Go to step 4. |
| 4 | Check the tray 4 media feed lift motor for proper connection. Is the above motor connected properly? | Go to step 5. | Replace the connection. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 5 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Go to step 6. | Replace the connection. |
| 6 | Check the tray 4 sensor (media level) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS . 3. Touch Sensor Test . 4. Touch Tray 4 . 5. Touch Media level . Remove the media tray assembly, and move the pick roll with your finger in an up and down motion. Avoid touching the rubber roll surface. Does the display on the operator panel change every time the sensing area of the above sensor is blocked? | Go to step 8. | Go to step 7. |
| 7 | Check the sensor (media level) for proper connection. Is the above sensor connected properly? | Replace the sensor (media level). Go to “2000-sheet dual input (TTM)—sensor (media level) removal” on page 4-261 . | Replace the connection. |
| 8 | Check the tray 4 switch (TTM media size) for proper connection. Is the above switch connected properly? | Replace the switch (TTM media size). Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249 . | Replace the connection. |
| 9 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281 . Go to step 10. | Problem solved. |
| 10 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119 . | Problem solved. |

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951.XX RIP card assembly NVRAM failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. Go to step 3. | Problem solved. |

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953.XX Operator panel assembly NVRAM failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the operator panel assembly. Go to “Operator panel assembly removal” on page 4-135. Go to step 3. | Problem solved. |
| 3 | Perform a print test. Does the error still occur? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. Go to step 4. | Problem solved. |

955.XX RIP card assembly NAND CRC failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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956.00 RIP card assembly processor failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

956.01 RIP card assembly processor over temperature failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Go to step 3. | Problem solved. |
| 3 | Check the RIP card cooling fan and heatsink for proper installation. Is the RIP card cooling fan and heatsink installed correctly? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Install the RIP card cooling fan and heatsink correctly. |

956.02 RIP card assembly cooling fan failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Go to step 3. | Problem solved. |
| 3 | Check the RIP card assembly cooling fan and heatsink attachment. Is the above fan attached properly? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Reattach the RIP card assembly cooling fan and heatsink. |

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956.03 RIP card assembly FPGA failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

980.00 2TM/TTM controller card assembly communication failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Problem solved. | Replace the connection. |
| 2 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 3. | Problem solved. |
| 3 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

980.03 Exit interface card assembly communication failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the exit interface card assembly for proper connection. | Go to step 2. | Replace the connection. |
| 2 | Check the connection between the exit interface card assembly P430 and the LVPS assembly P526. Are the cards connected properly? | Go to step 3. | Replace the connection. |
| 3 | Perform a print test. Does the error continue? | Replace the exit interface card assembly. Go to “Exit interface card assembly removal” on page 4-117. | Problem solved. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine cord assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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980.04 Duplex controller card assembly communication failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the duplex unit for proper installation. Remove duplex unit assembly, and reinstall it. Perform a two sided print test. Does the error still occur? | Go to step 2. | Problem solved. |
| 2 | Check the duplex controller card assembly and printer engine card assembly for proper connection. Are the connections on the duplex controller card assembly and the connector P417 on the printer engine card assembly connected? | Go to step 3. | Replace the connection. |
| 3 | Perform a 2 sided print test. Does the error still occur? | Replace the duplex controller card assembly. Go to “Duplex controller card assembly removal” on page 4-311. Go to step 4. | Problem solved. |
| 4 | Perform a 2 sided print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

980.05 Engine flicker communication failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| 1 | Perform a POR. Does the error occur when the power is turned off/on? | Go to step 2. | Perform several print tests. If the problem remains, go to step 2. |
| 2 | Turn the printer off for 60 seconds. Does the error occur when the power is turned off/on again? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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997.00 Duplex controller card assembly type failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1 | Check the duplex unit for proper installation. Remove duplex unit assembly, and reinstall it. Perform a two sided print test. Does the error still occur? | Go to step 2. | Problem solved. |
| 2 | Perform a 2 sided print test. Does the error still occur? | Replace the duplex controller card assembly. Go to “Duplex controller card assembly removal” on page 4-311. Go to step 3. | Problem solved. |
| 3 | Perform a 2 sided print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

2TM/TTM left door assembly open

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p>Check the 2TM/TTM left door assembly for opening and closing.</p> <p>Does the 2TM/TTM left door assembly open or close normally?</p> | Go to step 2. | <p>Check the 2TM/TTM left door assembly for deformation, and reinstall it.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM left door assembly removal” on page 4-276.</p> |
| 2 | <p>Check the switch (2TM/TTM left door interlock) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Cover and Door. 4. Touch Door C 2TM/TTM. <p>Open the 2TM/TTM left door assembly, and visually check it.</p> <p>Does the display on the operator panel change every time the actuator on the above switch operates?</p> | Go to step 4. | Go to step 3. |
| 3 | <p>Check the switch (2TM/TTM left door interlock) for proper connection.</p> <p>Is the above switch connected properly?</p> | <p>Replace the switch (2TM/TTM left door interlock).</p> <p>Go to “2000-sheet dual input (TTM)—switch (2TM/TTM left door interlock) removal” on page 4-277.</p> | Replace the connection. |
| 4 | <p>Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection.</p> <p>Are connectors P541 and P413 on the above cards connected properly?</p> | Go to step 5. | Replace the connection. |
| 5 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the 2TM/TTM controller card assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281.</p> <p>Go to step 6.</p> | Problem solved. |
| 6 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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Duplex left door assembly open

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| 1 | Check the duplex left door assembly for opening and closing. Does the duplex left door assembly open or close normally? | Go to step 2. | Check the duplex left cover assembly for deformation and reinstall it. |
| 2 | Check the switch (duplex left door interlock) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch DUPLEX TESTS . 3. Touch Sensor Test . 4. Touch Door D duplex left . Open the duplex left door assembly, and visually check it. Does the operator panel change every time the actuator on the above switch operates? | Reconnect the connector on the printer engine card assembly. | Go to step 3. |
| 3 | Check the switch (duplex left door interlock) for proper connection. Is the above switch connected properly? | Go to step 4. | Replace the connection. |
| 4 | Check the duplex controller card assembly and printer engine card assembly for proper connection. Are the connections on the duplex controller card assembly and the connector P417 on the printer engine card assembly connected? | Go to step 5. | Replace the connection. |
| 5 | Perform a 2 sided print test. Does the error still occur? | Replace the duplex controller card assembly. Go to “Duplex controller card assembly removal” on page 4-311 . Go to step 6. | Problem solved. |
| 6 | Perform a 2 sided print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119 . | Problem solved. |

Exit 2 left door assembly open

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the exit 2 left door assembly for opening and closing. Does the exit 2 left door assembly open or close normally? | Go to step 2. | Check the exit 2 left door assembly for deformation, and then reinstall it. Go to “Exit 2 left cover removal” on page 4-325 . |

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| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 2 | <p>Check the switch (exit 2 left door interlock) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Cover and Door. 4. Touch Door E exit2 left. <p>Does the display change on the operator panel every time the actuator for the above switch operates?</p> | Reconnect the connector of the printer engine card assembly. | Go to step 3. |
| 3 | <p>Check the switch (exit 2 left door interlock) for proper connection.</p> <p>Is the above switch connected properly?</p> | <p>Replace the switch (exit 2 left door interlock).</p> <p>Go to “Exit 2 switch (exit 2 left door interlock) removal” on page 4-331.</p> | Replace the connection. |
| 4 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the exit interface card assembly.</p> <p>Go to “Exit interface card assembly removal” on page 4-117.</p> <p>Go to step 5.</p> | Problem solved. |
| 5 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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Media size mismatch in width

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------------------------------------------------------|
| 1 | <p>Check the media.</p> <p>Pull out the tray, and visually check it.</p> <p>Is the media properly loaded in the tray?</p> | Go to step 2. | Load media properly. |
| 2 | <p>Check the media.</p> <p>Pull out the tray, and visually check it.</p> <p>Are the front media tray guide assembly, rear media tray guide, and media tray end guide of tray 1 or tray 2 set correctly?</p> | Go to step 3. | Set the guides properly. |
| 3 | <p>Check the switch (media size) for proper installation.</p> <p>Pull out the media tray, and visually check it.</p> <p>Is the switch (media size) for media tray 1 and media tray 2 installed correctly?</p> | Go to step 4. | Install the switch (media size) for each media tray correctly. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-------------------------|
| 4 | Check the switch (media size) connection for tray 1 and/or tray 2. Is the switch (media size) properly connected for tray 1 and/or tray 2? | Replace the required switch (media size). Go to “Toner cartridge guide assembly removal” on page 4-95. | Replace the connection. |
| 5 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Media size mismatch in width

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media. Pull out the tray, and visually check it. Is the media loaded in tray properly? | Go to step 2. | Load media properly. |
| 2 | Check the media. Pull out the tray, and visually check it. Are the front media guide and rear media guide on tray 3 or tray 4 set correctly? | Go to step 3. | Set the parts correctly. |
| 3 | Check the switch (TTM media size) for proper installation. Pull out the tray, and visually check it. Is the switch (TTM media size) for tray 3 or tray 4 installed properly? | Go to step 4. | Install the switch (TTM media size) correctly. Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. |
| 4 | Check the switch (TTM media size) for proper connection. Check tray 3 and tray 4. Are the above sensors connected properly? | Replace the appropriate switch (TTM media size). Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. | Replace the connection. |
| 5 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Go to step 6. | Replace the connection. |

| Step | Check | Yes | No |
|------|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 6 | Perform a print test. Does the error still occur? | Replace the 2TM/ TTM controller card assembly. Go to “2000-sheet dual input (TTM)— 2TM/TTM controller card assembly removal” on page 4-281. Go to step 7. | Problem solved. |
| 7 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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No media in the select media tray

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------|
| 1 | Check the media. Is the media loaded in the selected tray? | Go to step 2. | Load media properly. |
| 2 | Check the sensor (media out) for operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor test. 4. Touch Tray 1. 5. Touch Media out. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor test. 4. Touch Tray 2. 5. Touch Media out. Remove the media tray assembly. Does the display on the operator panel change every time the sensing area is blocked by the media out actuator? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (media out) connection for tray 1 or tray 2. Is the sensor (media out) properly connected for tray 1 or tray 2? | Replace the sensor (media out). Go to “Sensor (media out) removal” on page 4-40. | Replace the connection. |

| Step | Check | Yes | No |
|------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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No media in the select media tray

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the media. Is the media loaded in the selected tray? | Go to step 2. | Load media properly. |
| 2 | Check the sensor (media out) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor test. 4. Touch Tray 3. 5. Touch Media out. 1. Enter the Diagnostics Menu. 2. Touch INPUT TRAY TESTS. 3. Touch Sensor test. 4. Touch Tray 4. 5. Touch Media out. Remove the appropriate media tray assembly. Does the display on the operator panel change every time the sensing area on the above sensor is blocked by the media out actuator. | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (media out) for proper connection. Check tray 3 and tray 4. Is the above sensor connected properly? | Replace the appropriate sensor (media out). Go to “2000-sheet dual input (TTM)—sensor (media out) removal” on page 4-262. | Replace the connection. |
| 4 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Go to step 5. | Replace the connection. |
| 5 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 6. | Problem solved. |

| Step | Check | Yes | No |
|------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 6 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Paper is installed (short edge) in the media paper tray

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1 | Is the media installed (short edge) orientation in the media tray assembly as opposed to long edge? | Turn media 90 degrees or enable short edge feeding which is found in the config menu (press select and right arrow at power on) and then find the menu item short edge printing. | Go to step 2. |
| 2 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

PC cartridge end of life

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| 1 | Check the PC cartridge for proper installation. Is the PC cartridge installed properly? | Go to step 2. | Install the PC cartridge properly. |
| 2 | Is the sensor (RFID PC cartridge) installed properly? | Go to step 4. | Go to step 3. |
| 3 | Check the sensor (RFID PC cartridge) connection. Is the sensor (RFID PC cartridge) connected properly? | Replace the sensor (RFID PC cartridge) Go to “Sensor (RFID PC cartridge) and sensor (RFID toner cartridge) removal” on page 4-94. | Connect P/J126 and P/J419 properly. |

| Step | Check | Yes | No |
|------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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PC cartridge RFID failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| 1 | Check the PC cartridge installation. Is the PC cartridge properly installed? | Go to step 2. | Install the PC cartridge properly. |
| 2 | Check the sensor (RFID PC cartridge) installation. Is the sensor (RFID PC cartridge) properly installed? | Go to step 3. | Install the sensor (RFID PC cartridge). |
| 3 | Check the sensor (RFID PC cartridge) connection. Is the sensor (RFID PC cartridge) properly connected. | Replace the sensor (RFID PC cartridge). | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

PC cartridge set failure

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------------------|
| 1 | Check the PC cartridge installation. Is the PC cartridge properly installed? | Go to step 2. | Install the PC cartridge properly. |
| 2 | Perform a POR. Does the error continue? | Go to step 3. | Problem solved. |
| 3 | Remove the PC cartridge from the machine. Remove the two screws securing the plastic to the front of the PC cartridge. Remove the plastic cover. Is the connector on the front of the PC cartridge connected properly? | Replace the PC cartridge. | Replace the connection. |
| 4 | Perform a POR. Does the error continue? | Go to step 5. | Problem solved. |

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| 5 | Check the PC cartridge sensor connection. Is the PC cartridge sensor connector installed and functioning properly? | Replace the PC cartridge sensor connector. | Reinstall the PC cartridge sensor connector and ensure it connects to the PC cartridge properly. |
| 6 | Check the switch (PC cartridge interlock) for proper operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST . 3. Touch Devices . 4. Touch PC unit present . Open printer left door assembly and the front door assembly and check it. Does the display on the operator panel change every time the PC cartridge is removed and replaced? | Go to step 8. | Go to step 7. |
| 7 | Check the switch (PC cartridge interlock) connection. Is the connection P404 on the printer engine card connected properly? | Replace the switch (PC cartridge interlock). Go to “Switch (PC cartridge interlock) removal” on page 4-84. | Replace the connection. |
| 8 | Perform a POR. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Printer front door open

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------------------------------------------------------------|
| 1 | Check the opening and closing of the printer front door assembly. Is the printer front door assembly opening and closing normally? | Go to step 2. | Check the printer front door assembly for rotation and reinstall it. |
| 2 | Check the switch (printer front door interlock) for operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST . 3. Touch Cover and Door . 4. Touch Door J printer front . Open the printer front door assembly and check it. Does the display on the operator panel change every time the switch actuator is operated? | Go to step 4. | Go to step 3. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 3 | Check the switch (printer front door interlock) connection. Is the switch (printer front door interlock) properly connected? | Replace the switch (printer front door interlock). Go to “Switch (printer front door interlock) removal” on page 4-4. | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Printer left door open

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| 1 | Is the printer left door assembly opening and closing properly? | Go to step 2. | Check the printer left door assembly for deformation and reinstall it. |
| 2 | Check the switch (printer left door interlock) for operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Cover and Door. 4. Touch Door A left side. Open the printer left door assembly, and check it. Does the display on the operator panel change every time the switch actuator is operated? | Go to step 4. | Go to step 3. |
| 3 | Check the switch (printer left door interlock) connection. Is the switch (printer left door interlock) connected properly? | Replace the switch (printer left door interlock). Go to “Switch (printer left door interlock) removal” on page 4-76. | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

Printer left lower door open

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| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 1 | Is the printer left lower door assembly opening and closing properly? | Go to step 2. | Check the printer front door assembly for deformation and reinstall it. |
| 2 | <p>Check the switch (printer front door interlock) for operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Cover and Door. 4. Touch Door B left/lower. <p>Open the printer front door assembly and check it.</p> <p>Does the display on the operator panel change every time the switch actuator is operated?</p> | Go to step 4. | Go to step 3. |
| 3 | <p>Check the switch (printer left lower door interlock) connection.</p> <p>Is the switch (printer left lower door interlock) properly connected?</p> | <p>Replace the switch (printer front door interlock).</p> <p>Go to “Switch (printer front door interlock) removal” on page 4-4.</p> | Replace the connection. |
| 4 | <p>Perform a print test.</p> <p>Does the error continue?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

Scheduled maintenance required

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-----------------|
| 1 | <p>Install the proper maintenance kit.</p> <p>Does the message still occur?</p> | <p>Reset the maintenance counter.</p> <p>Go to “Scheduled maintenance” on page 6-2.</p> | Problem solved. |

Standard bin 1 full

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------|---------------|---------------------------------------------|
| 1 | <p>Check the actuator for movement.</p> <p>Does the standard bin 1 full actuator move up and down normally?</p> | Go to step 2. | Reinstall the standard bin 1 full actuator. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| 2 | <p>Check the sensor (standard bin full exit 1) for operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Exit level. 4. Touch Standard bin full 1. <p>Does the display on the operator panel change every time the sensing area is blocked?</p> | Go to step 5. | Go to step 3. |
| 3 | <p>Check the sensor (standard bin full 1) connection.</p> <p>Is the sensor (standard bin full 1) properly connected?</p> | <p>Replace the sensor (standard bin full exit 1).</p> <p>Go to “Sensor (exit 1 bin full) removal” on page 4-110.</p> | <p>Replace the connection.</p> <p>Go to step 4.</p> |
| 4 | <p>Check the exit interface card assembly connection P432, P433, and P434.</p> <p>Is the exit interface card assembly properly connected P432, P433, and P434?</p> | <p>Replace the exit interface card assembly.</p> <p>Go to “Exit interface card assembly removal” on page 4-117.</p> | Replace the connection. |
| 5 | <p>Perform a print test.</p> <p>Does the error continue?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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Standard bin 2 full

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------|
| 1 | <p>Check the actuator for movement.</p> <p>Does the media weight assembly move up and down normally?</p> | Go to step 2. | Reinstall the media weight assembly. |
| 2 | <p>Check the sensor (standard bin full exit 2) for operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Exit level. 4. Touch Standard bin full 2 <p>Does the display on the operator panel change every time the sensing area is blocked?</p> | Go to step 5. | Go to step 3. |

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| 3 | Check the sensor (standard bin full exit 2) connection. Is the sensor (standard bin full exit 2) properly connected? | Replace the sensor (standard bin full exit 2). Go to “Exit 2 sensor (standard bin full exit 2) removal” on page 4-337. | Replace the connection. Go to step 4. |
| 4 | Check the exit interface card assembly connection P432, P433, and P434. Is the exit interface card assembly properly connected P432, P433, and P434? | Replace the exit interface card assembly. Go to “Exit interface card assembly removal” on page 4-117. | Replace the connection. |
| 5 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Scanner missing failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1 | Check the scanner interface cable assembly connection between the RIP card assembly and the scanner unit assembly. Is the scanner interface cable assembly connected properly? | Go to step 2. | Replace the connection. |
| 2 | Check all connections of the scanner controller card assembly. Are the connections of the scanner controller card assembly connected properly? | Go to step 3. | Connect each connector of the scanner controller card assembly properly. |
| 3 | Perform a POR. Does the error remain when the power is turned off/on? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. Go to step 4. | Problem solved. |
| 4 | Perform a POR. Does the error remain when the power is turned off/on again? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

Switch (ADF left cover interlock) open

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 1 | Check the actuator of the ADF left cover assembly. Is the above actuator present and attached properly? | Go to step 2. | Replace the ADF left cover assembly. Go to “ADF left cover assembly removal” on page 4-176. |
| 2 | Check the actuating lever of the switch (ADF left cover interlock). Is the above actuating lever attached and aligned properly? | Go to step 3. | Adjust the actuating lever for proper alignment. |
| 3 | Check the switch (ADF left cover interlock) for proper operation. Perform the switch (ADF left cover interlock) test. 1. Enter the Diagnostics Menu. 2. Touch SCANNER TESTS. 3. Touch Sensor Tests. 4. Touch ADF left cover interlock. Open and close the ADF left cover assembly. Does the display on the operator panel change every time the above switch is activated? | Go to step 5. | Go to step 4. |
| 4 | Check the switch (ADF left cover interlock) for connection. Is the above switch connected properly? | Replace the switch (ADF left cover interlock). Go to “Switch (ADF left cover interlock) removal” on page 4-191. | Replace the connections. |
| 5 | Perform a POR. Does the error remain? | Replace the scanner controller card assembly. Go to “Scanner controller card assembly removal” on page 4-151. | Problem solved. |

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Toner cartridge empty

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------|-----------------|------------------------------|
| 1 | Check remaining toner. Does the toner cartridge contain toner? | Go to step 2. | Replace the toner cartridge. |
| 2 | Check the toner cartridge for proper installation. Remove the toner cartridge and reinstall it. Does it operate properly? | Problem solved. | Go to step 3. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| 3 | Check the toner cartridge guide assembly. Remove the toner cartridge guide assembly. Does the gear, located on the lower part of the toner cartridge guide assembly, rotate smoothly? | Go to step 4. | Replace toner cartridge guide assembly. |
| 4 | Check the pipe, located on the lower part of the toner cartridge for debris. Is the pipe, located on the lower part of the toner cartridge guide assembly, clogged? | Go to step 5. | Clean the pipe. |
| 5 | Check the sensor (RFID toner cartridge) for proper installation. | Go to step 6. | Install the sensor (RFID toner cartridge) correctly. |
| 6 | Check the sensor (RFID toner cartridge) for proper connection. | Replace the sensor (RFID toner cartridge). Go to “Toner cartridge guide assembly removal” on page 4-95 | Replace the connection. |
| 7 | Check the toner add motor assembly for operation. Warning: Only perform this test in segments of three seconds or less, or toner spill will occur. Remove the top cover assembly. Go to “Top cover assembly removal” on page 4-5. Override the switch (printer front door interlock) 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Toner add motor. Observe the toner add motor for rotation. Note: When performing this test, the drum unit motor will also operate. Does the motor rotate normally? | Go to step 9. | Go to step 8. |
| 8 | Check the toner add motor assembly connection. Is the toner add motor assembly properly connected? | Replace the toner add motor. “Toner cartridge guide assembly removal” on page 4-95. | Replace the connection. |
| 9 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Toner cartridge near empty

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| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 1 | Does the toner cartridge contain toner? | Go to step 2. | Replace the toner cartridge. |
| 2 | Check the toner cartridge for proper installation. Remove the toner cartridge and reinstall it. Does it install properly? | Problem solved | Go to step 3. |
| 3 | Check the gear rotation in the toner cartridge guide assembly. Remove the toner cartridge guide assembly. Does the gear, located at the lower part of the toner cartridge guide assembly, rotate smoothly? | Go to step 4. | Replace the toner guide assembly. |
| 4 | Check the toner cartridge guide assembly for pipe clogging. Is the pipe, located at the lower part of the toner cartridge guide assembly, clogged? | Go to step 5. | Clean the pipe. |
| 5 | Check the toner add motor assembly for operation. Warning: Only perform this test in segments of three seconds or less or toner spill will occur. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS . 3. Touch Printer Motor Test . 4. Touch Toner add motor . Does the motor rotate normally? | Go to step 7. | Go to step 6. |
| 6 | Check the toner add motor assembly connection. Is the toner add motor assembly properly connected? | Replace the toner add motor assembly. Go to “Toner add motor assembly removal” on page 4-97. | Replace the connection. |
| 7 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

Toner cartridge failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------------------------------|
| 1 | Check the toner cartridge installation. Is the correct toner cartridge properly installed? | Go to step 2. | Install the correct toner cartridge properly. |
| 2 | Check the sensor (RFID toner cartridge) for proper installation. Is the sensor (RFID toner cartridge) installed correctly? | Go to step 3. | Install the sensor (RFID toner cartridge) correctly. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------------------|
| 3 | Check the sensor (RFID toner cartridge) connection. Is the sensor (RFID toner cartridge) properly connected? | Replace the sensor (RFID toner cartridge). | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Toner cartridge RFID failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| 1 | Check the toner cartridge installation. Is the toner cartridge properly installed? | Go to step 2. | Install the toner cartridge properly. |
| 2 | Check the sensor (RFID toner cartridge) installation. Is the sensor (RFID toner cartridge) properly installed? | Go to step 3. | Install the sensor (RFID toner cartridge) correctly. |
| 3 | Check the sensor (RFID toner cartridge) connection. Is the sensor (RFID toner cartridge) properly connected? | Replace the sensor (RFID toner cartridge). | Replace the connection. |
| 4 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

Toner cartridge set failure

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| 1 | Check the toner cartridge for correct installation. Open the printer front door assembly. Is the toner cartridge installed properly? | Go to step 2. | Reinstall the toner cartridge properly. Go to “Toner cartridge guide assembly removal” on page 4-95. |
| 2 | Check the toner cartridge. Is the toner cartridge damaged? | Replace the toner cartridge. Go to “Toner cartridge guide assembly removal” on page 4-95. | Go to step 3. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------|
| 3 | Check the toner cartridge guide assembly. Remove the top cover assembly. Is the toner cartridge guide assembly damaged? | Replace the toner cartridge. Go to “Toner cartridge guide assembly removal” on page 4-95. | Go to step 4. |
| 4 | Check the sensor (RFID toner cartridge). Is the above sensor attached and connected properly? | Replace the sensor (RFID toner cartridge). | Go to step 5. |
| 5 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Tray 1 media size failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 1 | Check the media. Pull out the media tray 1, and visually check it. Is the media loaded in media tray 1 properly? | Go to step 2. | Load media properly. |
| 2 | Check the media. Pull out the media tray 1, and visually check it. Are the front media tray guide assembly, rear media tray guide and media tray end guide of media tray 1 set correctly? | Go to step 3. | Set the guides properly. |
| 3 | Check the tray 1 switch (media size) for proper installation. Pull out the media tray 1, and visually check it. Is the above switch installed properly? | Go to step 4. | Install switch (media size) for media tray 1 correctly. |
| 4 | Check the tray 1 switch (media size) connection. Is the tray 1 switch (media size) properly connected. | Replace the switch (media size). Go to “Switch (media size) removal” on page 4-19. | Replace the connection. |
| 5 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

Tray 2 media size failure

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| 1 | Check the media. Is the media loaded, in media tray 2, properly? Pull out the media tray 2, and visually check it. | Go to step 2. | Load media properly. |
| 2 | Check the media. Are the front media tray guide assembly, rear media tray guide, and media tray end guide of media tray 2 set correctly? Pull out the media tray 2, and visually check it. | Go to step 3. | Set the guides properly. |
| 3 | Check the tray 2 switch (media size) 2 for proper installation. Pull out the media tray 2, and visually check it. Is the above switch installed properly? | Go to step 4. | Install the tray 2 switch (media size) correctly. |
| 4 | Check the tray 2 switch (media size) connection. Is the tray 2 switch (media size) properly connected? | Replace the switch (media size). Go to “Switch (media size) removal” on page 4-19. | Replace the connection. |
| 5 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Tray 1 media size mismatch in length

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------------------------------|
| 1 | Check the media. Pull out the media tray 1, and visually check it. Is the media properly loaded in media tray 1? | Go to step 2. | Load media properly. |
| 2 | Check the media. Pull out the media tray 1, and visually check it. Are the front media tray guide assembly, rear media tray guide, and media tray end guide of media tray 1 set correctly? | Go to step 3. | Set the guides properly. |
| 3 | Check the switch (media size) in media tray 1 for proper installation. Pull out the media tray 1, and visually check it Is the switch (media size) in media tray 1 installed correctly? | Go to step 4. | Install the switch (media size) for media tray 1 correctly. |
| 4 | Check the switch (media size) in tray 1 connection. Is the switch (media size) in tray 1 properly connected? | Replace the switch (media size). | Replace the connection. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| 5 | Check the roll for tray 1. Pull out the tray 1, and check it. Is the feed roll, separation roll, and pick roll free of excess wear and contamination? | Go to step 6. | Clean or replace the feed roll, separation roll, and pick roll. |
| 6 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (registration)? | Remove the media. | Go to step 7. |
| 7 | Check the roll. Open the printer left door assembly, and check it. Is the transport roll assembly free of excess wear and contamination? | Go to step 8. | Clean or replace the transport roll assembly. Go to “Transfer roll guide assembly removal” on page 4-77. |
| 8 | Check the roll. Open the printer left door assembly, and check it. Is the registration roll assembly free of excess wear and contamination? | Go to step 9. | Clean or replace the registration roll assembly. Go to “Registration roll assembly removal” on page 4-79. |
| 9 | Check the sensor (registration) for operation. 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Registration. Open the printer left door assembly, and check it. Does the display on the operator panel change every time the sensor (registration) actuator is operated? | Go to step 11. | Go to step 9. |
| 10 | Check the sensor (registration) connection. Is the sensor (registration) properly connected? | Replace the sensor (registration). Go to “Sensor (registration) removal” on page 4-81. | Replace the connection. |
| 11 | Check the registration clutch for proper operation. 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Registrat clutch. Does the above component operate normally? | Go to step 13. | Go to step 12. |
| 12 | Check the registration clutch connection. Is the registration clutch properly connected? | Replace the registration clutch. Go to “Registration clutch assembly removal” on page 4-80. | Replace the connection. |

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| Step | Check | Yes | No |
|------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 13 | Perform a print test. Does the error continue? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Tray 2 media size mismatch in length

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media. Pull out the tray 2, and visually check it. Is the media loaded in tray 2 properly? | Go to step 2. | Load media properly. |
| 2 | Check the media. Pull out the tray 2, and visually check it. Are the front media tray guide assembly, rear media tray guide, and media tray end guide of tray 2 set correctly? | Go to step 3. | Set the guides properly. |
| 3 | Check the switch (media size) for tray 2 installation. Is the switch (media size) for tray 2 installed correctly? Pull out the tray 2, and visually check it. | Go to step 4. | Install the switch (media size) for tray 2 correctly. Go to “Switch (media size) removal” on page 4-19. |
| 4 | Check the switch (media size) for tray 2 connection. Is the switch (media size) for tray 2 properly connected? | Replace the switch (media size). Go to “Switch (media size) removal” on page 4-19. | Replace the connection. |
| 5 | Check the roll for tray 2. Pull out the tray 2, and check it. Is the feed roll, separation roll, and pick roll free of excess wear and contamination? | Go to step 6. | Clean or replace the feed roll, separation roll, and pick roll. Go to “Feed roll removal” on page 4-45, “Separation roll removal” on page 4-49, and “Pick roll removal” on page 4-51. |
| 6 | Open the printer left door assembly, and visually check it. Check the media position. Does the media touch the sensor (registration)? | Remove the media. | Go to step 7. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| 7 | <p>Check the roll.</p> <p>Open the printer left door assembly, and check it.</p> <p>Is the transport roll assembly free of excess wear and contamination?</p> | Go to step 8. | <p>Clean or replace the transport roll assembly.</p> <p>Go to “Transfer roll assembly removal” on page 4-73.</p> |
| 8 | <p>Check the roll.</p> <p>Open the printer left door assembly, and check it.</p> <p>Is the roll, in the registration roll assembly, free of excess wear and contamination?</p> | Go to step 9. | <p>Clean or replace the registration roll assembly.</p> <p>Go to “Registration roll assembly removal” on page 4-79.</p> |
| 9 | <p>Check the sensor (registration) for operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Registration. <p>Open the printer left door assembly, and check it.</p> <p>Does the display on the operator panel change every time the sensor actuator is operated?</p> | Go to step 11. | Go to step 10. |
| 10 | <p>Check the sensor (registration) connection.</p> <p>Is the sensor (registration) properly connected?</p> | <p>Replace the sensor (registration).</p> <p>Go to “Sensor (registration) removal” on page 4-81.</p> | Replace the connection. |
| 11 | <p>Check the registration clutch for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Registrat clutch. <p>Does the component make an audible clicking sound when it is operated?</p> | Go to step 13. | Go to step 12. |
| 12 | <p>Check the registration clutch connection.</p> <p>Is the registration clutch properly connected?</p> | <p>Replace the registration clutch.</p> <p>Go to “Registration clutch assembly removal” on page 4-80.</p> | Replace the connection. |
| 13 | <p>Perform a print test.</p> <p>Does the error continue?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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Tray 3 media size failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media. Pull out the tray 3, and visually check it. Is the media loaded in tray 3 properly? | Go to step 2. | Load media properly. |
| 2 | Check the media. Pull out the tray 3, and visually check it. Are the front media guide and rear media guide on tray 3 set correctly? | Go to step 3. | Set the parts properly. |
| 3 | Check the switch (TTM media size) for proper installation. Pull out the tray 3, and visually check it. Is the switch (TTM media size) installed properly? | Go to step 4. | Install the switch (TTM media size) correctly. Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. |
| 4 | Check the switch (TTM media size) for proper connection. Is the above switch installed correctly? | Replace the switch (TTM media size). Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. | Replace the connection. |
| 5 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Go to step 6. | Replace the connection. |
| 6 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 7. | Problem solved. |
| 7 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Tray 4 media size failure

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media. Pull out the tray 4, and visually check it. Is the media loaded in tray 4 properly? | Go to step 2. | Load media properly. |
| 2 | Check the media. Pull out the tray 4, and visually check it. Are the front media guide and rear media guide on tray 4 set correctly? | Go to step 3. | Set the parts properly. |
| 3 | Check the switch (TTM media size) for proper installation. Pull out the tray 4, and visually check it. Is the switch (TTM media size) for tray 4 installed properly? | Go to step 4. | Install the switch (TTM media size) correctly. Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. |
| 4 | Check the switch (TTM media size) for proper connection. Is the above switch connected correctly? | Replace the switch (TTM media size). Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. | Replace the connection. |
| 5 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Go to step 6. | Replace the connection. |
| 6 | Perform a print test. Does the error still occur? | Replace the 2TM/TTM controller card assembly. Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281. Go to step 7. | Problem solved. |
| 7 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Tray 3 media size mismatch in length

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media. Pull out the tray 3, and visually check it. Is the media loaded in tray 3 properly? | Go to step 2. | Load media properly. |
| 2 | Check the media. Pull out the tray 3, and visually check it. Are the front media guide and rear media guide on tray 3 set correctly? | Go to step 3. | Set the parts properly. |
| 3 | Check the switch (TTM media size) for proper operation. Pull out the tray 3, and visually check it. Is the switch (TTM media size) for tray 3 installed properly? | Go to step 4. | Install the switch (TTM media size) correctly. Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. |
| 4 | Check the switch (TTM media size) for proper connection. Is the above switch connected properly? | Replace the switch (TTM media size). Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. | Replace the connection. |
| 5 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Go to step 6. | Replace the connection. |
| 6 | Check the tray 3 rolls. Pull out the tray 3, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 7. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)—feed roll removal” on page 4-266, “2000-sheet dual input (TTM)—separation roll removal” on page 4-270, and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273. |
| 7 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (registration)? | Remove the media. | Go to step 8. |
| 8 | Check the roll. Open the printer left door assembly, and visually check it. Is the transport roll assembly for transport free of excess wear and contamination? | Go to step 9. | Clean or replace the transport roll assembly. |

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| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| 9 | <p>Check the roll.</p> <p>Open the printer left door assembly, and visually check it.</p> <p>Is the registration roll assembly for transport free of excess wear and contamination?</p> | Go to step 10. | <p>Clean or replace the registration roll assembly.</p> <p>Go to “Registration roll assembly removal” on page 4-79.</p> |
| 10 | <p>Check the sensor (registration) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Registration. <p>Open the printer left door assembly, and visually check it.</p> <p>Does the display on the operator panel change every time the actuator on the above sensor operates?</p> | Go to step 12. | Go to step 11. |
| 11 | <p>Check the sensor (registration) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (registration).</p> <p>Go to “Sensor (registration) removal” on page 4-81.</p> | Replace the connection. |
| 12 | <p>Check the registration clutch for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Registrat clutch. <p>Does the above component make an audible clicking sound every time it operates?</p> | Go to step 14. | Go to step 13. |
| 13 | <p>Check the registration clutch for proper connection.</p> <p>Is the above component connected properly?</p> | <p>Replace the registration clutch.</p> <p>Go to “Registration clutch assembly removal” on page 4-80.</p> | Replace the connection. |
| 14 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the 2TM/TTM controller card assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281.</p> <p>Go to step 15.</p> | Problem solved. |
| 15 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the printer engine card assembly.</p> <p>Go to “Printer engine card assembly removal” on page 4-119.</p> | Problem solved. |

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Tray 4 media size mismatch in length

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Check the media. Pull out the tray 4, and visually check it. Is the media loaded in tray 4 properly? | Go to step 2. | Load media properly. |
| 2 | Check the media. Pull out the tray 4, and visually check it. Are the front media guide and rear media guide on tray 4 set correctly? | Go to step 3. | Set the parts properly. |
| 3 | Check the switch (TTM media size) for proper installation. Pull out the tray 4, and visually check it. Is the switch (TTM media size) for tray 4 installed properly? | Go to step 4. | Install the switch (TTM media size) correctly. Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. |
| 4 | Check the switch (TTM media size) for proper connection. Is the above switch connected properly? | Replace the switch (TTM media size). Go to “2000-sheet dual input (TTM)—switch (TTM media size) removal” on page 4-249. | Replace the connection. |
| 5 | Check the 2TM/TTM controller card assembly and the printer engine card assembly for proper connection. Are connectors P541 and P413 on the above cards connected properly? | Go to step 9. | Replace the connection. |
| 6 | Check the tray 4 rolls. Pull out the tray 4, and check it. Are the feed roll, separation roll, and pick roll for transport free of excess wear and contamination? | Go to step 7. | Clean or replace the feed roll, separation roll, and pick roll. Go to “2000-sheet dual input (TTM)—feed roll removal” on page 4-266, “2000-sheet dual input (TTM)—separation roll removal” on page 4-270, and “2000-sheet dual input (TTM)—pick roll removal” on page 4-273. |
| 7 | Check the media position. Open the printer left door assembly, and visually check it. Does the media touch the sensor (registration)? | Remove the media. | Go to step 8. |

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| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8 | <p>Check the roll.</p> <p>Open the printer left door assembly, and visually check it.</p> <p>Is the media transport roll assembly for transport free of excess wear and contamination?</p> | Go to step 9. | <p>Clean or replace the media transport roll assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM media transport roll assembly removal” on page 4-253.</p> |
| 9 | <p>Check the roll.</p> <p>Open the printer left door assembly, and visually check it.</p> <p>Is the registration roll assembly for transport free of excess wear and contamination?</p> | Go to step 10. | <p>Clean or replace the registration roll assembly.</p> <p>Go to “Registration roll assembly removal” on page 4-79.</p> |
| 10 | <p>Check the sensor (registration) for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch BASE SENSOR TEST. 3. Touch Media Path. 4. Touch Registration. <p>Open the printer left door assembly, and visually check it.</p> <p>Does the display on the operator panel change every time the actuator on the above sensor operates?</p> | Go to step 12. | Go to step 11. |
| 11 | <p>Check the sensor (registration) for proper connection.</p> <p>Is the above sensor connected properly?</p> | <p>Replace the sensor (registration).</p> <p>Go to “Sensor (registration) removal” on page 4-81.</p> | Replace the connection. |
| 12 | <p>Check the registration clutch for proper operation.</p> <ol style="list-style-type: none"> 1. Enter the Diagnostics Menu. 2. Touch MOTOR TESTS. 3. Touch Printer Motor Test. 4. Touch Registrat clutch. <p>Does the above component make an audible clicking sound every time it operates?</p> | Go to step 14. | Go to step 13. |
| 13 | <p>Check the registration clutch for proper connection.</p> <p>Is the above component connected properly?</p> | <p>Replace the registration clutch.</p> <p>Go to “Registration clutch assembly removal” on page 4-80.</p> | Replace the connection. |
| 14 | <p>Perform a print test.</p> <p>Does the error still occur?</p> | <p>Replace the 2TM/TTM controller card assembly.</p> <p>Go to “2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal” on page 4-281.</p> <p>Go to step 15.</p> | Problem solved. |

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| Step | Check | Yes | No |
|------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-----------------|
| 15 | Perform a print test. Does the error still occur? | Replace the printer engine card assembly. Go to “Printer engine card assembly removal” on page 4-119. | Problem solved. |

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Image quality trouble

Troubleshooting

Note: First, get a printout as a base, and follow the symptom table to identify the possible failing FRU's.

Image quality symptoms:

- Faint print (low contrast)—**“Faint print (Low contrast)” on page 2-204.**
- Blank print (no print)—**“Blank print (no print)” on page 2-206.**
- Solid black—**“Solid black” on page 2-208.**
- Vertical blank lines (White stripes in media transport direction)—**“Vertical blank lines (white stripes in media transport direction)” on page 2-209.**
- Horizontal band—**“Horizontal bands” on page 2-211.**
- Printhead out—**“913.00 Printhead assembly failure” on page 2-153.**
- Vertical stripes—**“Vertical stripes” on page 2-213.**
- Horizontal stripes—**“Horizontal stripes” on page 2-215.**
- Partial lack—**“Partial lack” on page 2-217.**
- Spots—**“Spots” on page 2-218.**
- Afterimage—**“After image” on page 2-219.**
- Background (fog)—**“Background (fog)” on page 2-220.**
- Skew—**“Skew” on page 2-221.**
- Media damage—**“Media damage” on page 2-223.**
- No fix—**“No fuse” on page 2-224.**

Note: When horizontal lines and/or spots occur periodically, it is possibly caused by a particular roll. In this case, measure the interval on the print test, and check the relation to the roll in the printer. The interval does not necessarily match circumference of the roll.

Image Quality

Faint print (Low contrast)



Before starting, check the media route for foreign objects, such as staples, clips, and scraps, in the media path.

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------|
| 1 | Check the media condition. Load new, dry, recommended media, and perform a print test. Is the image density normal? | Problem solved. | Go to step 2. |
| 2 | Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal? | Problem solved. | Go to step 3. |
| 3 | Check the transfer roll assembly. Remove the transfer roll assembly. Check the transfer roll assembly for contamination and wear. Is the transfer roll assembly free of excess wear and contamination? | Go to step 4. | Replace the transfer roll assembly. |
| 4 | Check the PC cartridge installation. Remove the PC cartridge. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination? | Go to step 5. | Correct and clean contaminated pins, or replace the PC cartridge or connector. |
| 5 | Check the drum grounding plate. Remove the PC cartridge. Check the drum grounding plate, located behind the rear motor cover. This plate can be found behind the flywheel. Is the drum grounding plate free of excess wear and contamination? | Go to step 6. | Correct and clean the drum grounding plate, or replace the PC cartridge. |

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| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-----------------|
| 6 | <p>Check the image development process.</p> <p>Perform a print test. Turn off the printer power while printing.</p> <p>Carefully remove the PC cartridge, and check the developed image formed on the drum right before the transfer roll assembly.</p> <p>Is the image completely formed on the drum, and the area clear, black, and easy to read?</p> | Go to step 7. | Go to step 9. |
| 7 | <p>Check the image transfer process.</p> <p>Check the toner image formed on the drum after the transfer roll assembly.</p> <p>Is the toner image completely transferred on the media?</p> | Go to step 9. | Go to step 8. |
| 8 | <p>Check the HVPS card assembly.</p> <p>Replace the HVPS card assembly.</p> <p>Perform a print test.</p> <p>Does the error continue?</p> | Go to step 9. | Problem solved. |
| 9 | <p>Check the printer engine card assembly.</p> <p>Replace the printer engine card assembly.</p> <p>Perform a print test.</p> <p>Does the error continue?</p> | <p>Replace the RIP card assembly.</p> <p>Go to “RIP card assembly removal” on page 4-130.</p> | Problem solved. |

Previous



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Go Back

Blank print (no print)

Previous



Next



Go Back

Check the media path for foreign objects such as staples, clips, and scraps of media.

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------|
| 1 | Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal? | Problem solved. | Go to step 2. |
| 2 | Check the transfer roll assembly. Remove the transfer roll assembly. Check the transfer roll assembly rotation. Is the transfer roll assembly free of excess wear and contamination? | Go to step 3. | Replace the transfer roll assembly. |
| 3 | Check the PC cartridge installation condition. Remove the PC cartridge. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination? | Go to step 4. | Correct and clean contaminated pins, or replace the PC cartridge or connector. |
| 4 | Check the PC cartridge ground. Remove the PC cartridge. Check the drum grounding plate, located behind the rear motor cover. This plate can be found behind the flywheel. Is the drum grounding plate free of excess wear and contamination? | Go to step 5. | Correct and clean the drum grounding plate, or replace the PC cartridge. |
| 5 | Check the laser beam route. Check for debris between the printhead assembly and the PC drum. Check the printhead assembly window for contamination. Is the laser beam route free of debris and the glass window, in the printhead assembly, free of contamination? | Go to step 6. | Remove debris, or clean the printhead assembly window. |

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------|
| 6 | Check the printhead installation. Is the printhead assembly installed properly with four screws? | Go to step 8. | Go to step 7. |
| 7 | Check the printhead assembly installation. Install the printhead assembly properly, and perform a print test. Does the error continue? | Go to step 8. | Problem solved. |
| 8 | Check the printhead for proper connection. Warning: If too much force is applied to the board when checking it, the printhead could become misaligned. | Go to step 9. | Replace the connection. |
| 9 | Check the image development process. Perform a print test. Turn off the printer power while printing. Carefully remove the PC cartridge. Check the toner image formed on the drum before the transfer roll assembly. Is the image completely formed on the drum, and the area clear, black, and easy to read? | Go to step 10. | Go to step 11. |
| 10 | Check the image transfer process. Check the toner image formed on the drum, after the transfer roll assembly. Is the toner image completely transferred on the media? | Go to step 12. | Go to step 11. |
| 11 | Check the HVPS card assembly. Replace the HVPS card assembly. Perform a print test. Does the error continue? | Go to step 12. | Problem solved. |
| 12 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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Go Back

Solid black

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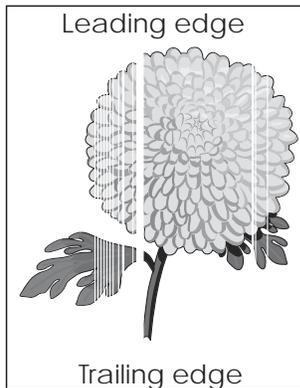
Next



Go Back

Check the media path for foreign objects such as staples, clips, scraps of media.

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------|
| 1 | Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal? | Problem solved. | Go to step 2. |
| 2 | Check connector JHAB1 on the RIP card assembly. Is the above connector connected properly? | Go to step 3 | Replace the connection. |
| 3 | Check the HVPS card assembly. Replace the HVPS card assembly. Perform a print test. Does the error continue? | Go to step 4. | Problem solved. |
| 4 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to "RIP card assembly removal" on page 4-130. | Problem solved. |

Vertical blank lines (white stripes in media transport direction)

Previous



Next



Go Back

| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------|
| 1 | Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue? | Go to step 2. | Problem solved. |
| 2 | Is the media transfer route and the media path clear of debris? | Go to step 3. | Remove debris or contamination. |
| 3 | Check laser beam route. Check for debris between the transfer roll assembly and the PC drum. Check the printhead assembly window for contamination. Is there any debris in the laser beam route and is the printhead assembly window free of debris and contamination? | Go to step 4. | Remove debris, or clean the printhead assembly window. |
| 4 | Check the printhead assembly installation. Is the printhead assembly installed properly with four screws? | Go to step 6. | Go to step 5. |
| 5 | Check the printhead assembly installation. Install the printhead assembly properly, and perform a print test. Does the error continue? | Go to step 6. | Problem solved. |
| 6 | Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal? | Problem solved. | Go to step 7. |
| 7 | Check the transfer roll assembly. Remove the transfer roll assembly. Is the transfer roll assembly rotating, free of contamination and wear? | Go to step 8. | Replace the transfer roll assembly. |

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------|
| 8 |  Check the heat roll and pressure roll. Remove the fuser unit assembly. Is there contamination or cracking on the heat roll or pressure roll? | Replace the fuser unit assembly. | Go to step 9. |
| 9 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Go to step 10. | Problem solved. |
| 10 | Check the printhead for connection. Warning: If too much force is applied to the board when checking it, the printhead could become misaligned. Is the component connected properly? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Replace the connection. |

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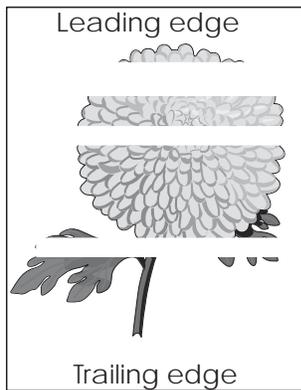


Next



Go Back

Horizontal bands



Previous



Next



Go Back

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------|
| 1 | <p>Check the media condition.</p> <p>Load new, dry, and recommended media.</p> <p>Re-print the defective image.</p> <p>Does the error continue?</p> | Go to step 2. | Problem solved. |
| 2 | <p>Are the media transfer route and the media path free of contamination and debris?</p> | Go to step 3. | Remove debris or contamination. |
| 3 | <p>Check the toner cartridge.</p> <p>Install a new toner cartridge.</p> <p>Re-print the defective image.</p> <p>Is the image density normal?</p> | Problem solved. | Go to step 4. |
| 4 | <p>Check the transfer roll assembly.</p> <p>Remove the transfer roll assembly.</p> <p>Check the transfer roll assembly for rotation, contamination and wear.</p> | Go to step 5. | Replace the transfer roll assembly. |
| 5 | <p>Check white-band pitch.</p> <p>Is the white-band pitch approximately 78 mm (heat roll circumference)?</p> | Go to step 6. | Go to step 9. |
| 6 | <p> Check the heat roll and pressure roll.</p> <p>Remove the fuser unit assembly.</p> <p>Is there contamination or cracking on the heat roll and/or the pressure roll?</p> | Replace the fuser unit assembly. | Go to step 7. |
| 7 | <p>Check the image development process.</p> <p>Perform a print test. Turn off the printer power while printing.</p> <p>Carefully remove the PC cartridge, and check the toner image formed on the drum before the transfer roll assembly.</p> <p>Is the image completely formed on the drum, and is the area clear, black, and easy to read?</p> | Go to step 8. | Go to step 9. |

| Step | Check | Yes | No |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 8 | Check the image transfer process. Check the toner image formed on the drum after the transfer roll assembly passed. Is the toner image completely transferred on the media? | Go to step 10. | Go to step 9. |
| 9 | Check the HVPS card assembly. Replace the HVPS card assembly. Perform a print test. Does the problem continue? | Go to step 10. | Problem solved. |
| 10 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

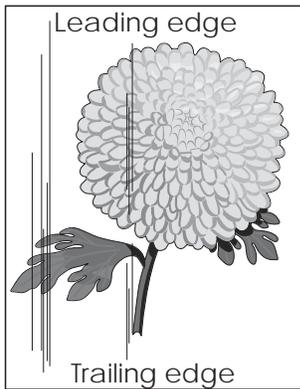
Previous



Next



Go Back

Vertical stripes

Previous



Next



Go Back

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------|
| 1 | Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue? | Go to step 2. | Problem solved. |
| 2 | Are the media transfer route and the media path free of contamination or debris? | Go to step 3. | Remove debris or contamination. |
| 3 | Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal? | Problem solved. | Go to step 4. |
| 4 | Check the transfer roll assembly. Remove the transfer roll assembly. Is the transfer roll assembly rotating, free of contamination and wear? | Go to step 5. | Replace the transfer roll assembly. |
| 5 | Check the PC cartridge installation condition. Remove the PC cartridge. Check the PC cartridge connections. Are the PC cartridge connections free of excess wear and contamination? | Go to step 6. | Correct and clean contaminated pins, or replace the PC cartridge or connector. |
| 6 | Check the PC cartridge ground. Remove the PC cartridge. Check the drum grounding plate located behind rear motor cover. This plate can be found behind the flywheel. Is the drum grounding plate free of excess wear and contamination? | Go to step 7. | Correct and clean the drum grounding plate, or replace the PC cartridge. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| 7 | <p>Check the laser beam route.</p> <p>Check for debris between the transfer roll assembly and the PC drum.</p> <p>Check the printhead assembly window for contamination.</p> <p>Is there any debris in the laser beam route or the printhead assembly window?</p> | Go to step 8. | Remove debris, or clean the transfer roll assembly window. |
| 8 | <p> Check the heat roll and pressure roll.</p> <p>Remove the fuser unit assembly.</p> <p>Is there contamination or cracking on the heat roll and/or pressure roll?</p> | Replace the fuser unit assembly. | Go to step 9. |
| 9 | <p>Check the printer engine card assembly.</p> <p>Replace the printer engine card assembly.</p> <p>Perform a print test.</p> <p>Does the error continue?</p> | <p>Replace the RIP card assembly.</p> <p>Go to “RIP card assembly removal” on page 4-130.</p> | Problem solved. |

Previous

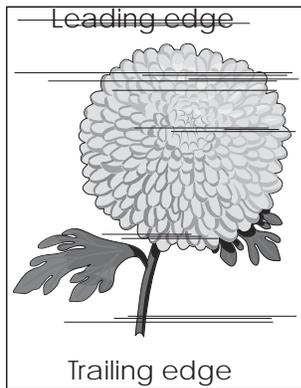


Next



Go Back

Horizontal stripes



Previous



Next



Go Back

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------------|
| 1 | <p>Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue?</p> | Go to step 2. | Problem solved. |
| 2 | <p>Check the media transfer route. Check the media route for contamination or obstacles.</p> | Go to step 3. | Remove obstacles or contamination. |
| 3 | <p>Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal?</p> | Problem solved. | Go to step 4. |
| 4 | <p>Check the transfer roll assembly. Remove the transfer roll assembly. Is the transfer roll assembly free of contamination and wear?</p> | Go to step 5. | Replace the transfer roll assembly. |
| 5 | <p>Check white-band pitch. Is the white-band pitch approximately 78 mm (heat roll circumference)?</p> | Go to step 9 | Go to step 6. |
| 6 | <p> Check the heat roll and pressure roll. Remove the fuser unit assembly. Is there any contamination or crack on the heat roll and/or pressure roll?</p> | Replace the fuser unit assembly. | Go to step 7. |
| 7 | <p>Check the image development process. Perform a print test. Turn off the printer power while printing. Carefully remove the toner cartridge, and check the toner image formed on the drum before the transfer roll assembly. Is the image completely formed on the drum, and is the area clear, black, and easily read?</p> | Go to step 8. | Go to step 9. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------|
| 8 | Check the image transfer process. Check the toner image formed on the drum after the transfer roll assembly passed. Is the toner image completely transferred on the media? | Go to step 9. | Go to step 10. |
| 9 | Check the HVPS. Replace the HVPS. Perform a print test. Does the error continue? | Go to step 10. | Problem solved. |
| 10 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Go to step 11. | Problem solved. |
| 11 | Check the printhead assembly for connection. Warning: If too much force is applied to the board when checking it, the printhead could become misaligned. Are P/J130, P/J620 and P/J406 connected properly? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Replace the connections. |

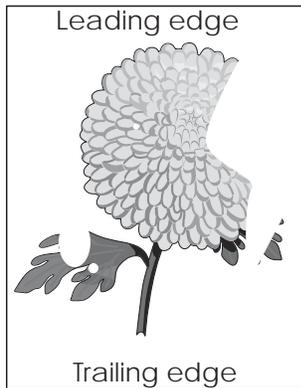
Previous



Next



Go Back

Partial lack

Previous



Next



Go Back

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------|
| 1 | Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue? | Go to step 2. | Problem solved. |
| 2 | Check the media transfer route. Is the media path free of contamination or debris? | Go to step 3. | Remove debris or contamination. |
| 3 | Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal? | Problem solved. | Go to step 4. |
| 4 | Check the transfer roll assembly. Remove the transfer roll assembly. Is the transfer roll assembly rotating, and free of contamination, and wear? | Go to step 5. | Replace the transfer roll assembly. |
| 5 |  Check the heat roll and the pressure roll. Remove the fuser unit assembly. Is there contamination or cracking on the heat roll and/or the pressure roll? | Replace the fuser unit assembly. | Go to step 6. |
| 6 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

Spots



Previous



Next



Go Back

| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------|
| 1 | Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue? | Go to step 2. | Problem solved. |
| 2 | Check the media transfer route. Is the media route free of contamination or debris? | Go to step 3. | Remove debris or contamination. |
| 3 | Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal? | Problem solved. | Go to step 4. |
| 4 | Check the transfer roll assembly. Remove the transfer roll assembly. Is the transfer roll assembly rotating, and free of contamination, and wear? | Go to step 5. | Replace the transfer roll assembly. |
| 5 |  Check the heat roll and the pressure roll. Remove the fuser unit assembly. Is there contamination or cracking on the heat roll and/or the pressure roll? | Replace the fuser unit assembly. | Go to step 6. |
| 6 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

After image

Previous



Next



Go Back

The ghost appears on the media which, may be the image from the previous page or part of the page currently printing.

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 1 | Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue? | Go to step 2. | Problem solved. |
| 2 | Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal? | Problem solved. | Go to step 3. |
| 3 |  Check the heat roll and the pressure roll. Remove the fuser unit assembly. Is there contamination or cracking on the heat roll and/or pressure roll? | Replace the fuser unit assembly. | Go to step 4. |
| 4 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

Background (fog)

Previous



Next



Go Back

| Step | Check | Yes | No |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------------|
| 1 | Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue? | Go to step 2. | Problem solved. |
| 2 | Check the media transfer route. Is the media path free of contamination or debris? | Go to step 3. | Remove debris or contamination. |
| 3 | Check the toner cartridge. Install a new toner cartridge. Re-print the defective image. Is the image density normal? | Problem solved. | Go to step 4. |
| 4 | Check the transfer roll assembly. Remove the transfer roll assembly. Is the transfer roll assembly rotating, and free of contamination, and wear? | Go to step 5. | Replace the transfer roll assembly. |
| 5 | Check the image development process. Perform a print test. Turn off the printer power while printing. Carefully remove the PC cartridge, and check the toner image formed on the drum before the transfer roll assembly. Is the image completely formed on the drum and the area clear, black, and easily read? | Go to step 6. | Go to step 7. |
| 6 | Check the image transfer process. Check the toner image formed on the drum after the transfer roll assembly passed. Is the toner image completely transferred on the media? | Go to step 8. | Go to step 7. |
| 7 | Check the HVPS card assembly. Replace the HVPS card assembly. Perform a print test. Does the error continue? | Go to step 8. | Problem solved. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 8 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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Skew



The printed image is not paralleled with both sides of the media.

| Step | Check | Yes | No |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------------|
| 1 | Check printer installation placement. Check the installation surface for irregularities. Check for missing printer foot. Is the setup surface normal? | Go to step 2. | Correct the installation placement. |
| 2 | Properly load media into the media tray assembly. Properly install the media tray assembly into the printer. Re-print the defective image. Does the error continue? | Go to step 3. | Problem solved. |
| 3 | Is the media transfer route and the media route free of contamination or debris? | Go to step 4. | Remove debris or contamination. |
| 4 | Check the drive rolls on the media transfer route. Check all rolls on the transfer route for contamination, wear or damage. Check whether the pinch rolls rotate freely and spring pressure is applied evenly. Are all drive rolls free of contamination, wear or damage? | Go to step 5. | Replace defective rolls. (Go to applicable repair procedures for replacement.) |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 5 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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Media damage

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| Step | Check | Yes | No |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------------------------------------------------------------|
| 1 | Check printer installation placement. Check the installation surface for irregularities. Check for missing printer foot. Is the setup surface normal? | Go to step 2. | Correct the installation placement. |
| 2 | Check the media feed. Remove the media tray assembly. Properly load media in the media tray assembly. Properly install the media tray assembly in the printer. Re-print the defective image. Does the error continue? | Go to step 3. | Problem solved. |
| 3 | Check the media condition. Load new, dry, recommended media. Re-print the defective image. Does the error continue? | Go to step 4. | Problem solved. |
| 4 | Check the media transfer route. Is the media path free of contamination or debris? | Go to step 5. | Remove debris or contamination. |
| 5 | Check the drive rolls on the media transfer route. Check all rolls on the transfer route for contamination, wear or damage. Are the pinch rolls rotating freely and spring pressure applied evenly? | Go to step 6. | Replace defective rolls. (Go to applicable repair procedures for replacement.) |
| 6 |  Check the heat roll and the pressure roll. Remove the fuser unit assembly. Is there contamination or cracking on the heat roll and/or the pressure roll? | Replace the fuser unit assembly. | Contact the technical engineer. |

No fuse

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| Step | Check | Yes | No |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------|
| 1 | <p>Check the fuser unit assembly installation.</p> <p>Check that the levers, on both sides of the fuser unit assembly, are pushed down.</p> <p>Re-print the defective image.</p> <p>Does the error continue?</p> | Go to step 2. | Problem solved. |
| 2 | <p>Check the media condition.</p> <p>Load new, dry, recommended media.</p> <p>Re-print the defective image.</p> <p>Does the error continue?</p> | Go to step 3. | Problem solved. |
| 3 | <p> Check the heat roll and the pressure roll.</p> <p>Remove the fuser unit assembly.</p> <p>Is there contamination or cracking on the heat roll and/or the pressure roll?</p> | Replace the fuser unit assembly. | Go to step 4. |
| 4 | <p>Check the image development process.</p> <p>Perform a print test. Turn off the printer power while printing.</p> <p>Carefully remove the PC cartridge, and check the toner image formed on the drum before the transfer roll assembly.</p> <p>Is the image completely formed on the drum and the area clear, black, and easily read?</p> | Go to step 5. | Go to step 7. |
| 5 | <p>Check the image transfer process.</p> <p>Check the toner image formed on the drum after the transfer roll assembly is passed.</p> <p>Is the toner image completely transferred on the media?</p> | Go to step 7. | Go to step 6. |
| 6 | <p>Check the HVPS card assembly.</p> <p>Replace the HVPS card assembly.</p> <p>Perform a print test.</p> <p>Does the error continue?</p> | Go to step 7. | Problem solved. |

| Step | Check | Yes | No |
|------|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------|
| 7 | Check the printer engine card assembly. Replace the printer engine card assembly. Perform a print test. Does the error continue? | Replace the RIP card assembly. Go to “RIP card assembly removal” on page 4-130. | Problem solved. |

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3. Diagnostic aids

This chapter explains the tests and procedures to identify printer failures and to verify that repairs have corrected the problem.

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Accessing service menus

Access the following menus to identify problems with the printer and run diagnostic tests.

| | | |
|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Diagnostics Menu</p>  | <ol style="list-style-type: none"> 1. Turn off the printer. 2. Press and hold the 3 and 6 buttons simultaneously. 3. Turn on the printer. 4. Release the buttons after 10 seconds. | <p>The Diagnostics Menu group consists of menus, settings, and operations that are used to diagnose various printer problems.</p> <p>Note: While the Diagnostics Menu Group is active, all host interfaces are offline.</p> <p>See “Entering Diagnostics Menus” on page 3-2 for more information.</p> |
| <p>Configuration Menu</p>  | <ol style="list-style-type: none"> 1. Turn off the printer. 2. Press and hold the 2 and 6 buttons simultaneously. 3. Turn on the printer. 4. Release the buttons after 10 seconds. | <p>The Configuration Menu group contains a set of menus, settings, and operations which are infrequently required by a user. Generally, the options made available in this menu group are used to configure a printer for operation.</p> <p>See “Entering Configuration Menu” on page 3-33 for more information.</p> |

Diagnostics Menus

Entering Diagnostics Menus

1. Turn off the printer.
2. Press and hold the **3** and **6** buttons simultaneously.
3. Turn on the printer.
4. Release the buttons after 10 seconds.

Available tests

Tests appear on the display in the order shown:

| | |
|-----------------------------|---------------------------------------|
| MOTOR TESTS | See "MOTOR TESTS" on page 3-5. |
| Finisher Motor Tests | |
| Sub paddle solenoid | |
| Media eject clutch | |
| Stapler unit mtr | |
| Bridge unit drv mtr | |
| Motor (entrance/paddle) | |
| Motor (buffer/transport) | |
| Motor (exit) | |
| Media eject clamp mtr | |
| Media eject mtr | |
| Punch unit mtr | |
| Fin diverter solenoid | |
| Fin Buffer solenoid | |
| Punch carriage shift mtr | |
| Front tamper mtr | |
| Rear tamper mtr | |
| Stapler carriage mtr | |
| Stacker lift mtr | |
| Printer Motor Tests | |
| Transport mtr | |
| 2TM/TTM drv mtr | |
| 2TM/TTM Clutch | |
| HCF transport mtr | |
| HCF pick solenoid | |
| MPF/Transport mtr | |
| Fuser cooling fan | |
| PC unit cooling fan | |
| Toner add mtr | |
| Drum unit | |
| Registrat clutch | |

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| | |
|-----------------------------|----------------------------------------------------|
| Tray 1 feed mtr | |
| Tray 2 feed mtr | |
| Tray 3 feed mtr | |
| Tray 4 feed mtr | |
| Tray 5 feed mtr | |
| MPF pick solenoid | |
| Duplex drv mtr | |
| Diverter solenoid | |
| Exit 2 cooling fan | |
| Tray 1 lift mtr | |
| Tray 2 lift mtr | |
| Tray 3 lift mtr | |
| Tray 4 lift mtr | |
| Tray 5 lift mtr | |
| Exit 1 shift mtr | |
| Exit 2 shift mtr | |
| Exit 2 drive mtr | |
| Scanner Motor Tests | |
| ADF Feed drv mtr | |
| Exposure lamp | |
| Scanner cooling fan | |
| ADF Reg drv | |
| Scanner drv | |
| Inverter solenoid | |
| Pick roll position mtr | |
| Document set LED | |
| PRINT TESTS | See "PRINT TESTS" on page 3-6. |
| Tray 1 | |
| Tray 2 | |
| Tray 3 | |
| Tray 4 | |
| Tray 5 (if installed) | |
| MP Feeder | |
| Printing Quality Test Pages | See "Print Quality Test Pages" on page 3-6. |
| Print Defects Guide | |
| HARDWARE TESTS | |
| Panel Test | See "Panel Test" on page 3-7. |
| Button Test | See "Button Test" on page 3-7. |
| DRAM Test | See "DRAM Test" on page 3-8. |
| CACHE Test | See "CACHE Test" on page 3-9. |
| DUPLEX TESTS | |
| Quick Test | See "Quick Test" on page 3-10. |
| Sensor Test | See "Sensor Test (duplex)" on page 3-10. |

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| | | |
|--------------------------|-----------------------------|--------------------------------------------------------|
| INPUT TRAY TESTS | | |
| Feed Tests | | See “Feed Tests” on page 3-10. |
| Sensor Test | | See “Sensor Test (input tray)” on page 3-11. |
| OUTPUT BIN TESTS | | |
| Feed Tests | | See “Feed Tests (output bins)” on page 3-12. |
| Feed To All Bins | | See “Feed To All Bins” on page 3-12. |
| Sensor Test | | See “Sensor Test (output bin)” on page 3-13. |
| FINISHER TESTS | | |
| Staple Test | | See “Staple Test” on page 3-13. |
| Hole Punch Test | | See “Hole Punch Test” on page 3-14. |
| Feed Tests | | See “Feed Tests (Finisher)” on page 3-14. |
| Sensor Tests | | See “Sensor Test (Finisher)” on page 3-14. |
| BASE SENSOR TESTS | | |
| | | See “BASE SENSOR TEST” on page 3-16. |
| Cover and Door | | |
| Devices | | |
| Exit Level | | |
| Media Path | | |
| DEVICE TESTS | | |
| | | See “DEVICE TESTS” on page 3-17. |
| Quick Disk Test | | |
| Disk Test/Clean | | |
| PRINTER SETUP | | |
| | Defaults | See “Defaults” on page 3-19. |
| | Printed Page Count | See “Printed Page Count” on page 3-20. |
| | Permanent Page Count | See “Permanent Page Count” on page 3-20. |
| | Serial Number | See “Serial Number” on page 3-20. |
| | Engine Setting 1 to 16 | See “Engine Setting 1 to 16” on page 3-20. |
| | Model Name | See “Model Name” on page 3-20. |
| | Configuration ID | See “Configuration ID” on page 3-20. |
| | Edge to Edge | See “Edge to Edge” on page 3-21. |
| | Enable Edge to Edge Copy | See “Enable Edge to Edge Copy” on page 3-21. |
| EVENT LOG | | |
| | Display Log | See “Display the Event Log” on page 3-22. |
| | Print Log | See “Print the Event Log” on page 3-24. |
| | Clear Log | See “Clear the Event Log” on page 3-24. |
| REPORTS | | |
| | | See “REPORTS” on page 3-22. |
| SCANNER TESTS | | |
| | ASIC Test | See “ASIC Test” on page 3-25. |
| | Feed Test | See “Feed Test” on page 3-25. |
| | Scanner Manual Registration | See “Scanner Manual Registration” on page 3-26. |
| | Sensor Tests | See “Sensor Test (Scanner Tests)” on page 3-31. |
| ENGINE ADJUST | | |
| | Exit Diagnostics Menu | See “Exiting Diagnostics Menu” on page 3-32. |

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MOTOR TESTS

The tests in this group allow you to test specific motors, and on some motors run them forward or reverse.

To run the MOTOR TESTS:

1. Touch **MOTOR TESTS** from the Diagnostics Menu.
2. Touch the test to run.

The following Finisher Motor Tests are available:

- Sub paddle solenoid
- Media eject clutch
- Stapler unit mtr
- Bridge unit drv mtr
- Motor (entrance/paddle)
- Motor (buffer/transport)
- Motor (exit)
- Media eject clamp mtr
- Media eject mtr
- Punch unit mtr
- Fin diverter solenoid
- Fin Buffer solenoid
- Punch carriage shift mtr
- Front tamper mtr
- Rear tamper mtr
- Stapler carriage mtr
- Stacker lift mtr

The following Printer Motor Tests are available:

- Transport mtr
- 2TM/TTM drv mtr
- 2TM/TTM Clutch
- HCF transport mtr
- HCF pick solenoid
- MPF/Transport mtr
- Fuser cooling fan
- PC unit cooling fan
- Toner add mtr
- Drum unit
- Registrat clutch
- Tray 1 feed mtr
- Tray 2 feed mtr
- Tray 3 feed mtr
- Tray 4 feed mtr
- Tray 5 feed mtr
- MPF pick solenoid
- Duplex drv mtr
- Diverter solenoid
- Exit 2 cooling fan
- Tray 1 lift mtr
- Tray 2 lift mtr
- Tray 3 lift mtr
- Tray 4 lift mtr
- Tray 5 lift mtr
- Exit 1 shift mtr
- Exit 2 shift mtr
- Exit 2 drive mtr

The following Scanner Motor Tests are available:

- ADF feed drv mtr
- Exposure lamp
- Scanner cooling fan
- ADF registration drv mtr
- Scanner drv mtr
- Inverter solenoid
- Pick roll position mtr
- Document set LED

3. During the test, Motor Runni ng... appears on the display.

Note: If available, **Forward** and **Reverse** options appear on the display for selected tests.

Press **Stop**  to stop the test.

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PRINT TESTS

To run the Print Tests:

1. Touch **PRINT TESTS** from the Diagnostics Menu.
2. Touch **[Input Source]** to verify that the printer can generate output from that source's media.
3. Touch **Printing Quality Test Pages** to view information about the printer's current settings and to test the printer's ability to generate quality output.

| Input source | Appears on the display |
|-----------------------------|--------------------------------|
| Tray 1 | Tray 1 Printing... |
| Tray 2 | Tray 2 Printing... |
| Tray 3 | Tray 3 Printing... |
| Tray 4 | Tray 4 Printing... |
| Tray 5 (if installed) | Tray 5 Printing... |
| MP Feeder | MP Feeder Printing... |
| Printing Quality Test Pages | Printing Quality Test Pages... |

4. Touch **Single** or **Continuous**.
 - If **Single** is selected, a single page is printed.
 - If **Continuous** is selected, printing continues until **Stop**  is pressed to cancel the test. If a source is selected that contains envelopes, an envelope test pattern is printed. If **Continuous** is selected, the test pattern is printed only on the first envelope.

After a Single test has printed or a Continuous test canceled, the display returns to PRINT TESTS.

Input Source Print Test

Regardless of the input source selected, the printer always generates a simplex version of the Print Test page using its default resolution.

Print Quality Test Pages

This setting enables you to view the values of a broad range of the device's settings and to test the device's ability to generate acceptable printed output.

The printer automatically generates four pages in English. The device always uses the media that is currently installed in Tray 1 to print this report. Once started, printing cannot be canceled and all key presses are ignored until printing completes.

If Duplex is activated, this report will be printed on both sides of the paper; otherwise, it will be printed on the front sides of the paper only.

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Print Quality Pages Content by Report Page Number

| Page Number | Content |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | General printer information includes: <ul style="list-style-type: none"> • A circular graphic with spokes emanating from a dark center • Device Information • (Envelope Enhance) • Engine Setting 1 to 16 • Edge to Edge • Current values of each variable listed • A repeated string of characters in varying font sizes |
| 2 | Page is gray with two black squares |
| 3 | Page is solid black |
| 4 | Page is blank (this page verifies that the device does not streak or smear toner) |

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HARDWARE TESTS

Touch the following Hardware Tests from this menu:

- Panel Test
- Button Test
- DRAM Test
- CACHE Test

Panel Test

This test automatically toggles all pixels on the display through every contrast level beginning with the darkest to the brightest. This test shows non-functioning pixels as blank spaces during the darkest contrast.

This test continues until you press **Stop** , then the display returns to HARDWARE TESTS.

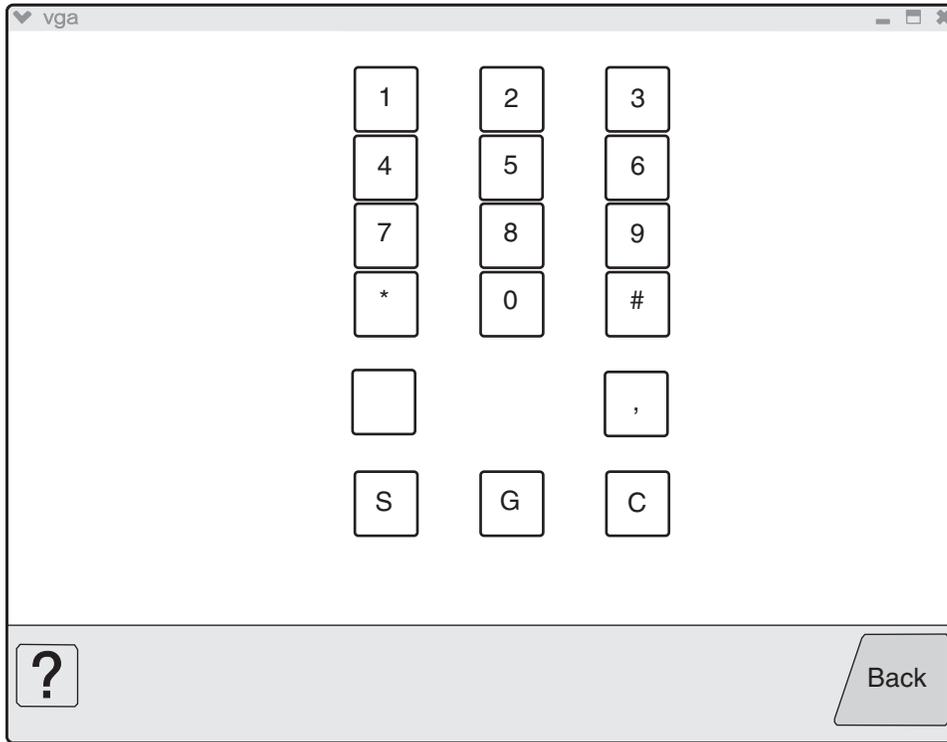
Button Test

The Button Test is used to verify the operation of each button on the operator panel.

To perform the Button Test:

1. Touch **HARDWARE TESTS** from the Diagnostics Menu.
2. Touch **Button Test**. A graphic of the operator panel buttons that matches the layout of the operator panel buttons appears on the display.
3. Press any button on the operator panel and that button on the display appears shaded.

4. Release the button, and the shading is removed.



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Touch **Back** to exit the test.

DRAM Test

The DRAM Test is used to check the validity of standard and optional DRAM memory. The test writes patterns of data to DRAM to verify that each bit in memory can be set and read correctly.

To run the DRAM Test:

1. Touch **HARDWARE TESTS** from the Diagnostics Menu.
2. Touch **DRAM Test**. DRAM Test Testing... appears on the display. Then the message Resetting the Printer appears and the power LED is green. While the DRAM test executes, the power indicator *blinks* amber. The printer automatically performs a POR.

The following type of message appears:

| | | | |
|-----------|--------|----------|---------|
| DRAM Test | 256 MB | P: ##### | F: #### |
|-----------|--------|----------|---------|

- P:##### represents the number of times the memory test has passed and finished successfully. Initially 000000 displays with the maximum pass count being 999,999.
- F:##### represents the number of times the memory test has failed and finished with errors. Initially 0000 displays with the maximum fail count being 99,999. Initially only four digits appear, but additional digits appear as needed.

To stop this test before completion, turn the printer off.

CACHE Test

This test is used to verify the printer processor cache.

To run the CACHE Test:

1. Touch **HARDWARE TESTS** from the Diagnostics Menu.
2. Touch **CACHE Test**. **CACHE Test Testing...** appears on the display. Then the message **Resetting the Printer** appears. While the CACHE test executes, the power LED is green. The printer automatically performs a POR.

The following type of message appears:

| | | | |
|------------|------|----------|---------|
| CACHE Test | x100 | P: ##### | F: #### |
|------------|------|----------|---------|

- P:##### represents the number of times the cache has passed and finished successfully. Initially 000000 displays with the maximum pass count being 999,999.
- F:##### represents the number of times the cache has failed and finished with errors. Initially 0000 displays with the maximum fail count being 99,999. Initially only four digits appear, but additional digits appear as needed.

Each time a test is completed, the number of passes and failures is incremented. If the test fails, the message **Failure** appears for approximately three seconds, and the failure count increases by one.

The test continues until all of the printer processor's cache has been tested. Once the maximum pass count or fail count is reached, the test is stopped, and the final results display.

To stop this test before completion, turn the printer off.

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DUPLEX TESTS

Quick Test

This test prints a duplex version of the Quick Test that can be used to verify that the correct placement of the top margin on the back side of a duplex page. You can run one duplexed page (**Single**), or continue printing duplexed pages (**Continuous**) until **Stop**  is pressed.

Make sure either letter or A4 size paper is loaded in the default paper source. If the default source supports only envelopes, then the Quick Test will be printed from Tray 1.

To run the Quick Test:

1. Touch **DUPLEX TESTS** from the Diagnostics Menu.
2. Touch **Quick Test**.
3. Touch **Single** or **Continuous**. Quick Test Printing... appears on the display.
 - The single Duplex Quick test cannot be canceled.
 - The printer attempts to print the Quick Test Page from the default paper source. If the default paper source supports only envelopes, then the page is printed from Tray 1.
 - Check the Quick Test Page for the correct registration between the placement of the first scan line on the front and back side of a duplexed sheet.

The single test stops automatically when a single duplex sheet is printed, and the continuous test continues until you press **Stop** .

Sensor Test (duplex)

This test is used to determine whether or not the duplex sensors and switches are working correctly. The test allows you to actuate the duplex input sensor located in the back part of the duplex unit and the duplex exit sensor located in the return paper path.

1. Touch **DUPLEX TESTS** from the Diagnostics Menu.
2. Touch **Sensor Test**.
3. Touch **Duplex wait**. Duplex wait Testing... appears on the display.
4. Manually actuate each of the duplex wait sensors. When the sensor is closed, **Closed** appears; when the sensor is open, **Open** appears.

Press **Stop**  to cancel the test.

INPUT TRAY TESTS

Feed Tests

Use this test to observe the paper path of media as it passes through the printer. To observe the paper path, open the upper read door while this test executes. No information is printed on the feed test pages since the laser is not engaged during this test.

Note: The upper front door (used to access the print cartridge) cannot be opened during the feed test.

You can perform the feed test using media from any installed input source. All pages used during the feed test are dropped into the default output bin.

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To run the Input Tray Tests:

1. Touch **INPUT TRAY TESTS** from the Diagnostics Menu.
2. Touch the input source.

| Input source | Appears on the display |
|--------------|------------------------|
| Tray 1 | Tray 1 Feeding... |
| Tray 2 | Tray 2 Feeding... |
| Tray 3 | Tray 3 Feeding... |
| Tray 4 | Tray 4 Feeding... |
| MP Feeder | MP Feeder Feeding... |

3. Touch either **Single** or **Continuous**.
 - **Single**—Feeds one sheet of media from the selected source.
 - **Continuous**—Media continues feeding from the selected input source until **Stop**  is pressed.

Sensor Test (input tray)

This test is used to verify that a specific input tray's sensors are working correctly.

To run the Input Tray Sensor Test:

1. Touch **INPUT TRAY TESTS** from the Diagnostics Menu.
2. Touch **Sensor Test**.

After selecting **Sensor Test**, each installed input source, one source per line, appears on the display. When you select an input source, the selected input source in the header row appears on the display, and then the name of each of the source's sensors below the header row, one to a line. You must select a specific sensor from this list in order to view and toggle the sensor's state. The table below indicates which sensors are available in each input tray.

| Input source | Sensors | | | | | | | |
|--------------|-----------------------|-----------------------|------------------------|--------------------------|-------------------------------|---------------------------------|------------------|------------------|
| | Pre-feed ¹ | Feed-out ² | Media out ³ | Media level ⁴ | HCF unit docking ⁵ | HCF media tray set ⁶ | HCF media size L | HCF media size R |
| Tray 1 | Yes | No | Yes | Yes | No | No | No | No |
| Tray 2 | Yes | Yes | Yes | Yes | No | No | No | No |
| Tray 3 | Yes | Yes | Yes | Yes | No | No | No | No |
| Tray 4 | Yes | Yes | Yes | Yes | No | No | No | No |
| Tray 5 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| MP Feeder | No | No | Yes | No | No | No | No | No |

¹Pre-feed Testing... appears on the display with the sensor's current state (Open or Closed).

²Feed-out Testing... appears on the display with the sensor's current state (Open or Closed).

³Media out Testing... appears on the display with the sensor's current state (Open or Closed).

⁴Media level Testing... appears on the display with the sensor's current state (Open or Closed).

⁵Hcf unit docking Testing... appears on the display with the sensor's current state (Open or Closed).

⁶Hcf media tray set Testing... appears on the display with the sensor's current state (Open or Closed).

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After selecting a specific sensor, you can manipulate the printer in such a way as to toggle the sensor between its two values (Open or Closed).

Press **Stop**  to exit the test.

OUTPUT BIN TESTS

Feed Tests (output bins)

Use these tests to verify that media can be fed to a specific output bin. Media is fed from the default input source to the selected output bin. No information is printed on the media fed to the output bin because the printhead is not engaged during this test. These tests can use any media size or envelope supported by the printer.

To run the Feed Tests for the output bins:

1. Touch **OUTPUT BIN TESTS** from the Diagnostics Menu.
2. Touch **Feed Tests**.
3. Touch the output bin you want the paper to exit into. The standard bin as well as any output option bin installed on the printer is shown on the menu. (The output bins are displayed in the order installed on the printer.)
 - Standard Bin
 - Output Bin 1
 - Output Bin 2
4. Touch either **Single** or **Continuous**.
 - **Single**—Feeds one sheet of media from the selected source.
 - **Continuous**—Media continues feeding from the selected source until **Stop**  is pressed.

Press **Stop**  to return to OUTPUT BIN TESTS.

While this test runs, [Selected Output Bin] Feeding... appears on the display. During Single tests, no buttons are active. However, during Continuous tests, you can press **Stop**  to cancel the test. If a test is canceled, [Selected Output Bin] Canceled appears on the display.

Feed To All Bins

This test can be used to verify that the printer can feed media to the standard bin or any installed output options. No information will be printed on the test pages, as the printhead is not engaged during the feed test. The media feeds from the default paper source.

To run the Feed To All Bins Test:

1. Touch **OUTPUT BIN TESTS** from the Diagnostics Menu.
2. Touch **Feed To All Bins**.

The printer feeds media from the default source to each installed bin. After the test is selected, the printer feeds a separate piece of media to the standard bin first, then it feeds a separate piece of media to each output bin installed. While this test runs, All Bin Test Feeding... appears on the display.

The test is continuous until **Stop**  is pressed. If a test is canceled, All Bin Test Canceled... appears on the display, and feeds any remaining media in the paper path to the appropriate output destination.



Sensor Test (output bin)

This test is used to verify that a specific output bin's sensors are working correctly.

To run the Output Bin Sensor Test:

1. Touch **OUTPUT BIN TESTS** from the Diagnostics Menu.
2. Touch **Sensor Test**.

The panel displays each installed bin, one bin per line. When you select an output bin, the panel displays the selected output bin in the header row, and then displays the name of each of the bin's sensors. You must select a specific sensor from this list in order to view and toggle the sensor's state. After selecting a specific sensor, [Sensor Name] Test ing . . . the sensor's name in the header row appears on the display and, below the header row, the sensor's name and current state. The table below indicates which sensors are available in each output bin.

| Output Bin | Std bin full exit1 | Std bin full exit2 | Fin upper bin full | Stacker bin level1 | Stacker bin level2 |
|--------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Standard Bin | ✓ | ✓ | | | |
| Output Bin 1 | | | ✓ | | |
| Output Bin 2 | | | | ✓ | ✓ |

When you select a specific sensor, the sensor's current state (Open or Closed) appears on the display. You can manipulate the printer in such a way as to actuate the selected sensor. **Closed** appears on the display when the sensor is closed, or **Open** when the sensor is open. If the wrong message is displayed, then the sensor must be malfunctioning.

Press **Stop**  to exit the test.

FINISHER TESTS

Staple Test

This test is used to verify the functioning of the finisher's staple mechanism.

To run the Staple Test

1. Touch **FINISHER TESTS** from the Diagnostics Menu.
2. Touch **Staple Test**.

The printer feeds eight pieces of media from the default input source to the output bin that supports stapling. After all eight pieces of media are deposited, the device staples the packet. While this test runs, Staple Test Runni ng . . . appears on the display.

Press **Stop**  to cancel the test.

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Hole Punch Test

This test is used to verify that media can be fed to a finisher output bin and then hole punched. No information is printed on the feed test pages.

To run the Hole Punch Test:

1. Touch **FINISHER TESTS** from the Diagnostics Menu.
2. Touch **Hole Punch Test**.

Eight sheets of paper are fed, and then the pages are hole-punched with a 2-hole or 3-hole pattern depending on the selected punch test. Media is initially requested from the default input source and then output to the Finisher output bin.

The Hole Punch Test cannot be canceled. No buttons are active during this test. During the test, Hole Punch Test Running... appears on the display. After completion of the test, the display returns to the Hole Punch Test screen.

Feed Tests (Finisher)

This test is used to verify that media can be fed to a finisher output bin. This test feeds one sheet of media from the printer's default input source to a finisher output bin. The device can perform this test using any paper size that is supported by the finisher. No information is printed on the test page.

To run the Feed Test:

1. Touch **FINISHER TESTS** from the Diagnostics Menu.
2. Touch **Feed Tests**.

You cannot specify the output bin to which the device will feed the test page. Once begun, the Feed Test cannot be canceled. No buttons are active during the test. During this test, Feed Test Running... appears on the display.

Sensor Test (Finisher)

This test verifies that the sensors in the finisher are operating properly.

To run the Feed Test:

1. Touch **FINISHER TESTS** from the Diagnostics Menu.
2. Touch **Sensor Test**.

The option's name in the header row and each of the option's sensors below the header row appear on the display. You must select a specific sensor from this list in order to view and toggle the sensor's state. After selecting a specific sensor, [Sensor Name] Testing... appears on the display with the sensor's current state below this message. The tables below indicate which sensors are available for testing.

Available Cover and Door Sensors

| Sensor Name | Description |
|--------------------------|------------------------------------------|
| Cover F bridge top | Sensor (bridge unit top cover interlock) |
| Door G finisher front | Switch (finisher front door interlock) |
| Surface H finisher eject | Switch (eject cover interlock) |

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Available Bin Level Sensors

| Sensor Name | Description |
|-------------------------|------------------------------------|
| Fin upper bin full | Sensor (upper media bin full) |
| Stacker bin level1 | Sensor (stacker bin level 1) |
| Stacker bin level2 | Sensor (stacker bin level 2) |
| Stacker bin upper limit | Sensor (stacker bin upper limit) |
| Stacker bin no media | Sensor (stacker bin no media) |
| Stacker bin level encod | Sensor (stacker bin level encoder) |

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Available Media Path 1 Sensors

| Sensor Name | Description |
|-----------------------|--------------------------------|
| Bridge media entrance | Sensor (bridge media entrance) |
| Bridge media exit | Sensor (bridge unit exit) |
| Finisher media enter | Sensor (finisher media enter) |
| Buffer path | Sensor (buffer path) |
| Upper media exit | Sensor (upper media exit) |
| Lower media exit | Sensor (lower media exit) |
| Compiler media in | Sensor (complier media in) |

Available Media Path 2 Sensors

| Sensor Name | Description |
|----------------------|-------------------------------|
| Diverter gate | Sensor (diverter gate) |
| Front tamper hp | Sensor (front tamper HP) |
| Rear tamper hp | Sensor (rear tamper HP) |
| Eject clamp hp | Sensor (media eject clamp HP) |
| Media eject shaft hp | Sensor (media eject shaft HP) |

Available Punch and Staple Sensors

| Sensor Name | Description |
|---------------------------|----------------------------------|
| Punch side reg1 | Sensor (punch unit side reg 1) |
| Punch side reg2 | Sensor (punch unit side reg 2) |
| Punch box set | Sensor (punch waste box set) |
| Punch waste full | Sensor (punch waste box full) |
| Low staple | Sensor (low staple) |
| Punch carriage shift hp | Sensor (punch carriage shift HP) |
| Punch unit hp | Sensor (punch unit HP) |
| Stapler carriage shift hp | Sensor (stapler carriage HP) |
| Punch cam front | Sensor (punch unit cam front) |
| Punch hole select | Sensor (punch hole select) |

After selecting one of the available sensors, you can manually toggle the sensor between its two values (**Open** or **Closed**). Open appears on the display when the sensor is open, and Closed when the sensor is closed.

Press **Stop**  to exit the test.

BASE SENSOR TEST

This test verifies that the sensors in the base machine are operating properly.

To run the Base Sensor Test:

Touch **BASE SENSOR TEST** from the Diagnostics Menu. The panel displays **BASE SENSOR TEST** in the header row and the following categories of sensors below the header row:

- Cover and Door
- Devices
- Exit Level
- Media Path

After you select a category of sensors, the panel displays the name of the selected category in the header row and each sensor in that category. You must select a specific sensor from this list to view and toggle the sensor's state. After you select a specific sensor, [Sensor Name] Test i ng . . . appears on the display and displays the sensor's name in the header row and the sensor's name and current state appears below the header row.

Cover and Door Sensors

| Sensor Name | Description |
|---------------------------|---------------------------------------|
| Door A printer left | Switch (printer left door interlock) |
| Door B printer left/lower | Switch (left lower door interlock) |
| Door C 2TM/TTM left | Switch (2TM/TTM left door interlock) |
| Door D duplex left | Switch (duplex left door interlock) |
| Door E exit 2 left | Switch (exit 2 left door interlock) |
| Door J front | Switch (printer front door interlock) |
| Door K HCF top | Switch (HCF top door interlock) |

Device Present Functions

| Sensor Name | Description |
|-----------------|-------------------------------------------------|
| PC unit present | Indicates the PC cartridge is installed |
| Exit2 present | Indicates the exit 2 unit assembly is installed |

Exit Level Sensors

| Sensor Name | Description |
|---------------------|------------------------------|
| Std bin full exit 1 | Sensor (std bin full exit 1) |
| Std bin full exit 2 | Sensor (std bin full exit 2) |

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Media Path Sensors

| Sensor Name | Description |
|----------------|--------------------------------|
| Registration | Sensor (registration) |
| Fuser exit | Sensor (fuser exit) |
| Exit1 shift hp | Sensor (exit 1 media shift HP) |
| Exit2 | Sensor (exit 2) |
| Exit2 shift hp | Sensor (exit 2 media shift HP) |

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To test any of the displayed sensors, you must manipulate the appropriate area of the printer so the sensor's value will toggle.

If the panel inaccurately displays the sensor's status, then the sensor must be malfunctioning.

Press **Stop**  to cancel the test. Base Sensor Test Canceled appears on the display.

DEVICE TESTS

Quick Disk Test

This test performs a non-destructive read/write on one block per track on the disk.

To run the Quick Disk Test:

1. Touch **DEVICE TESTS** from the Diagnostics Menu.
2. Touch **Quick Disk Test**.

Quick Disk Test Testing... appears on the display. This test cannot be canceled. After the test finishes, either Quick Disk Test Passed or Quick Disk Test Failed appears on the display. This message remains until you touch **Back**.

Disk Test/Clean

This test performs a low-level format of the hard disk.

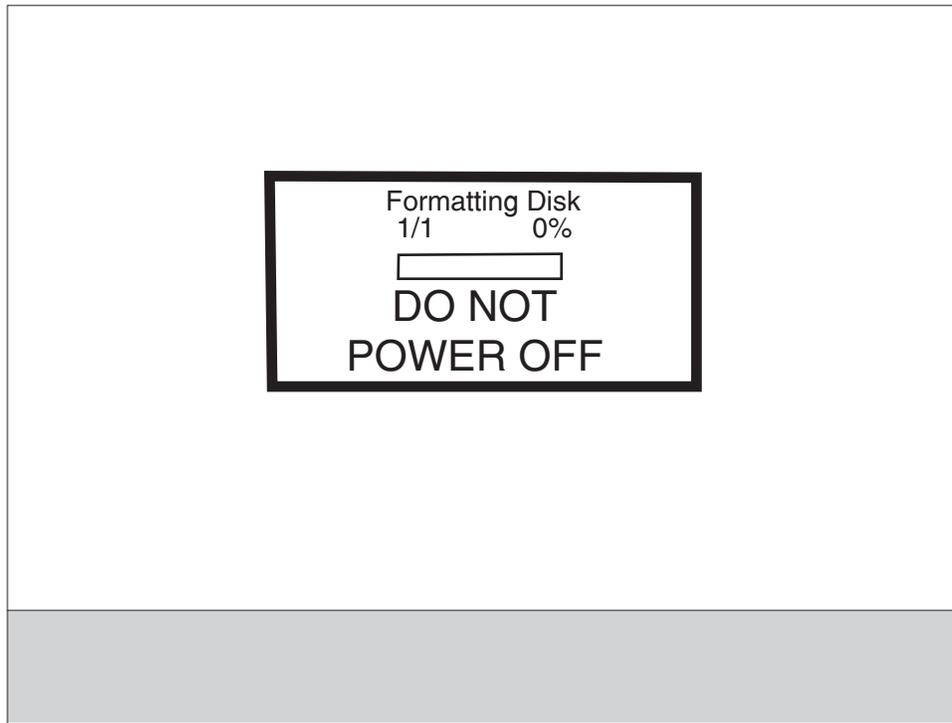
Warning: This test destroys all data on the disk and should never be performed on a good disk. Use this test only when the disk contains bad data and is unusable. When this test completes, the disk automatically initializes with a new file system; therefore it is unnecessary to format the disk.

To run the Disk Test/Clean Test:

1. Touch **DEVICE TESTS** from the Diagnostics Menu.
2. Touch **Disk Test/Clean Test**.

Contents will be lost. Continue? appears on the display. To exit this test and return to DEVICE TESTS, touch **No**. This is your only chance to exit this test; once the test has begun, it cannot be stopped.

While this test runs, the following graphic appears:



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This test cannot be interrupted once it has begun. After the test finishes, either Disk Test/Clean Test Passed or Disk Test/Clean Test Failed appears on the display. Press **Stop**  to clear the final message and return to DEVICE TESTS.

PRINTER SETUP

To enter the PRINTER SETUP screen, touch **PRINTER SETUP** from the Diagnostics Menu. The following graphic appears on the display:

The screenshot shows the PRINTER SETUP screen with the following settings and navigation options:

- Defaults:** U.S. (Navigation: Left arrow, Right arrow, Up arrow)
- Printed Page Count:** 24
- Perm Page Count:** 0
- Serial Number:** NV26T470
- Envelope Entrance:** Medium (Navigation: Left arrow, Right arrow)
- Engine Setting 1:** 0 (Navigation: Left arrow, Right arrow, Down arrow)

At the bottom of the screen, there are four buttons: a question mark icon, a **Submit** button, a **Back** button, and a greyed-out button.

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Defaults

The value of this setting determines whether the printer uses the US or Non-US factory default value for the printer settings listed below:

| Printer Setting | US Value | Non-US Value |
|----------------------------------------------------------------------------------------------------------------|-------------|--------------|
| Paper Sizes (applies only to input sources which do not have hardware size sensing capability) | Letter | A4 |
| Envelope Size (applies only to envelope feeding sources which do not have hardware size sensing capability) | 10 Envelope | DL Envelope |
| PCL Symbol Set | PC-8 | PC-850 |
| PPDS Code Page | 437 | 850 |
| Universal Units of Measure | Inches | Millimeters |

Touch **Submit** to change the value of this setting, then the display returns to the Diagnostics menu. To return to the PRINTER SETUP menu without changing the value of this setting, touch **Back**.

Printed Page Count

The value of this setting enables you to gauge the amount of usage on a device.

The Printed Page Count cannot be reset by the servicer.

Permanent Page Count

The value of this setting indicates the total number of pages that have been printed by the printer.

The Permanent Page Count cannot be reset.

Serial Number

This printer setting records the printer's serial number that was assigned by the manufacturer. When you select this setting, a replica of a keyboard appears on the display that enables you to edit the serial number.

Engine Setting 1 to 16

These settings are used by Engine code ECs to fix field problems.

Warning: Do not change these settings unless requested to do so by your next level of support.

Model Name

The model name can only be viewed and cannot be changed.

Configuration ID

The two configuration IDs are used to communicate information about certain areas of the printer that cannot be determined using hardware sensors. The configuration IDs are originally set at the manufacturer, however you may need to reset Configuration ID 1 or Configuration ID 2 when you replace the printer engine card assembly. This printer uses two Configuration IDs, each of which consists of eight digits. The first seven digits in each ID are hexadecimal numbers while the last digit is a checksum of the preceding seven hexadecimal digits. Each ID can contain a combination of the digits 0 through 9 and the characters A to F.

If the printer's firmware detects that either of the printer's Configuration IDs has not been defined or is invalid, then the following occurs:

1. The firmware automatically uses the Configuration IDs defined for the printer's standard model.
2. The Configuration ID setting is the only item that appears when you open the Diagnostics menu.
3. When the printer is not in Diagnostics mode, Check Config ID appears on the display.

Note: Each of the above conditions will remain until a valid value is entered for Configuration ID 1 and Configuration ID 2.

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The Configuration ID setting allows you to set both Configuration IDs simultaneously. To set one or both Configuration IDs:

1. From the PRINTER SETUP menu, touch the icon to the right of the Configuration ID menu item. The screen displays the value of both Configuration IDs. By default, the cursor appears on the Configuration ID 1 line.

2. To change the value of Configuration ID 1, touch the **Backspace** key to erase any of the existing characters. Then enter the correct ID using the number and letter keys that appear on the screen.
3. To edit the value of configuration ID 2, touch a section of the display screen that appears inside of the text box containing the current value of Configuration ID 2. The cursor appears in the text box containing the current value of Configuration ID 2.
4. To change the value of Configuration ID 2, touch the **Backspace** key to erase any of the existing characters. Then enter the correct ID using the number and letter keys that appear on the screen.

Note: To exit the Configuration ID screen and return to the PRINTER SETUP menu, touch **Back**.

Note: Although it is recommended that all unused and reserved bits be set to zero, the code will not validate or enforce this condition.

5. To save the values of both Configuration IDs, touch **Submit**. The printer validates both IDs. If either ID is invalid, the printer posts `Invalid ID`, discards any changes, and displays the original Configuration IDs. If both IDs are valid, the printer automatically returns to the PRINTER SETUP menu.

Edge to Edge

When this setting is On, the text and graphics are shifted to the physical edges of the paper for all margins. When this setting is Off, the normal margins are restored.

Enable Edge to Edge Copy

This is the end of the PRINTER SETUP.

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REPORTS

The Reports prints the Menu Setting Page.

EVENT LOG

The exact number of events recorded in the Event Log will vary since each event requires a different amount of storage space. When the Event Log requires more space to record an event, it overwrites the oldest currently logged event(s) and inserts the new event into the first log position. Consecutive log entries may be identical if the same event occurred twice in a row.

The Event Log records the following types of events:

- All 9xx Service Errors
- 2xx Paper Jams
- Maintenance Count Resets
- NV Resets
- JFFS2 Partition Format (Security Files)
- JFFS2 Partition Format (BookmarkMgrData)

Touch **EVENT LOG** from the Diagnostics Menu, and the following options are displayed:

Display Log
Print Log
Clear Log

Display the Event Log

Note: The displayed version of the Event Log shows only a subset of the information contained in the Diagnostics version of the printed Event Log. For the most comprehensive information about each logged event, print the Event Log. See **“Print the Event Log” on page 3-24.**

Touch **Display Log**, and a graphic similar to the following appears on the display:



Each logged event is identified by the text that appeared when the event occurred. For instance, if the log recorded a 900 Service Error, the Display Log would show 900 Service RIP Software. Log entries appear in chronological order.

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If additional log entries exist, touch ▼ to view the next log entries. Continue following this procedure until you reach the end of the logged entries. To view earlier log entries, touch ▲.

Touch **Back** to return to the EVENT LOG.

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Print the Event Log

Each page of the printed Event Log report has the title Event Log at the top of each page followed by the model name and serial number. The following is a sample of a printed Event Log:

Model and Serial number

Printer information

Panel display when error occurred

Page count

Earliest error code

Next error code

```

Event Log (Page 1)
Luxmark X854c (s/n:XXX-XXXX)
Device Information
Page Count 2526
Installed memory 2560 MB
Processor Speed 420MHz
Firmware 11.41.P053.0
Language E80.AP.E015.0
Kernel LS.MA.P053.0
Network M80.AP.M014.0
Network Error 0
Panel 0
Toner 3 01.36-0-10
Font 0 01.28-0
Font 1 01.18M1-04.4
Font 2 04.08-0
Event Log Information
990.01 Service Fin Stapling
Panel Message 990.01 Service Fin Stapling
Page Count 2527
PCL Count 273
Date and Time Thu Jan 01 00:00:40
Up Time 40 secs 197 msec
Code Levels
Time:1:00:04
0: LoadP1LS.MA.P053 Tue Apr 12 10:21:30 2005 mta-b4d
1: Kernel:E80.AP.E015 Tue Apr 12 10:20:44 2005 mta-b4d
3: Base:LS.MA.P053 Tue Apr 12 10:21:26 2005 mta-b4d
4: Network:M80.AP.M014 Thu Mar 17 00:41:28 2005 mta-b4d
4: Network:Error:LS.MA.P053 Tue Apr 12 10:20:44 2005 mta-b4d
23: Security:Filem-1.0 Tue Apr 12 10:21:33 2005 mta-b4d
24: Security:Filem-1.0 Tue Apr 12 10:21:33 2005 mta-b4d
25: MFP:WV-1.0 Tue Apr 12 10:21:33 2005 mta-b4d
27: Driver:WV-1.0 Tue Apr 12 10:21:33 2005 mta-b4d
30: History:1.0 Tue Apr 12 10:21:33 2005 mta-b4d
31: Network:WV-1.0 Thu Mar 17 00:41:17 2005 mta-b4d
Engine:11.41-0
Debug Data
990.01 Service Fin Stapling
Panel Message 990.01 Service Fin Stapling
Page Count 1927
PCL Count 265
Date and Time Thu Jan 01 00:00:35 1970
Up Time 35 secs 323 msec
Code Levels
Time:1:00:04
0: LoadP1LS.MA.P053 Tue Apr 12 10:21:30 2005 mta-b4d
1: Kernel:E80.AP.E015 Tue Apr 12 10:20:44 2005 mta-b4d
3: Base:LS.MA.P053 Tue Apr 12 10:21:26 2005 mta-b4d
4: Network:M80.AP.M014 Thu Mar 17 00:41:28 2005 mta-b4d
4: Network:Error:LS.MA.P053 Tue Apr 12 10:20:44 2005 mta-b4d
23: Security:Filem-1.0 Tue Apr 12 10:21:33 2005 mta-b4d
24: Security:Filem-1.0 Tue Apr 12 10:21:33 2005 mta-b4d
25: MFP:WV-1.0 Tue Apr 12 10:21:33 2005 mta-b4d
27: Driver:WV-1.0 Tue Apr 12 10:21:33 2005 mta-b4d
30: History:1.0 Tue Apr 12 10:21:33 2005 mta-b4d
31: Network:WV-1.0 Thu Mar 17 00:41:17 2005 mta-b4d
Engine:11.41-0
                
```

As the Event Log report prints, Printing EVENT LOG appears on the display.

Clear the Event Log

To clear the Event Log:

1. Touch **Event Log** from the Diagnostics Menu.
2. Touch **Clear Log**.

Yes and **No** appears on the menu. If you touch **Yes**, Deleting EVENT LOG appears on the display and erases all Event Log information, including information from the printed report. Touch **No** to cancel deletion and return to the EVENT LOG menu, or touch **Back** to exit Clear Log and return to the EVENT LOG menu.



SCANNER TESTS

ASIC Test

This operation performs a diagnostic test on the scanner ASIC that cycles through all of the scanner ASIC's memory.

To perform the ASIC Test:

1. Touch **SCANNER TESTS** from the Diagnostics Menu.
2. Touch **ASIC Test**.

During this test, ASIC Test Runni ng. . . appears on the display. At the completion of this test, ASIC Test Passed or ASIC Test Fai l ed appears on the display. To clear the message, press **Stop** .

Feed Test

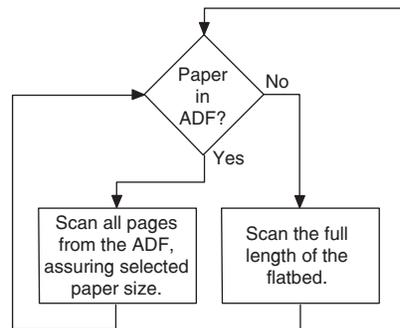
This test continuously executes flatbed and/or ADF scans but does not produce any printed output.

To perform the Feed Test:

1. Touch **SCANNER TESTS** from the Diagnostics Menu.
2. Touch **Feed Test**.

You are prompted to select a paper size for the ADF. For flatbed scans, the full length of the flatbed is traversed.

The device decides whether to run the flatbed or the ADF according to the following flowchart:



During the test, Runni ng. . . Fl atbed: xxxxx ADF: xxxxx appears on the display. The Flatbed number increases each time the scanner performs a flatbed scan, and the ADF number increases each time the scanner performs an ADF scan.

Press **Stop**  to end this test.

If an error occurs (such as a scanner jam), Feed Test Fai l ed Fl atbed: xxxxx ADF: xxxxx appears on the display. To clear the message, press **Stop** .

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Scanner Manual Registration

Note: All scanner and ADF manual registration alignment verifications must be done in standard user mode, not in configuration or diagnostic mode.

Note: You should verify the printer registration alignment before conducting the manual scanner registration process. For information on the printer registration process, see **“REGISTRATION” on page 3-36**.

You can adjust the device's scanner and ADF registration through a manual process. Perform this operation when any of the following events occur:

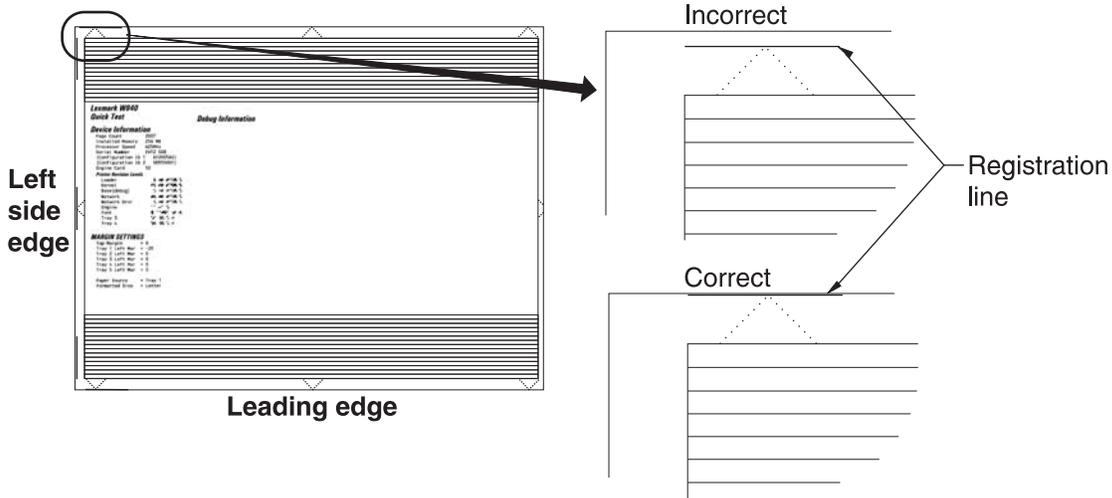
- The scanner controller card has been replaced. (Refer to the settings label on the rear of the machine.)
- The flatbed scanner unit assembly has been replaced.
- The ADF unit assembly has been replaced.
- The CCD card/lens assembly has been replaced.
- Symptoms indicate that the scanner is not properly aligned.

Printing the registration test original page

Perform this process to acquire the registration test original page. This is the page required to align the registration for the flatbed scanner and ADF side 1 and ADF side 2.

1. Ensure the printer media tray registration in all trays is set correctly.
2. Enter configuration menu. Go to **“Configuration Menu” on page 3-33**.
3. Touch **REGISTRATION**.
4. Touch **Quick Test**. At this time the registration test original page will be printed.

The registration test original page should appear as shown in graphic below:



Testing the manual scanner registration

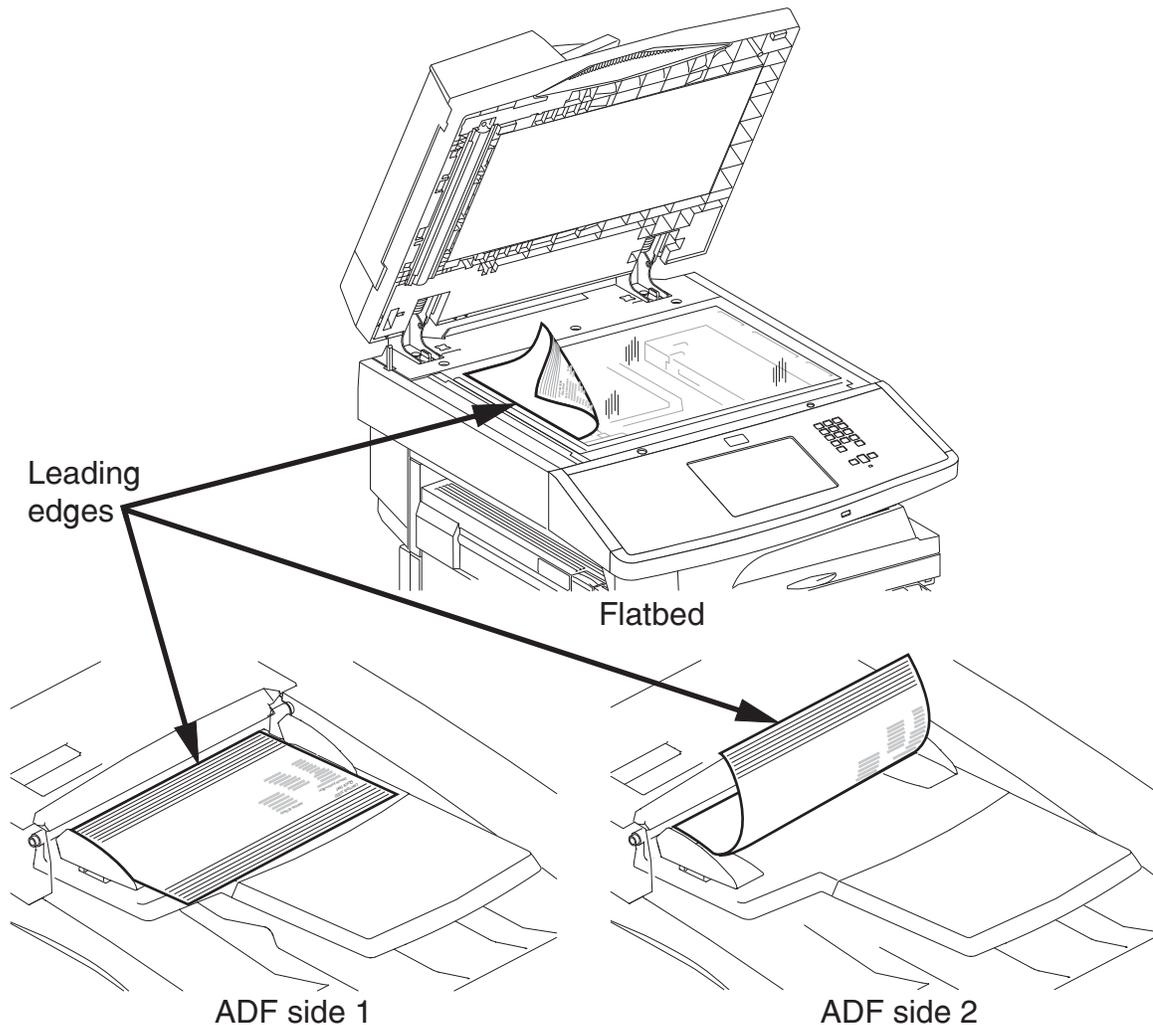
Note: Machine must be in Standard User Mode.

To properly position the registration test original page on the flatbed scanner and the ADF side 1 and ADF side 2, follow the graphic below:

Warning: Ensure that the registration test original page is properly positioned according to the diagrams or registration and margins cannot be properly adjusted.

1. Place the registration test original page on the flatbed scanner according to the graphic below.
2. Make a copy of the registration test original page, and mark it "Flatbed."
3. Place the registration test original page, image side up, in the ADF according to the diagram below. This will be the ADF side 1 registration test.
4. Make a copy of the registration test original page, and mark it "ADF side 1."
5. Place the registration test original page, image side down, in the ADF according to the diagram below. This will be the ADF side 2 registration test.
6. Select "2 sided to 2 sided" while in copy mode to ensure that the rear side of the test original is copied.
7. Make a copy of the registration test original page, and mark it "ADF side 2."

Note: You should now have three test copies of the registration test original page.



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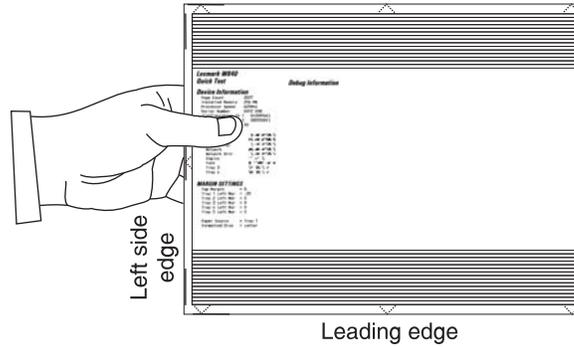
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Analyzing the manual scanner registration copies

1. To analyze the manual scanner registration of the flatbed, ADF side 1, and ADF side 2, hold the test copy according to the diagram below.



2. Compare the three copies to the registration test original page for image placement. Ideally, the image should be centered on the page by measuring the paper edge arrows or the black lines with a ruler.
3. If the leading and side margin edges are out of adjustment, then proceed to manually adjust the scanner and/or ADF side 1 and ADF side 2 registration.

Note: Margin tolerance is +/- 2 mm.

Manually adjusting the scanner's registration

1. Enter Diagnostics Menu. Go to **“Diagnostics Menu” on page 3-1.**
2. Touch **SCANNER TESTS.**
3. Touch **Scanner Manual Registration.**
Note: Refer to analyzing the manual scanner registration copies. See **“Analyzing the manual scanner registration copies” on page 3-28.**
4. Make required adjustments, and touch **Submit.**
Note: All reference to Side Registration in the graphic below, refers to the left side edge.



5. Turn the machine off, and then back on in order to make a copy.



6. Using the registration test original page, make a copy using the flatbed scanner and the ADF side 1 and ADF side 2 to verify adjustments for accuracy.
7. If further adjustments are required, re-enter Diagnostic Menu and repeat items 2 through 6 as needed.

The panel displays the following settings:

| Margin Setting | Range ¹ | Units |
|------------------------------------------|--------------------|------------|
| Flatbed Side Registration ² | 0 - 240 | 1/300 inch |
| Flatbed Lead Registration ³ | 16 - 184 | 1/300 inch |
| ADF Side1 Side Registration ⁴ | 0 - 240 | 1/300 inch |
| ADF Side1 Lead Registration ⁵ | 0 - 214 | 1/300 inch |
| ADF Side2 Side Registration ⁴ | 0 - 240 | 1/300 inch |
| ADF Side2 Lead Registration ⁵ | 0 - 214 | 1/300 inch |

¹Each increment of adjustment corresponds to:

- 1 scan at 300 dpi for the Lead Margin setting or
- 1 pel at 300 dpi for each Side Margin setting

²Decreasing the registration value moves the text toward the left side edge of the page; increasing the registration value moves the text away from the left side edge of the page. The entire image moves left or right on the page; therefore, no compression or expansion of the image occurs to preserve the left side margin.

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³Decreasing the registration value moves the text toward the lead edge of the page and narrows the lead margin; increasing the registration value moves the text away from the lead edge of the page and widens the lead margin. The entire image moves up or down on the page; therefore, no compression or expansion of the image occurs to preserve the lead margin.

⁴Decreasing the registration value moves the text away from the left side edge of the page; increasing the registration value moves the text toward the left side edge of the page. The entire image moves left or right on the page; therefore, no compression or expansion of the image occurs to preserve the left side margin.

⁵Decreasing the registration value moves text away from the lead edge of the page and widens the lead margin; increasing the registration value moves the text toward the lead edge of the page and narrows the lead margin. The entire image moves up or down on the page; therefore, no compression or expansion of the image occurs to preserve the lead margin.

Touch **Submit** to save the changes. Submitting Changes... appears on the display.

Touch **Back** to return to the Scanner Manual Registration screen without saving changes.

Scanner manual registration factory defaults

The factory scanner manual registration default settings are located on a label at the rear of the machine. Use the label values to reset the factory default settings when the current settings appear to be extremely out of range.

An example of this label is shown below.

Note: The values listed below should be consider examples. They may not match the label attached to the rear of the machine.

| Chain-Function | Values |
|----------------|--------|
| 715-050 | 89 |
| 715-053 | 127 |
| 711-140 | 183 |
| 711-141 | 193 |
| 715-110 | 124 |
| 715-111 | 127 |

Use the following diagram to cross reference the chain-function on the label to the text on the touch screen found in diagnostic mode when resetting the scanner manual registration factory default values.

| Chain-Function | Values | Touch screen description |
|----------------|--------|------------------------------|
| 715-050 | 89 | Flatbed lead registration |
| 715-053 | 127 | Flatbed side registration |
| 711-140 | 183 | ADF side 1 lead registration |
| 711-141 | 193 | ADF side 2 lead registration |
| 715-110 | 124 | ADF side 1 side registration |
| 715-111 | 127 | ADF side 2 side registration |

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Sensor Test (Scanner Tests)

To perform the Sensor Test:

1. Touch **SCANNER TESTS** from the Diagnostics Menu.
2. Touch **Sensor Test**.

The following example appears on the display:

Platen length APS 1
Platen length APS 2
ADF left cover interlock
ADF pre registration
ADF registration
Sheet through
ADF inverter
Tray media width 1
Tray media width 2
Tray media width 3
ADF width APS 1
ADF width APS 2
ADF width APS 3
Tray media length 1
Tray media length 2
Pick roll position HP
Document set
ADF angle
Scanner HP
Platen interlock

Press **Stop**  to return to the SCANNER TESTS.

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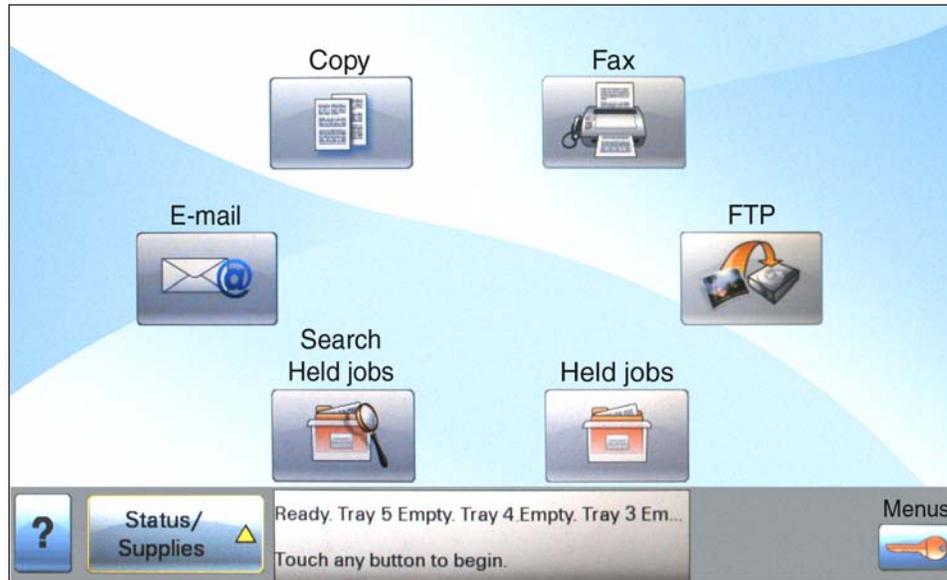
Next



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Exiting Diagnostics Menu

From the Diagnostics Menu, touch **Back** until a graphic appears with **Exit Diag Menu** in the lower right corner. Touch **Exit Diag Menu** to perform a POR, and the following graphic appears on the display:



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Configuration Menu

Entering Configuration Menu

1. Turn off the printer.
2. Press and hold the **2** and **6** buttons simultaneously.
3. Turn on the printer.
4. Release the buttons after 10 seconds.

Available menus

| | |
|-----------------------------------|---------------------------------------------------------------------|
| Maintenance Count Value | See “Maintenance Counter Value” on page 3-35. |
| Reset Maintenance Counter | See “Reset Maintenance Counter” on page 3-35. |
| REGISTRATION | See “REGISTRATION” on page 3-36. |
| Top Margin | |
| Tray 1 Left Margin | |
| Tray 2 Left Margin | |
| Tray 3 Left Margin (if installed) | |
| Tray 4 Left Margin (if installed) | |
| Tray 5 Left Margin (if installed) | |
| Quick Test | See “Quick Test” on page 3-37. |
| Print Quality Pages | See “Print Quality Pages (Configuration Menu)” on page 3-38. |
| SIZE SENSING | See “SIZE SENSING” on page 3-39. |
| Tray 1 Sensing | |
| Tray 2 Sensing | |
| Tray 3 Sensing (if installed) | |
| Tray 4 Sensing (if installed) | |
| Tray 5 Sensing (if installed) | |
| Statement/A5 | See “A5/Statement” on page 3-40. |
| Executive/B5 | See “B5/Executive” on page 3-40. |
| Panel Menus | See “Panel Menus” on page 3-40. |
| PPDS Emulation | See “PPDS Emulation” on page 3-40. |
| Factory Defaults | See “Energy Conserve” on page 3-41. |
| Energy Conserve | See “Energy Conserve” on page 3-41. |
| Min Copy Memory | See “Min Copy Memory” on page 3-41. |
| Format Fax Storage | See “Format Fax Storage” on page 3-42. |
| EVENT LOG | See “EVENT LOG (Configuration Menu)” on page 3-42. |
| ADF Edge Erase | See “ADF Edge Erase” on page 3-42. |
| FB Edge Erase | See “FB Edge Erase” on page 3-42. |
| Paper Prompts | See “Paper Prompts” on page 3-44. |
| Envelope Prompts | See “Envelope Prompts” on page 3-44. |
| Jobs On Disk | See “Jobs On Disk” on page 3-44. |
| Disk Encryption | See “Disk Encryption” on page 3-44. |

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|-----------------------------------|-------------------------------------------------------|
| Wipe Disk | See “Exiting Configuration Menu” on page 3-52. |
| Font Sharpening | See “Font Sharpening” on page 3-49. |
| Require Standby | See “Require Standby” on page 3-50. |
| Short edge Printing | See “Short Edge Printing” on page 3-50. |
| Tray Low Message | See “Tray Low Message” on page 3-50. |
| LES Application | See “LES Applications” on page 3-50. |
| Key Repeat Initial Delay | See “Key Repeat Initial Delay” on page 3-51. |
| Key Repeat Rate | See “Key Repeat Rate” on page 3-51. |
| Booklet Adjustments | See “Booklet Adjustments” on page 3-51. |
| Exiting Configuration Menu | See “Exiting Configuration Menu” on page 3-52. |

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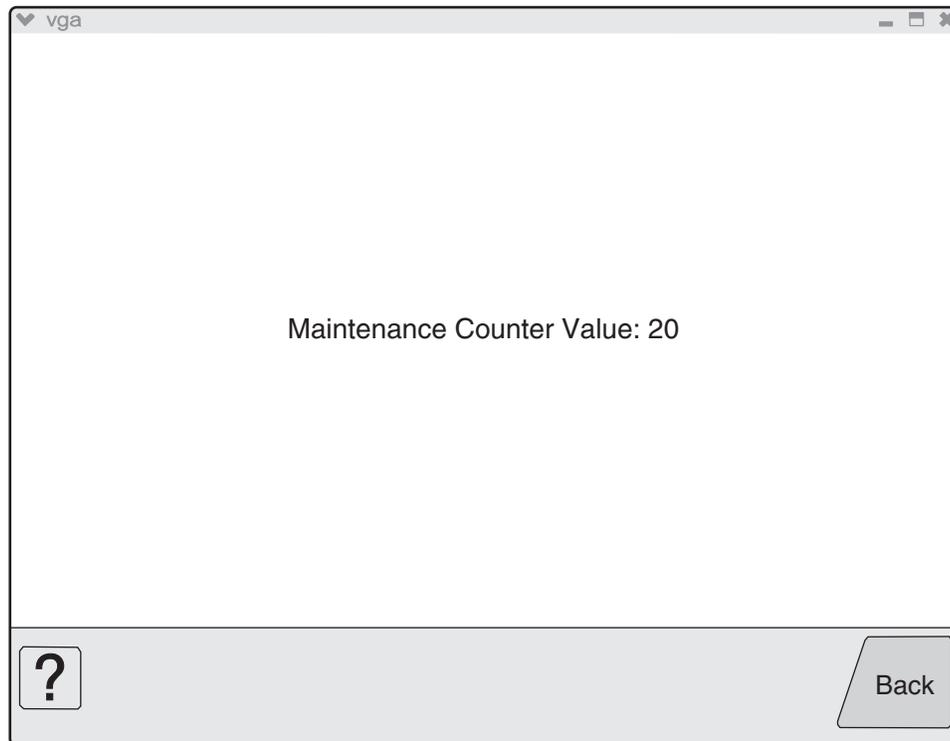
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Maintenance Counter Value

The Maintenance Page Count is used to track general printer usage. A print job containing a single printed side will increment the Maintenance Count by one while a print job containing two printed sides (a duplex print job) will increment it by two. Whenever this count reaches 300,000, the printer posts an intervention and a status indicator, **80 scheduled maintenance**, that notifies the user that scheduled maintenance is recommended.

To view the Maintenance Counter Value, touch **Maintenance Counter Value** from the Configuration Menu.

The panel displays the current value of the maintenance counter as illustrated below:



Touch **Back** to return to the Configuration Menu.

After installing the required maintenance kit, reset this count to zero.

Reset Maintenance Counter

After scheduled maintenance, reset the Maintenance Counter.

To reset the maintenance page counter to zero:

1. Touch **Reset Maintenance Counter** from the Configuration Menu.
2. **Reset Maintenance Counter** appears in the header, and **Yes** and **No** appears in a menu below the header.
3. To cancel the reset operation, touch **Back** or **No**. All other button presses are ignored.
4. To initiate the reset operation, touch **Yes**.

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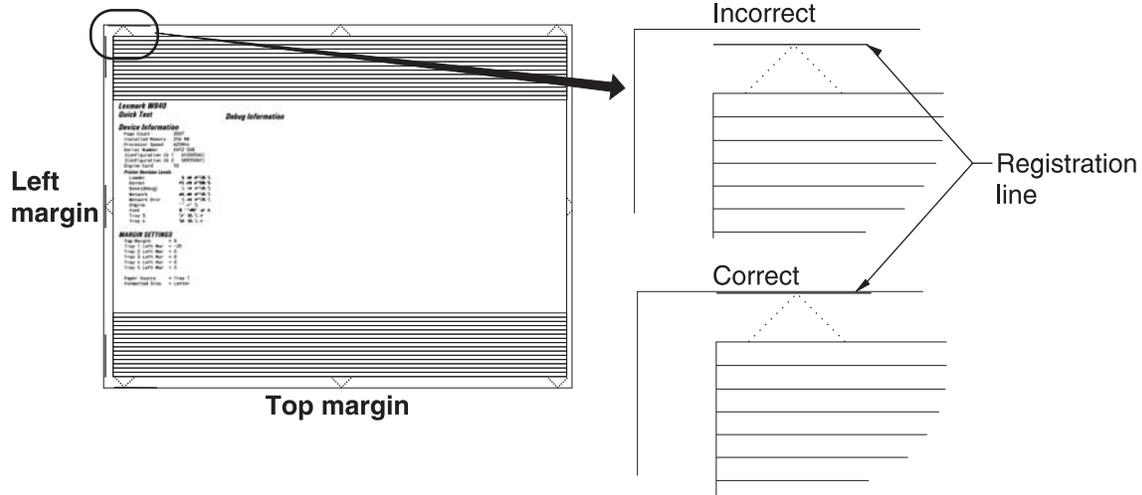
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REGISTRATION

Print registration makes sure the printing is properly aligned on the page. This setting allows separate Left Margin settings for each media tray. (The Top Margin setting is the same for all trays.)



The Registration menu item enables you to:

- Establish the Top Margin setting for all installed paper trays.
- Establish a unique Left Margin setting for each installed paper tray.

By adjusting the Top Margin setting, you move the top margin of all installed paper trays either up or down the page. By adjusting the Left Margin setting of a specific paper tray, you move that tray's left margin either to the right or to the left.

Enter Configuration Menu. See **“Entering Configuration Menu” on page 3-33.**

Touch **REGISTRATION** from the Configuration Menu. The current margin settings appear on the display.

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Perform a Quick Test. See **“Quick Test” on page 3-10.**

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| Margin Setting | Range ¹ | Units |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------|------------|
| Top Margin ² | 0—50 | 1/300 inch |
| Tray 1 Left Margin ³ | -50—50 | 1/300 inch |
| Tray 2 Left Margin | -50—50 | 1/300 inch |
| Tray 3 Left Margin | -50—50 | 1/300 inch |
| Tray 4 Left Margin | -50—50 | 1/300 inch |
| Tray 5 Left Margin | -50—50 | 1/300 inch |
| Quick Test | This cannot be adjusted, but is an option in the Registration Menu. It also happens when one of the Margins above is adjusted. | |

¹Each increment of adjustment corresponds to:

- 1 scan at 300 dpi for the Top Margin setting or
- 1 pel at 300 dpi for each Left Margin setting

²Increasing the registration value moves text up the page and widens the top margin; decreasing the registration value moves text down the page and narrows the top margin. The entire image moves up or down the page; therefore, no compression or expansion of the image occurs to preserve the bottom margin.

³Increasing the registration value moves the margin to the left; decreasing the registration value moves the margin to the right. The entire image moves left or right on the page; therefore, no compression or expansion of the image occurs to preserve the right margin.

To change the value of any of the margin settings:

1. Touch  to the right of the appropriate margin setting. The panel displays the setting's name in the header and ◀ **[setting's current value]** ▶ in a menu below the header row.
2. Touch ◀ to decrease the value and ▶ to increase the value.
3. Touch **Back** to cancel and return to the Configuration Menu.
4. Touch **Submit** to save the change, at this time an alignment page will print.

The device prints a Quick Test page from the appropriate paper tray. While the Quick Test page prints, Printing Alignment Page appears on the display.

Quick Test

The Quick Test verifies that the Registration margin values of the device's default input source are set appropriately.

To print the Quick Test page:

1. Touch **REGISTRATION** from the Configuration Menu.
2. Touch **Quick Test**.
3. Touch **Back** to return to REGISTRATION.
4. Touch **Back** again to return to the Configuration Menu.

The printed Quick Test page consists of:

- Alignment diamonds
- Horizontal lines used for skew adjustment
- General printer information to include current page count and installed memory
- The printer's serial number, code levels, and print registration settings

The printer always uses media from its default input source to print this test, except when the default source supports only envelopes. In this case, the printer automatically uses media from Tray 1. To generate the most accurate and useful registration information, print the Quick Test on letter- or A4-size paper.

If the default input source is empty, the printer stops printing and Load [Input Source] with [Paper Type] [Paper Size] IR appears on the display.

While the Quick Test prints, Quick Test Printing... appears on the display. No buttons are active while the Quick Test page is printing. When printing finishes, the panel returns to REGISTRATION.

Print Quality Pages (Configuration Menu)

This entry enables you to print a report that contains a limited set of the information that appears in the Diagnostics version of the Print Quality Pages report. The limited (Configuration) and the full (Diagnostics) printed versions of this report display the same panel messages when they print and follow the same layout guidelines.

To print the Print Quality Pages:

1. Touch **Print Quality Pages** from the Configuration Menu. Printing Quality Test Pages... appears on the display.
2. Touch **Back** to return to the Configuration Menu.

Note: When this report is printed from the Configuration Menu, the device enforces the toner cartridge lockout mechanism, that is, the Machine Class ID of its cartridge must match the Machine Class ID stored in the printer's NVRAM.

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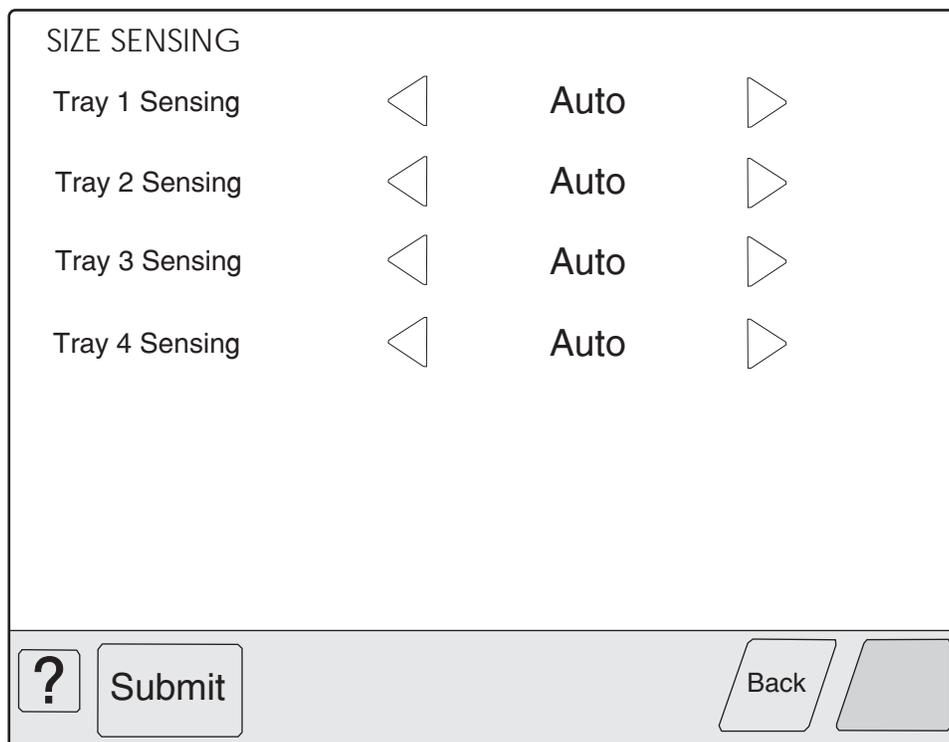
SIZE SENSING

This setting controls whether the printer automatically registers the size of paper installed in an input source equipped with size sensing hardware.

| Input source | Size sensing | |
|-------------------------------------------|--------------|-------|
| | Length | Width |
| Multipurpose feeder (integrated MPF) | | ✓ |
| Tray 1 (integrated 500-sheet drawer) | ✓ | ✓ |
| Tray 2 (integrated 500-sheet drawer) | ✓ | ✓ |
| Tray 3 (integrated TTM 850-sheet drawer) | | ✓ |
| Tray 4 (integrated TTM 1150-sheet drawer) | | ✓ |
| Tray 3 (optional 2TM 500-sheet drawer) | ✓ | ✓ |
| Tray 4 (optional 2TM 500-sheet drawer) | ✓ | ✓ |
| Tray 5 (optional HCF 2000-sheet drawer) | | ✓ |

To change the value of this setting:

1. Touch **SIZE SENSING** from the Configuration Menu. The screen displays each size sensing equipped input source and its current Size Sensing value.



2. Touch ◀ or ▶ to scroll through the setting's other possible values.
3. Touch **Back** to cancel and return to the Configuration Menu.
4. Touch **Submit** to save the change.

By turning this setting to **Auto**, every input option equipped with size sensing hardware automatically registers what size paper it contains. When this setting is turned **Off**, the printer ignores the size detected by the hardware and treats the input source as a non-sensing source. The media size can be set by the operator panel or the data stream.

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A5/Statement

Due to engine limitations, Trays 1 through 4 cannot simultaneously sense A5- and statement-size paper. The value of this setting determines which of the two paper sizes these trays will sense automatically. This setting will apply to all automatic trays, but not to the MP Feeder. The MP Feeder can support these paper sizes regardless of the value of this setting.

B5/Executive

Due to engine limitations, Trays 1 through 4 in cannot simultaneously sense executive and JIS-B5-size paper. The value of this setting determines which of the two paper sizes these trays will sense automatically. This setting will apply to all automatic trays, but not to the MP Feeder. The MP Feeder can support these paper sizes regardless of the value of this setting.

Panel Menus

Selections are to Disable or Enable (default) operator panel menus.

To change the value of this setting:

1. Touch **Panel Menus** from the Configuration Menu. ◀ **[setting's current value]** ▶ appears on the display.
2. Touch ◀ or ▶ to scroll through the setting's other possible values.
3. Touch **Back** to cancel and return to the Configuration Menu.
4. Touch **Submit** to save the change.

PPDS Emulation

The value of the PPDS Emulation menu item determines if a device can recognize and use the PPDS datastream. The current value of this setting appears in parentheses to the right of the setting on the Configuration Menu screen.

The following table indicates how the value of this setting affects the user default value for the Smartswitch and Printer Language settings:

| Value of PPDS Emulation setting | Resulting value of Smartswitch setting (all ports) | Resulting value for Printer Language settings |
|---------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Activate | Off | PPDS Emulation Note: You can still switch languages on the operator panel or through the P.J.L ENTER LANGUAGE command. |
| Deactivate | On | Printer's factory default value |

To change the value of this setting:

1. Touch **PPDS Emulation** from the Configuration Menu. ◀ **[setting's current value]** ▶ appears on the touch screen.
2. Touch ◀ or ▶ to scroll through the setting's possible values.
3. Touch **Back** to cancel and return to the Configuration Menu.
4. Touch **Submit** to save the change.

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Factory Defaults

Warning: This operation cannot be undone.

This setting enables you to restore all of the printer's settings to the base printer settings, the network settings, or to remove all Lexmark Embedded Solutions applications (LES).

To restore the Factory Default settings:

1. Touch **Factory Defaults** from the Configuration Menu.
2. Touch **Restore Base** to restore all non-critical base printer NVRAM settings.
3. Touch **Restore Network** to restore all network NVRAM settings.

When you select either value, Restoring Factory Defaults appears on the display and then Resetting the Device. The device immediately performs a POR and restores the appropriate settings to their factory default values.

The following settings are not changed:

- Display Language (general settings)
- Network/Ports Menu
- Standard USB, USB (x) Menus (if an ENA is installed)

Energy Conserve

This menu controls what values appear on the Power Saver menu. If **Off** is selected in the Energy Conserve menu, then Disabled appears in the Power Saver menu, and Power Saver can be turned off. If **On** is set in the Energy Conserve menu, the Power Saver feature cannot be disabled.

To change this setting:

1. Touch **Energy Conserve** from the Configuration Menu. ◀ [setting's current value] ▶ appears on the touch screen.
2. Touch ◀ or ▶ to scroll through the setting's possible values.
3. Touch **Back** to cancel and return to the Configuration Menu.
4. Touch **Submit** to save the change.

Min Copy Memory

Values will only be displayed if the amount of installed DRAM is at least twice the amount of the value, that is, at least 200 MB of installed DRAM is required to display the 100 MB selection.

To change this setting:

1. Touch **Min Copy Memory** from the Configuration Menu. ◀ [setting's current value] ▶ appears on the touch screen.
2. Touch ◀ to decrease the setting's value; touch ▶ to increase the setting's value.
3. Touch **Back** to cancel and return to the Configuration Menu.
4. Touch **Submit** to save the change.

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Format Fax Storage

This setting enables you to format the non-volatile storage used for storing faxes.

To change this setting:

1. Touch **Format Fax Storage** from the Configuration Menu.

Note: If an advanced password has been established, you must enter this password in order to change the setting. If no advanced password exists, you can establish one by using the keyboard that appears on the display.

2. Touch **Submit** to save the change.
3. Touch **Back** to cancel and return to the Configuration Menu.

Formatting Fax Flash DO NOT POWER OFF appears on the display while the format operation is active.

EVENT LOG (Configuration Menu)

This entry enables you to print a report that contains a limited set of the information that appears in the Diagnostics version of the Event Log report. See **“EVENT LOG” on page 3-22**. The limited (Configuration) and the full (Diagnostics) printed versions of this report display the same panel messages when they print and follow the same layout guidelines.

To print the Event Log:

1. Touch **EVENT LOG** from the Configuration Menu.
2. Touch **Print Log**.

Touch **Back** to return to the Configuration Menu.

Note: An event log printed from the Configuration Menu will not contain debug information or secondary codes for 900 service errors. However, the event log printed from the Diagnostics Menu does include this information.

ADF Edge Erase

The ADF Edge Erase and FB Edge Erase settings specify, in millimeters, the size of a border around the scanned image that will be erased. For copies, the printed page will have a 2 mm no-print border. The larger of the 2 mm no-print border and the Edge Erase setting will be used in this situation.

To change this setting:

1. Touch **ADF Edge Erase** from the Configuration Menu. ◀ [setting's current value] ▶ appears on the touch screen.
2. Touch ▶ to increase the value or ◀ to decrease the value.
3. Touch **Submit** to save the change.
4. Touch **Back** to cancel and return to the Configuration Menu.

FB Edge Erase

The ADF Edge Erase and FB Edge Erase settings specify, in millimeters, the size of a border around the scanned image that will be erased. For copies, the printed page will have a 2 mm no-print border. The larger of the 2 mm no-print border and the Edge Erase setting will be used in this situation.

To change this setting:

1. Touch **FB Edge Erase** from the Configuration Menu. ◀ [setting's current value] ▶ appears on the touch screen.
2. Touch ▶ to increase the value or ◀ to decrease the value.
3. Touch **Submit** to save the change.

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4. Touch **Back** to cancel and return to the Configuration Menu.

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Paper Prompts

When a tray is out of the indicated paper size, a prompt is sent to the user to load paper in a tray. This setting controls the tray the user is directed to fill. Selections are Auto (default), MP Feeder, and Manual Paper.

To change this setting:

1. Touch **Paper Prompts** from the Configuration Menu. ◀ **[setting's current value]** ▶ appears on the touch screen.
2. Touch ◀ or ▶ to scroll through the setting's other possible values.
3. To exit this screen without changing the setting's value, touch **Back**.
4. To save the setting's new value, touch **Submit**.

Envelope Prompts

This setting controls the tray the user is directed to refill when specific envelope size is out. The selections are Auto (default), MP Feeder, and Manual Env.

To change the value of this setting:

1. Touch **Env Prompts** from the Configuration Menu. ◀ **[setting's current value]** ▶ appears on the touch screen.
2. Touch ◀ or ▶ to scroll through the setting's possible values.
3. To exit this screen without changing the setting's value, touch **Back**.
4. To save the setting's new value, touch **Submit**.

Jobs On Disk

Jobs On Disk allows you to delete buffered jobs saved on the disk.

To delete jobs saved on the disk:

1. Touch **Jobs On Disk** from the Configuration Menu.
2. Touch **Delete** to decrease the setting's value; touch ▶ to increase the setting's value.
3. Touch **Back** to cancel and return to the Configuration Menu.

Disk Encryption

This setting determines if the printer encrypts the information that it writes to the hard disk. The values are Disable and Enable.

Warning: If the value is changed from **Enable** to **Disable** or from **Disable** to **Enable**, then the printer completely formats the hard disk. All information on the disk will be unrecoverable.

To change this setting:

1. Touch **Disk Encryption** from the Configuration Menu.

Note: If an advanced password has been established, you must enter this password in order to change the setting. If no advanced password exists, you can establish one by using the keyboard that appears on the display.

2. Touch **Submit** to save the change.
3. Touch **Back** to cancel and return to the Configuration Menu.

If you remove an encrypted disk from a device and then try to install another disk, **Disk Corrupted. Reformat?** appears on the display. You can format the newly installed disk or remove it from the device.

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When you touch **Enable** (encryption) or **Disable** (formatting), Contents will be lost. Continue? appears on the display. Touch **No** to cancel or **Yes** to proceed. If you touch **Yes**, the printer performs the selected action on the hard disk. The following graphic appears when the encryption process is selected:

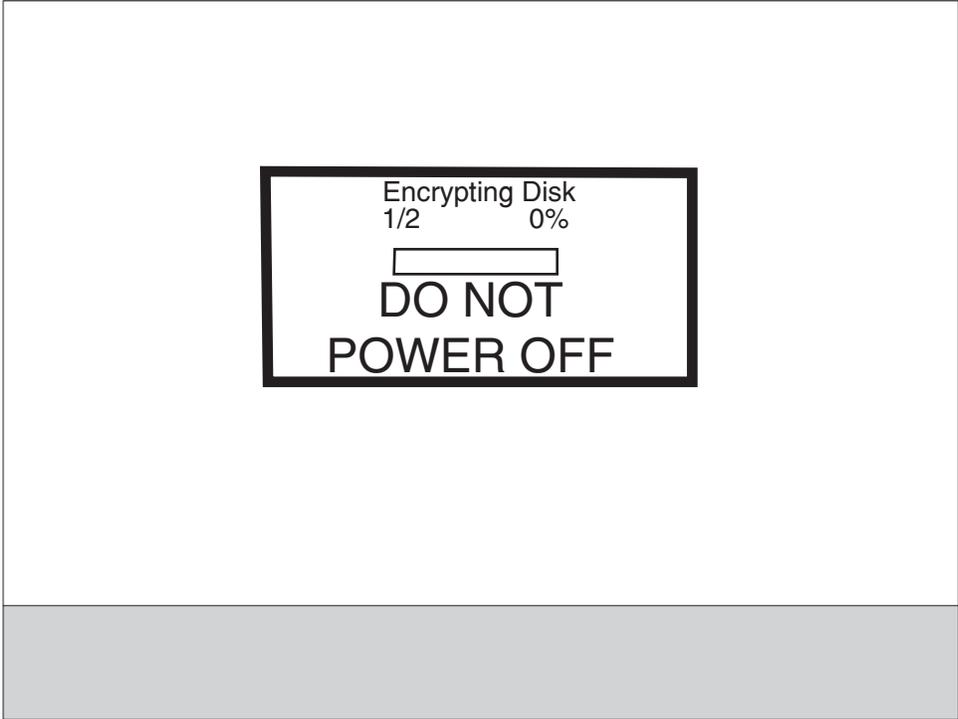
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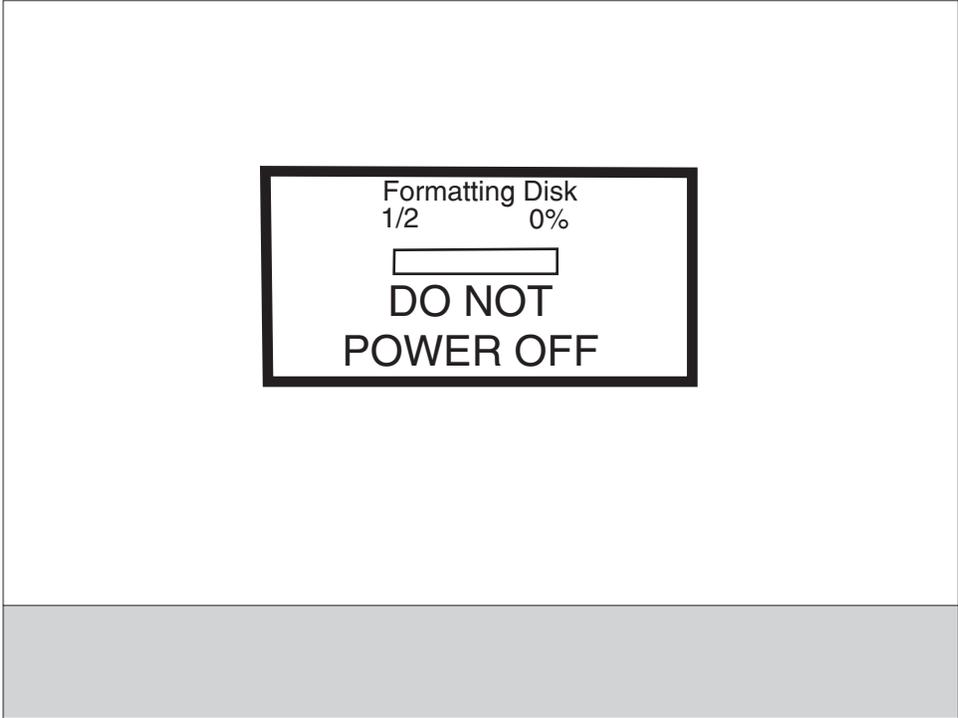
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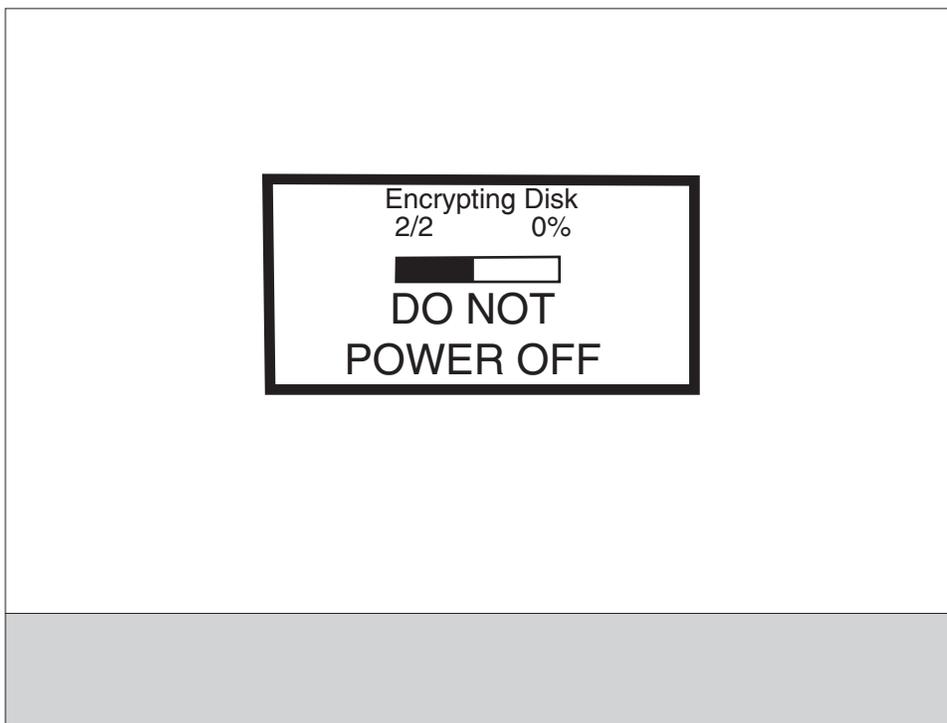
The following graphic appears when the formatting process is selected:



The panel provides many progress indicators during the two-stage process.

1. **1/2** indicates that the process is currently in the first stage.
2. **0%** indicates the progress of the current stage of the process.
3. The progress bar indicates the overall completion of the entire process by filling in throughout each separate stage.

When the first stage of either process completes, the printer displays either of the following graphics depending on the process selected and then begins the second stage of the process:



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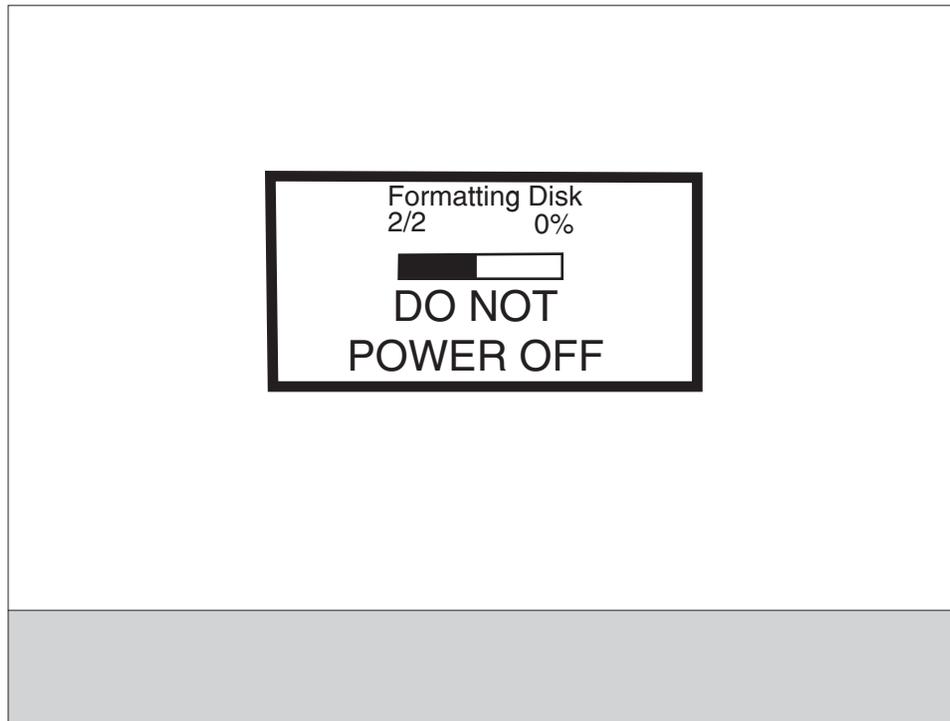
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The entire process is complete when the progress bar appears completely shaded and the percentage indicator shows **100%**. After completion, the panel returns to Disk Encryption.

Wipe Disk

This setting provides you with a tool for erasing the contents of a disk.

Warning: Wipe Disk removes a disk's data in such a way that it cannot be recovered.

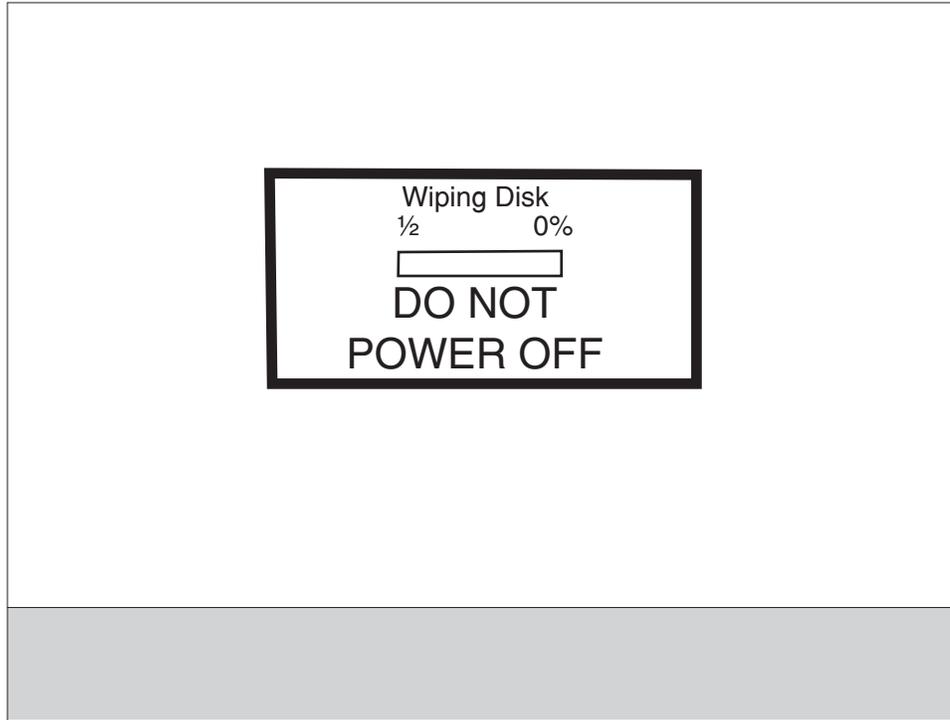
To change this setting:

1. Touch **Wipe Disk** from the Configuration Menu.

Note: If an advanced password has been established, you must enter this password in order to change the setting. If no advanced password exists, you can establish one by using the keyboard that appears on the display.

2. Touch **Wipe disk now**. Contents will be lost. Continue? appears on the display.
3. Touch **Back** to cancel and return to the Configuration Menu.

If you touch **No**, the device cancels the Wipe Disk process and returns to the Configuration Menu. If you touch **Yes**, the following screen appears:



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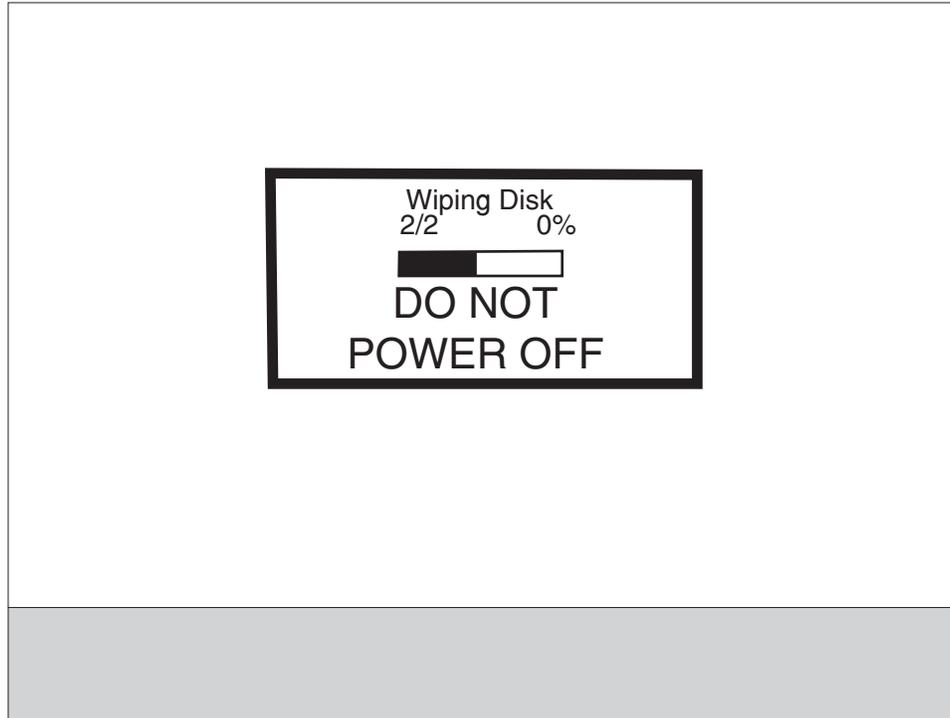


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The panel provides the following progress indicators during the execution of this process:

1. **1/2** indicates that the process is currently in the first stage.
2. **0%** indicates the progress of the current stage of the process.
3. The progress bar indicates the overall completion of the entire process by filling in throughout each separate stage.

When the first stage of the process completes, the printer displays the following graphic and then begins the second stage of the process:



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The entire process is complete when the progress bar appears completely shaded and the percentage indicator shows **100%**. The panel returns to the screen that shows the values for the Wipe Disk setting.

Font Sharpening

This setting allows you to set a text point size below which the high frequency screens are used when printing font data. For example, at the default 24, all text in font sizes 24 and less will use the high frequency screens. The values for this setting range from 0 to 150.

To change this setting:

1. Touch **Font Sharpening** from the Configuration Menu.
2. Touch **▶** to increase the value or **◀** to decrease the value.
3. Touch **Back** to cancel and return to the Configuration Menu.
4. Touch **Submit** to save the change.

This setting affects the PostScript, PCL, PDF, and XL emulators.

This function is not supported when the device generates output at 600 dpi resolution.

Require Standby

This setting determines if the Standby Mode is **On** or **Off**. The default is **On**.

To change this setting:

1. Touch **Require Standby** from the Configuration Menu.
2. Touch **Back** to cancel and return to the Configuration Menu.
3. Touch **Submit** to save the change.

If Standby Mode is on, the printer begins functioning in Standby Mode when it remains idle for an amount of time. The Standby Mode enables the printer:

- To consume less energy than when operating in normal mode but not as little as when operating in Power Saver
- To return to the Ready state more quickly than when operating in Power Saver

Short Edge Printing

The default printing orientation is long edge. This setting allows you to enable or prohibit short edge fed paper. If the setting **Disabled** (default) is selected, letter and A4 paper can be fed only long edge. If they are fed short edge, a prompt will ask you to use the correct paper size. When the setting is **Enabled**, you can feed paper either long edge or short edge.

To change this setting:

1. Touch **Short Edge Printing** from the Configuration Menu.
2. Touch **Back** to cancel and return to the Configuration Menu.
3. Touch **Submit** to save the change.

Tray Low Message

This setting allows you to disable any Tray Low warnings that the printer may register.

Touching **Disabled** turns off the tray low prompts. The default is **Enabled**.

To change this setting:

1. Touch **Require Standby** from the Configuration Menu.
2. Touch **Back** to cancel and return to the Configuration Menu.
3. Touch **Submit** to save the change.

LES Applications

This disables all installed Lexmark Embedded Solution applications. The default is **Enabled**.

To change this setting:

1. Touch **LES Applications** from the Configuration Menu.

Note: If an advanced password has been established, you must enter this password in order to change the setting. If no advanced password exists, you can establish one by using the keyboard that appears on the display.

2. Touch **Back** to cancel and return to the Configuration Menu.
3. Touch **Submit** to save the change.

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Key Repeat Initial Delay

When a key is touched repeatedly, this is the delay before the key begins repeating. The delay ranges from 0.25 seconds to 5 seconds. The default is 1 second. Values are given in increments of 0.25 seconds.

To change this setting:

1. Touch **Key Repeat Initial Delay** from the Configuration Menu.
2. Touch ► to increase the value or ◀ to decrease the value.
3. Touch **Submit** to save the change.
4. Touch **Back** to cancel and return to the Configuration Menu.

Key Repeat Rate

This is the number of times per second that a repeating key will repeat. The range is 1–100, with a default of 15 times per second.

To change this setting:

1. Touch **Key Repeat Initial Delay** from the Configuration Menu.
2. Touch ► to increase the value or ◀ to decrease the value.
3. Touch **Submit** to save the change.
4. Touch **Back** to cancel and return to the Configuration Menu.

Booklet Adjustments

The Booklet Adjustments menu is available if a booklet finisher is installed. You can select folding overlap and skew adjustments from this menu when printing booklets.

To adjust the folding overlap setting:

1. Touch **Booklet Adjustments** from the Configuration Menu.
2. Select the size of paper from the list.
3. Select the total number of sheets from the list.
4. Touch **Adjust for folding overlap**.
5. Select top or bottom overlap based on the printed output.
6. Touch ► to increase the value or ◀ to decrease the value.
7. Touch **Back** to cancel and return to the Configuration Menu.
8. Touch **Submit** to save the change.

To adjust the skew setting:

1. Touch **Booklet Adjustments** from the Configuration Menu.
2. Select the size of paper from the list.
3. Select the total number of sheets from the list.
4. Touch **Adjust for skew during booklet making**.
5. Select top or bottom overlap based on the printed output.
6. Touch ► to increase the value or ◀ to decrease the value.
7. Touch **Back** to cancel and return to the Configuration Menu.
8. Touch **Submit** to save the change.

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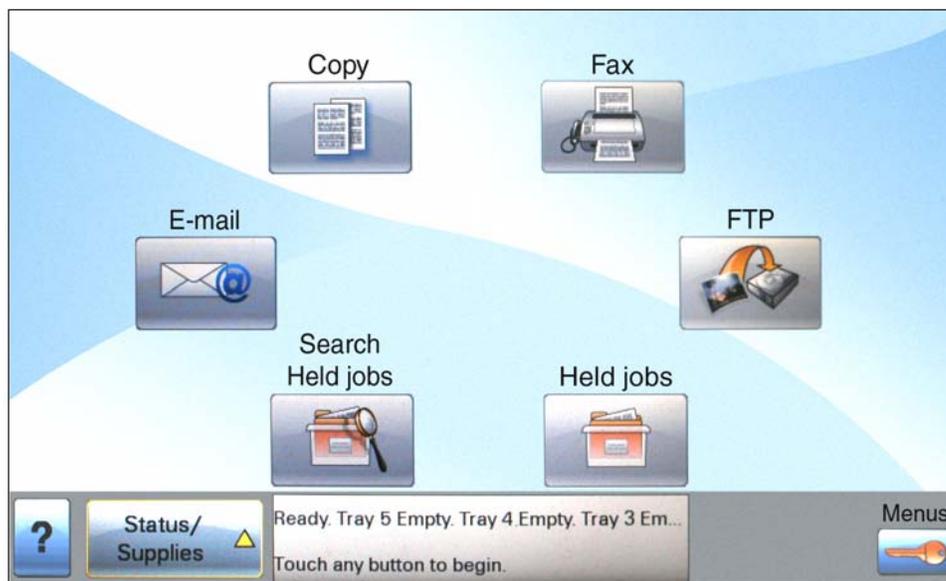
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Exiting Configuration Menu

From the Configuration Menu, touch **Back** until a graphic appears with **Exit Config Menu** in the lower right corner. Touch **Exit Config Menu** to exit the Configuration Menu. Reseting the Printer appears on the display. The printer performs a POR, and the following graphic appears on the display:



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Import Print Defect Guide Here:::

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Repeating defects

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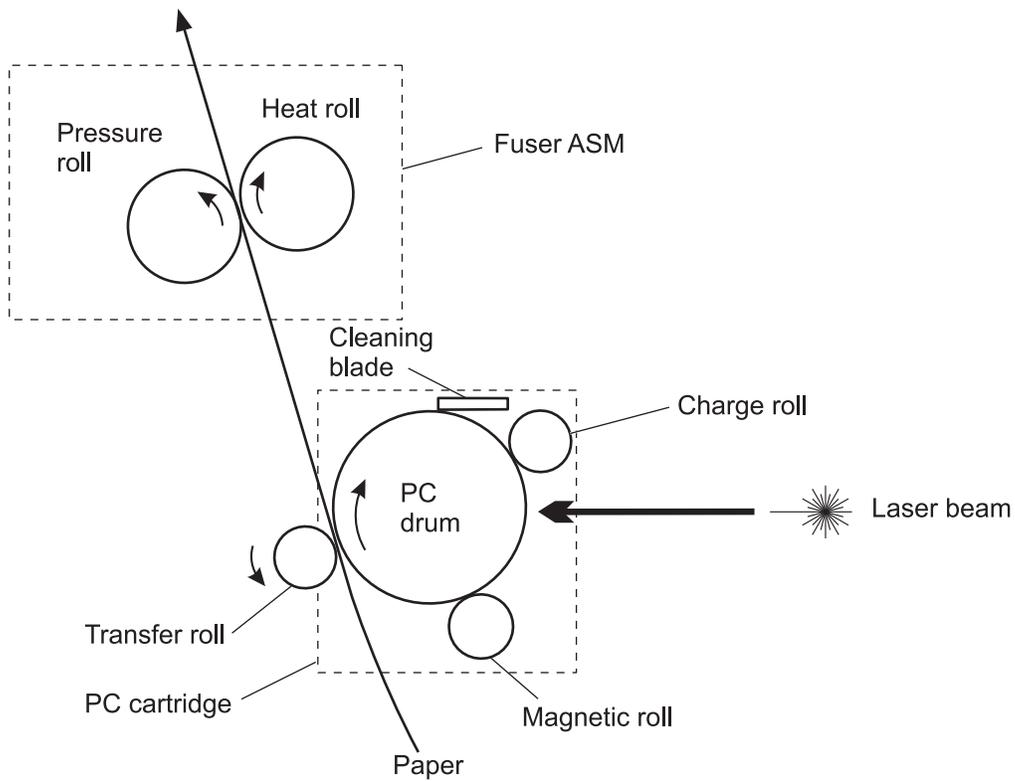


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| Roll | Pitch |
|---------------------|-------|
| PC drum | 94 mm |
| Charge roll | 44 mm |
| Transfer roll | 59 mm |
| Fuser heat roll | 79 mm |
| Fuser pressure roll | 94 mm |
| Registration roll | 44 mm |



4. Repair information

Warning: Read the following before handling electronic parts.

Handling ESD-sensitive parts

Many electronic products use parts that are known to be sensitive to electrostatic discharge (ESD). To prevent damage to ESD-sensitive parts, use the following instructions in addition to all the usual precautions, such as turning off power before removing logic boards:

- Keep the ESD-sensitive part in its original shipping container (a special “ESD bag”) until you are ready to install the part into the machine.
- Make the least-possible movements with your body to prevent an increase of static electricity from clothing fibers, carpets, and furniture.
- Put the ESD wrist strap on your wrist. Connect the wrist band to the system ground point. This discharges any static electricity in your body to the machine.
- Hold the ESD-sensitive part by its edge connector shroud (cover); do not touch its pins. If you are removing a pluggable module, use the correct tool.
- Do not place the ESD-sensitive part on the machine cover or on a metal table; if you need to put down the ESD-sensitive part for any reason, first put it into its special bag.
- Machine covers and metal tables are electrical grounds. They increase the risk of damage, because they make a discharge path from your body through the ESD-sensitive part. (Large metal objects can be discharge paths without being grounded.)
- Prevent ESD-sensitive parts from being accidentally touched by other personnel. Install machine covers when you are not working on the machine, and do not put unprotected ESD-sensitive parts on a table.
- If possible, keep all ESD-sensitive parts in a grounded metal cabinet (case).
- Be extra careful in working with ESD-sensitive parts when cold-weather heating is used, because low humidity increases static electricity.

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|  | <p>CAUTION—SHOCK HAZARD:</p> <p>Remove the power cord from the electrical outlet and then from the printer before connecting or disconnecting any cable, assembly, or electronic board. This is a precaution for personal safety and to prevent damage to the printer. Disconnect any connections between the printer and PCs/peripherals.</p> |
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|  | <p>CAUTION—POTENTIAL INJURY:</p> <p>The printer weighs approximately 75 kg (165 lbs) and requires two or more trained personnel to lift it safely. Make sure your fingers are not under the printer when you lift or set the printer down.</p> |
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Parts removal and replacement procedures are described in this chapter.

Note: Parts are controlled as spare parts. When servicing parts for which no procedure is described, observe the assembly before starting the service.

Note: Though the optional parts are assumed to be removed, they may not be removed if not required for the purpose of service.

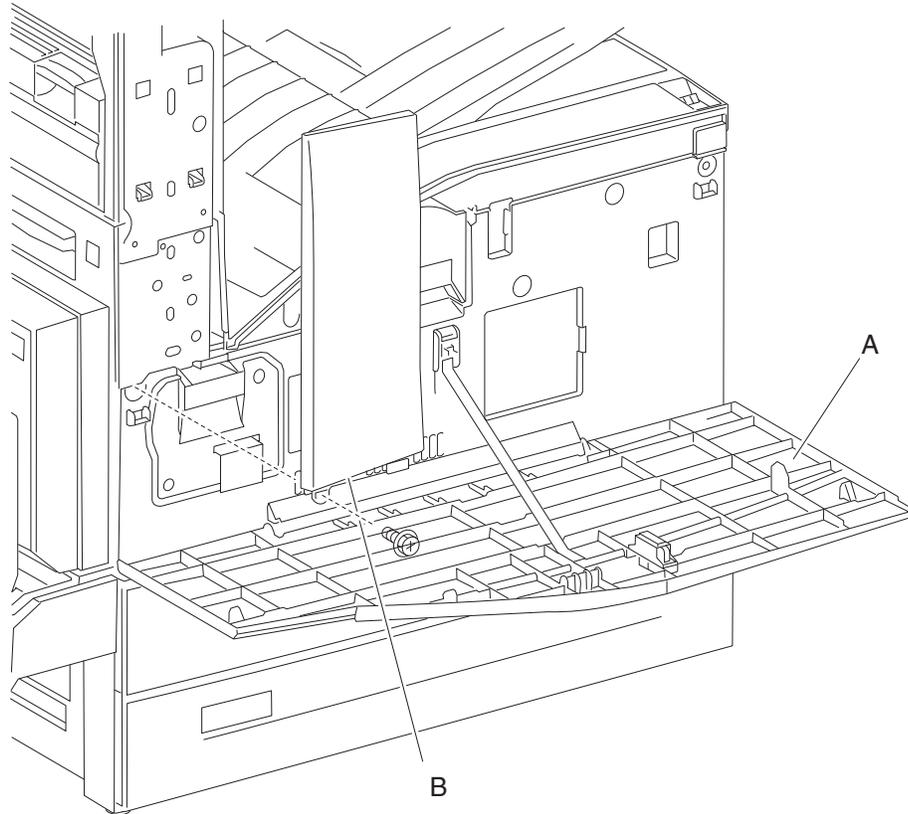
Before starting service work

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|  | <p>CAUTION—HOT SURFACE:</p> <p>The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.</p> |
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Note: A wide variety of screws are used; make note of their positions during service.

Printer front left cover removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the printer front door assembly (A).
3. Remove the one screw securing the front left cover (B) to the machine.
4. Remove the printer front left cover (B).



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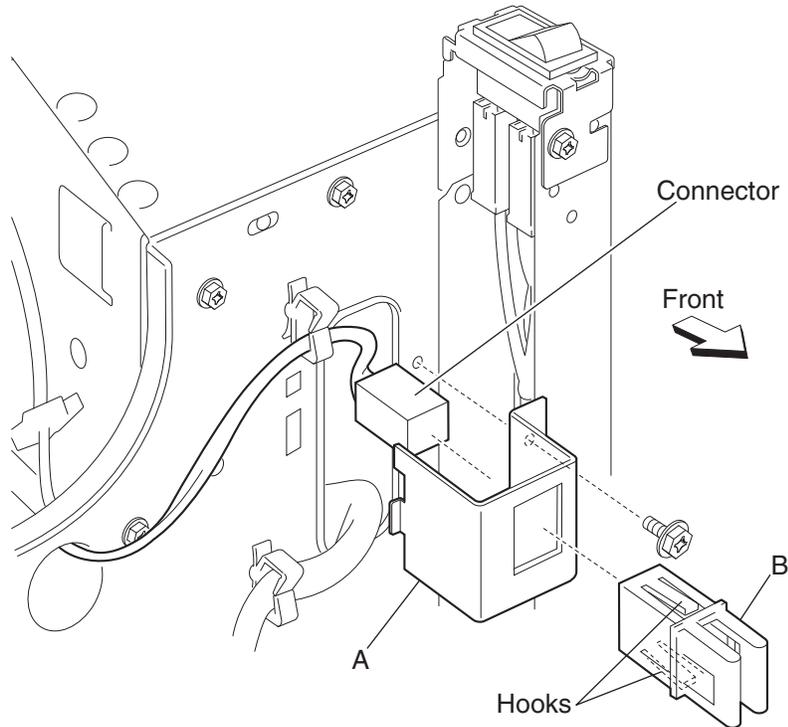


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Switch (printer front door interlock) removal

Note: First remove the bridge unit and finisher, if equipped. Refer to the *Options Service Manual*.

1. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-5.
2. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-6.
3. Remove the printer front left cover. See **“Printer front left cover removal”** on page 4-3.
4. Remove the front inner cover. See **“Front inner cover removal”** on page 4-8.
5. Remove one screw securing the bracket (A).
6. Disconnect the connector from the switch (printer front door interlock) (B).
7. Release the hooks securing the switch (printer front door interlock) (B) to the bracket (A).
8. Remove the switch (printer front door interlock) (B).



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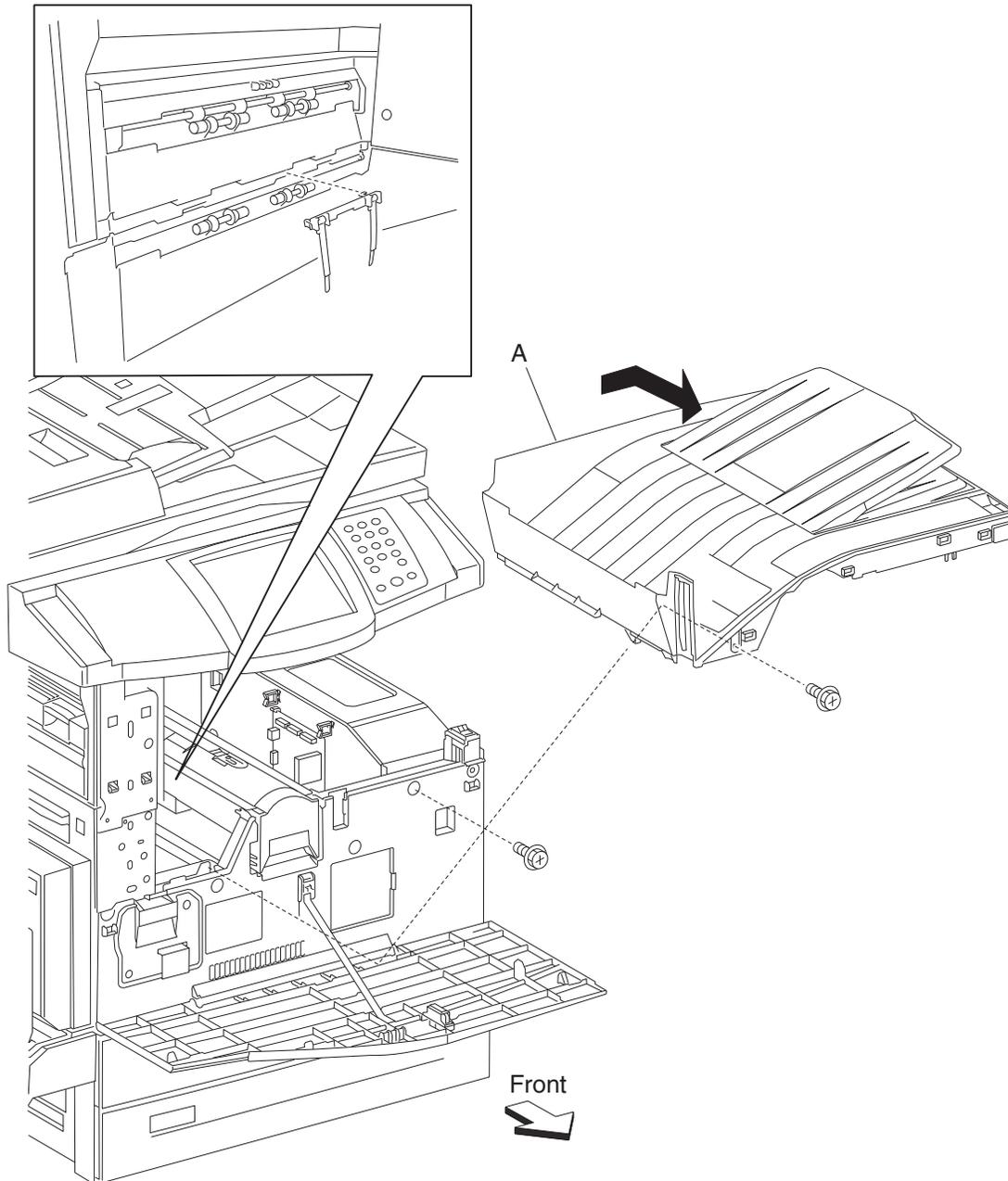


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Top cover assembly removal

Note: First remove the bridge unit and finisher, if equipped.

1. Remove the operator panel assembly. See **“Operator panel assembly removal”** on page 4-135.
2. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-6.
3. Remove the printer front left cover. See **“Printer front left cover removal”** on page 4-3.
4. Remove two screws securing the top cover assembly (A).
5. Remove the top cover assembly (A) by sliding it to the right and then forward in the direction of the arrow.



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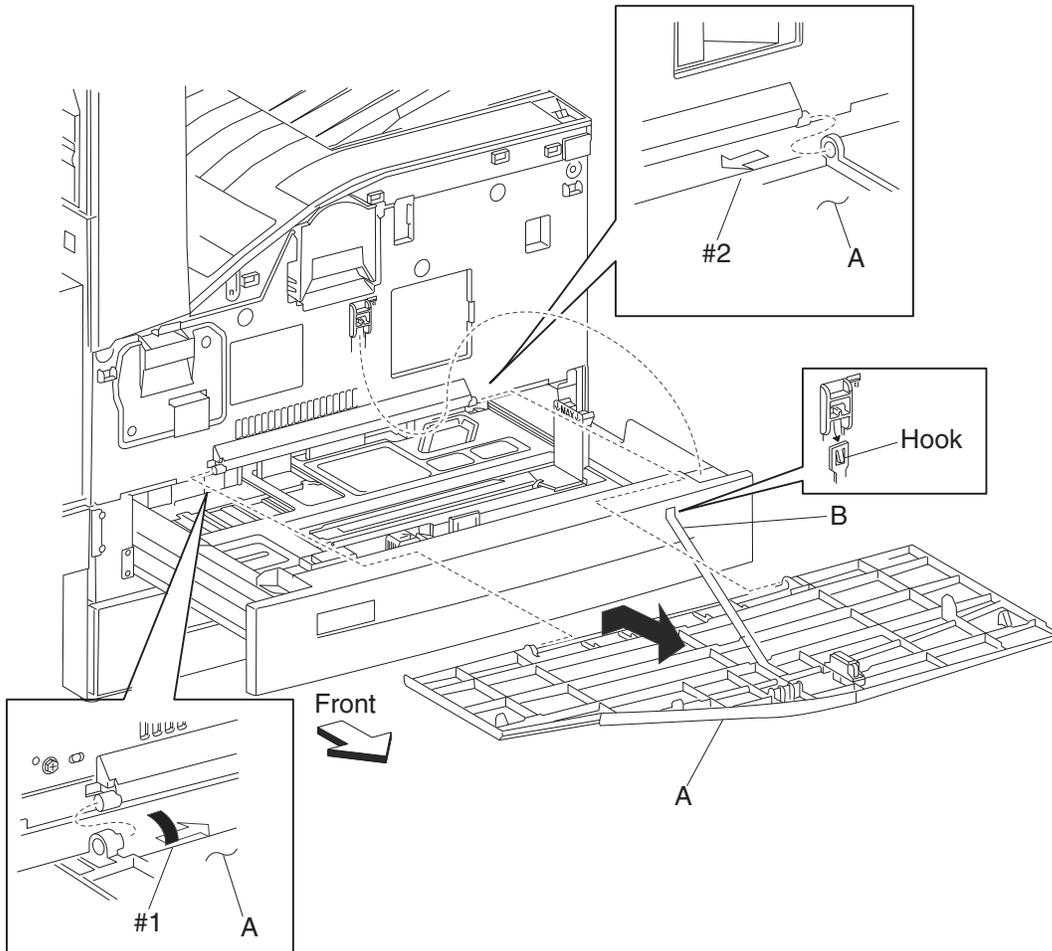
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Printer front door assembly removal

1. Open printer front door assembly (A).
2. Remove the front door support strap (B) securing the printer front door assembly (A) to the printer by releasing the plastic hook.
3. With the front door support strap (B) disconnected, place the printer front door assembly (A) in the lowermost position.
4. Slide the printer front door assembly (A) first to the right (as shown by arrow #1) to remove the printer front door assembly (A) from the right hinge point.
5. Slide the printer front door assembly (A) to the left (as shown by arrow #2) to remove the printer front door assembly (A) from the left hinge point.
6. Raise the printer front door assembly to its upright position, and remove it.



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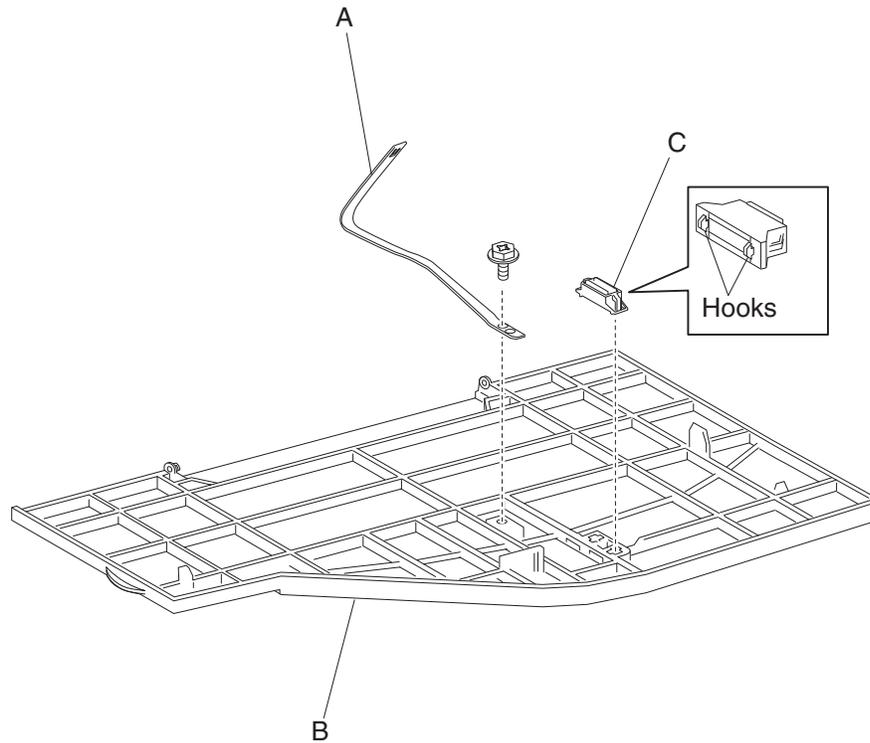
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Front door support strap and front door magnetic catch removal

1. Open the printer front door assembly.
2. Remove one screw securing the front door support strap (A) to the printer front door assembly (B).
3. Remove the front door support strap (A).
4. Release two hooks on the printer front door assembly securing the front door magnetic catch (C).
5. Remove the front door magnetic catch (C).



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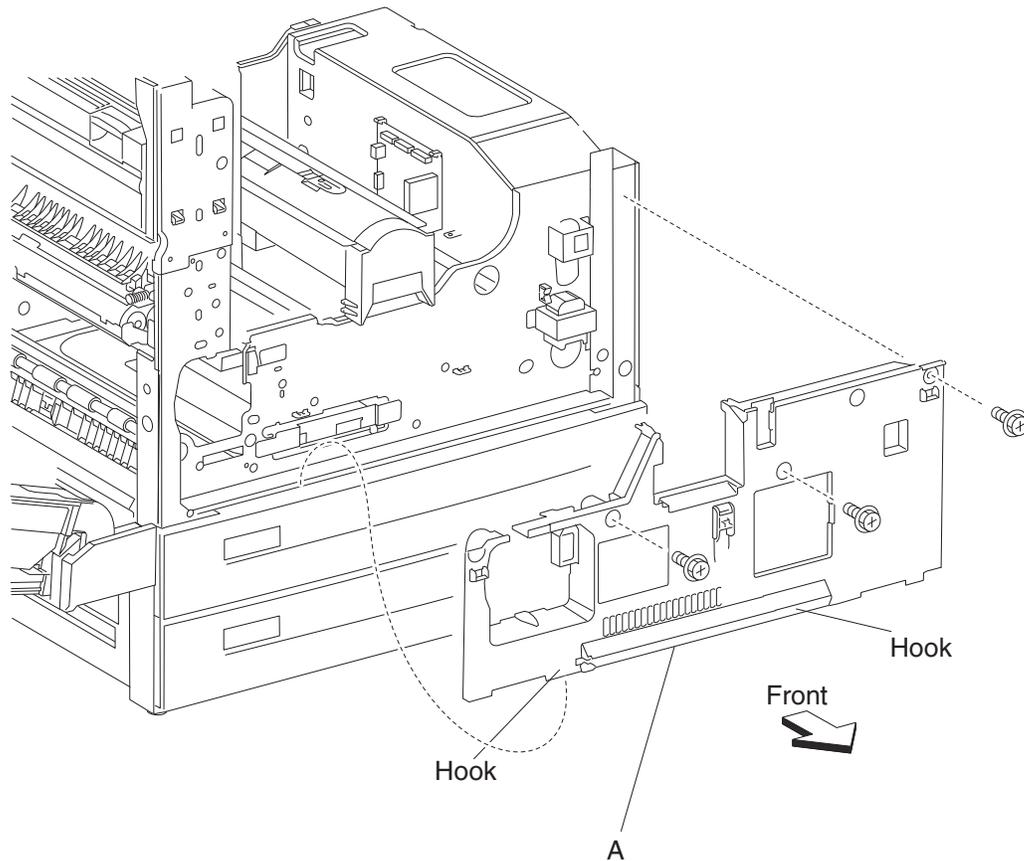
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Front inner cover removal

1. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-5.
2. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-6.
3. Remove the printer front left cover. See **“Printer front left cover removal”** on page 4-3.
4. Remove the PC cartridge.
5. Remove the three screws securing the front inner cover (A).
6. Remove the front inner cover (A).



Note: To reinstall the front inner cover (A), start with the four plastic hooks on the bottom of the front inner cover.

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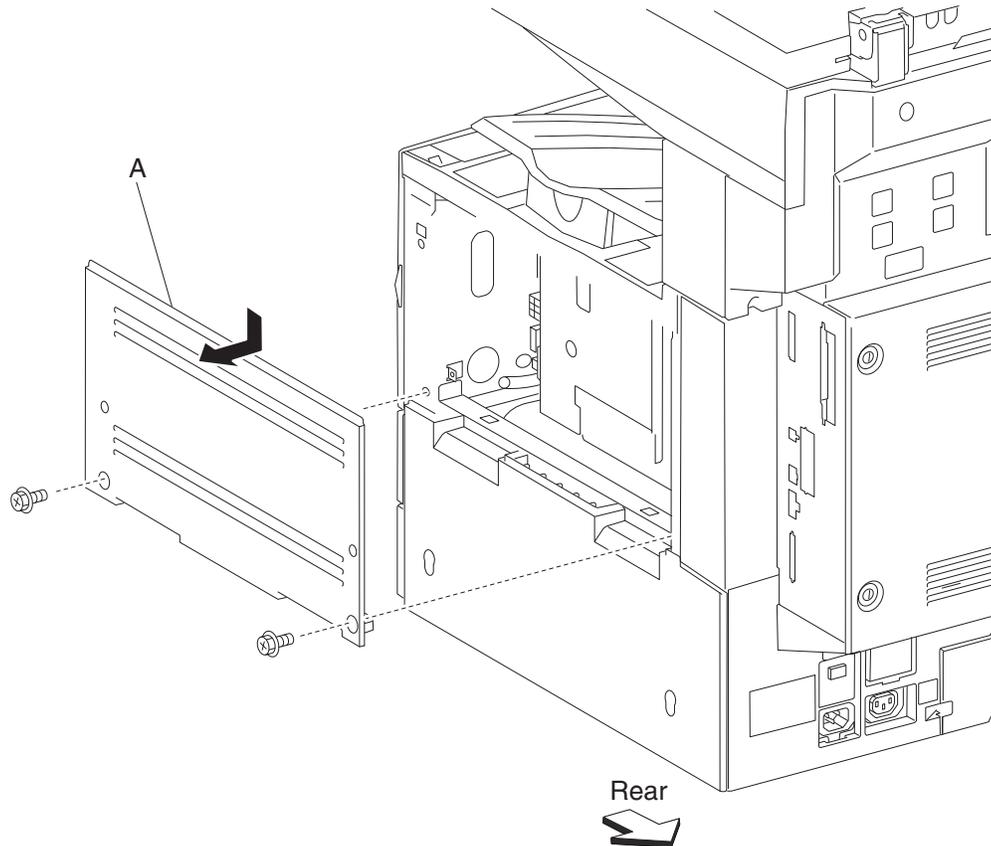
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Right upper cover removal

Note: First, remove the bridge unit, finisher and finisher docking bracket, if equipped.

1. Remove two screws securing the right upper cover (A).
2. Move the upper edge of the right upper cover (A) downward and outward as shown by the arrow.
3. Move the lower edge of the right upper cover (A) downward to release the right upper cover (A).
4. Remove the right upper cover (A).

Note: The right upper cover (A) may take some extra force to remove.



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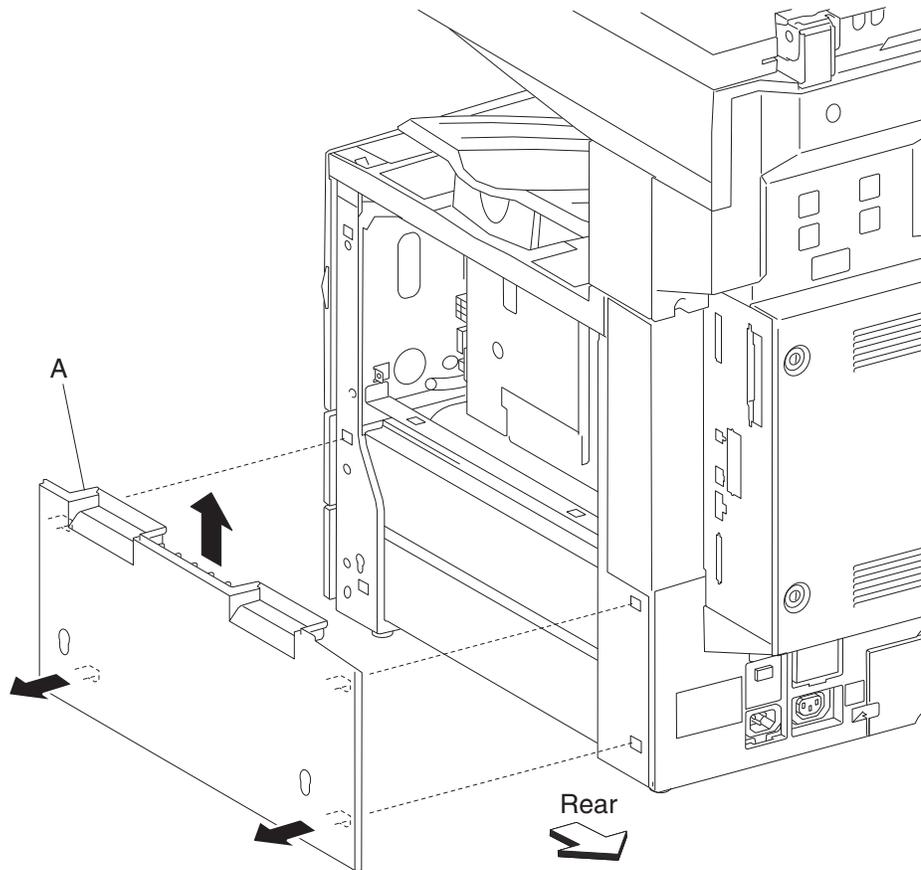
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Right lower cover removal

1. Remove the right upper cover. See **“Right upper cover removal”** on page 4-9.
2. Pull out the media Tray 1 and the media Tray 2.
3. Remove the right lower cover (A) by lifting it upward then outward.
Note: The right lower cover may require some force to remove.



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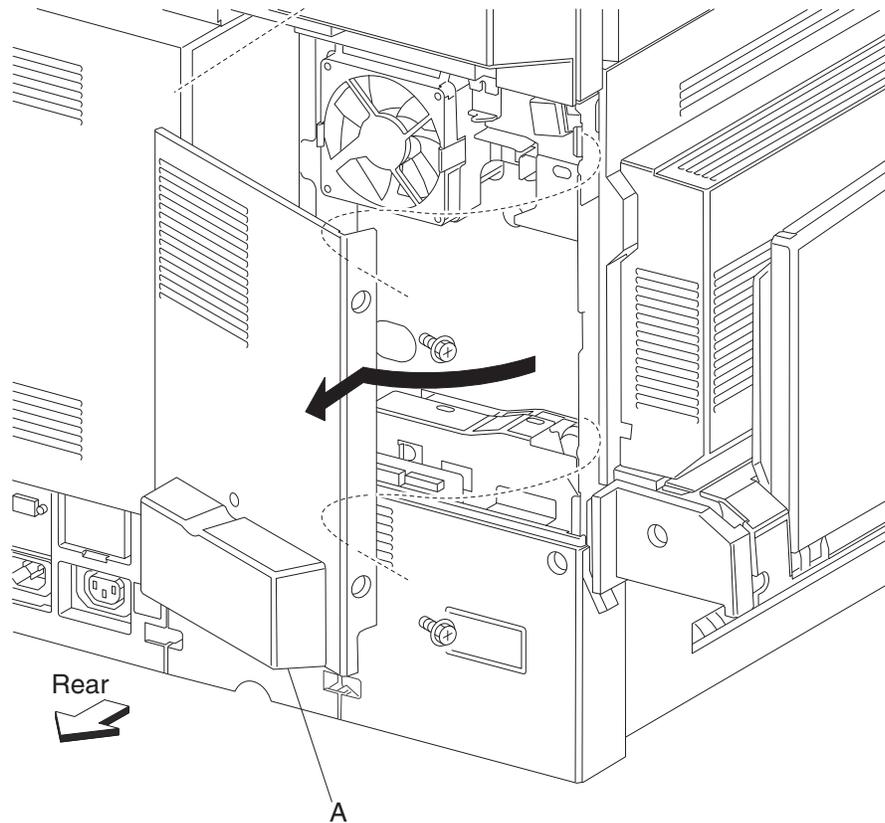
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Rear motor cover removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the controller box side cover. See **“Controller box side cover removal”** on page 4-18.
3. Remove the two screws securing the rear motor cover (A).
4. Open the rear motor cover (A) by swinging it outward in the direction of the arrow.
5. Remove the rear motor cover (A).



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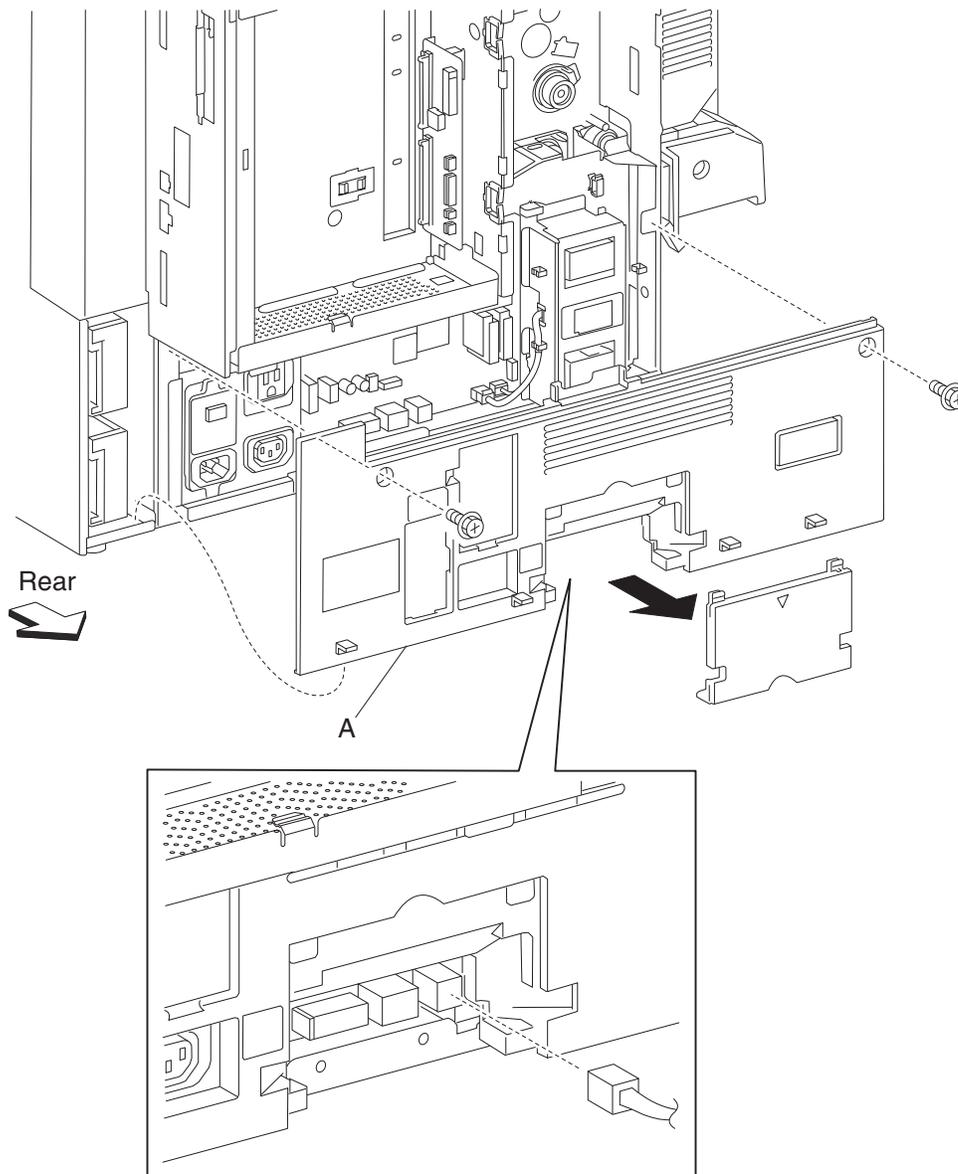
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Rear lower cover removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Remove the controller box lower cover. See **“Controller box lower cover removal”** on page 4-17.
4. Remove the two screws securing the rear lower cover (A).
5. Remove the rear lower cover (A).



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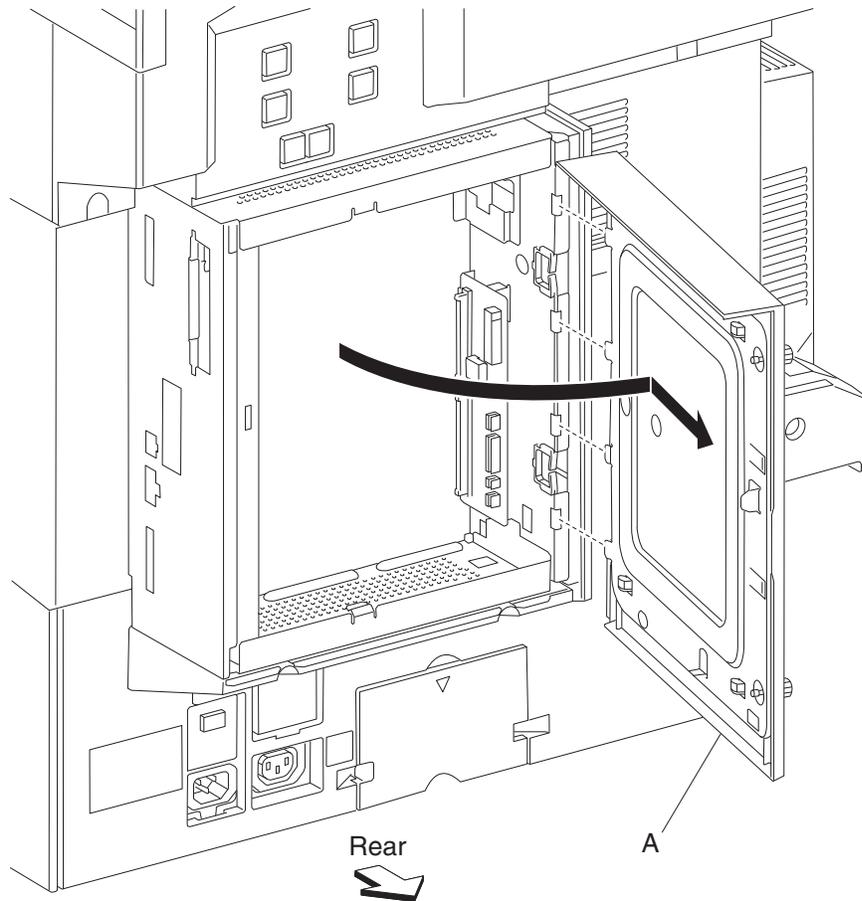
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Rear RIP card cover removal

1. Loosen the two screws securing the rear RIP card cover (A).
2. Remove the rear RIP card cover (A) by moving it in the direction of the arrow.



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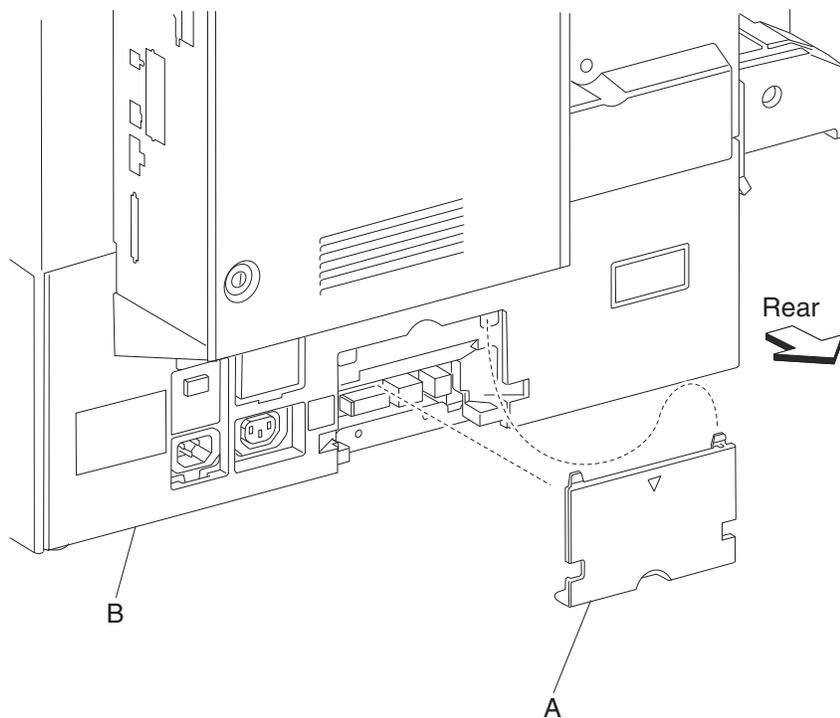
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Option hookup cover removal

Remove the option hookup cover (A) from the rear lower cover (B) by moving it outward in the direction of the arrow.



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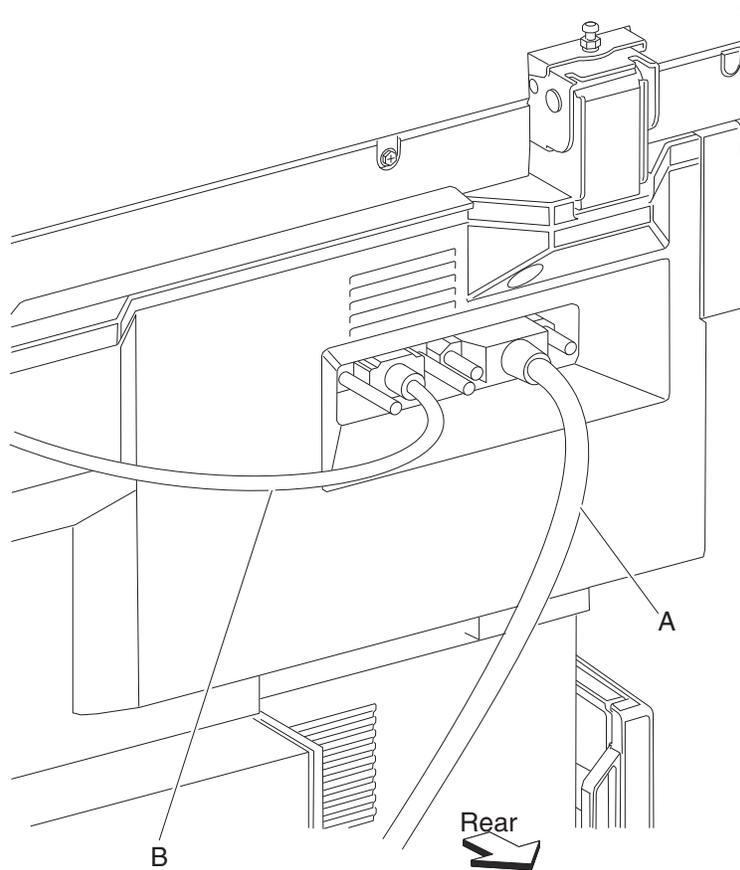
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Rear upper cover removal

1. Remove the scanner interface cable assembly (A).
2. Remove the ADF interface cable assembly (B).



3. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
4. Remove the controller box side cover. See **“Controller box side cover removal”** on page 4-18.
5. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
6. Remove the four screws securing the rear upper cover (C) to the machine.

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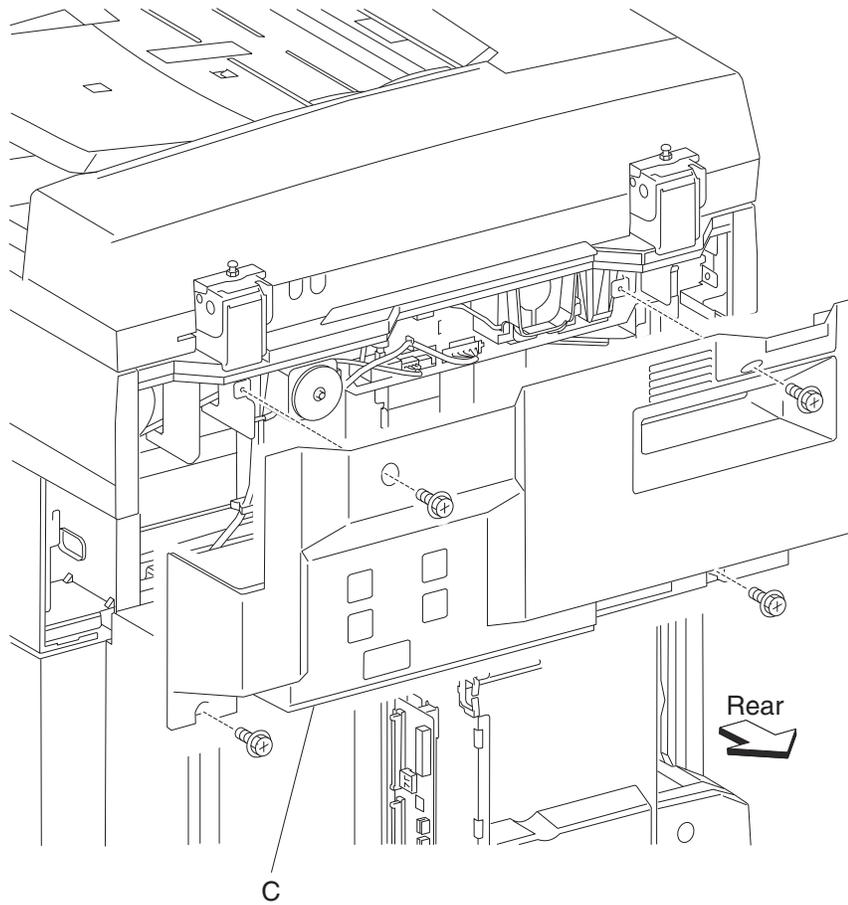


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7. Remove the rear upper cover (C).



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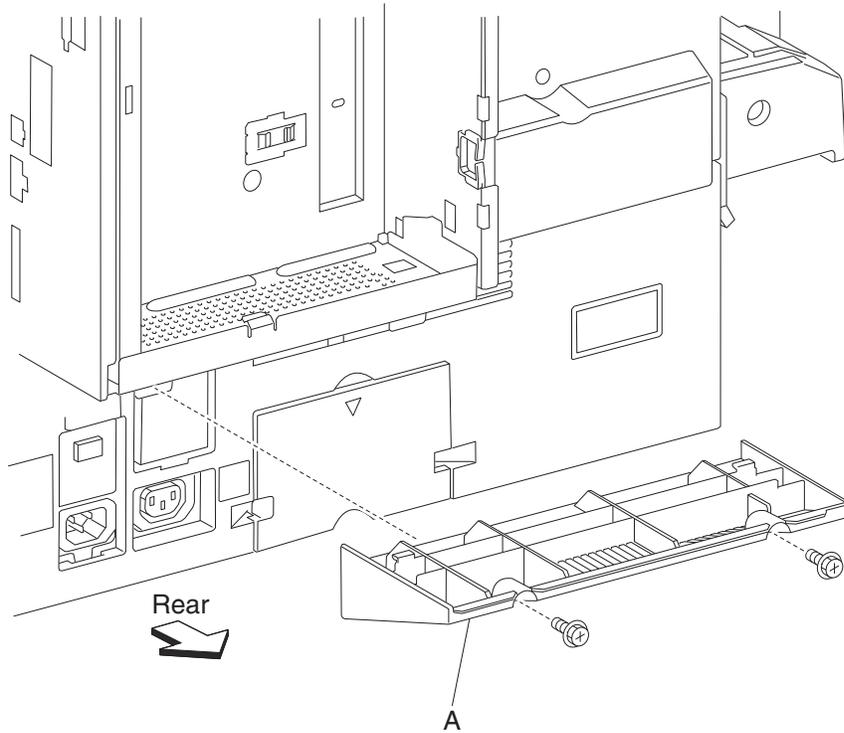
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Controller box lower cover removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the two screws securing the controller box lower cover (A) to the machine.
3. Remove the controller box lower cover (A).



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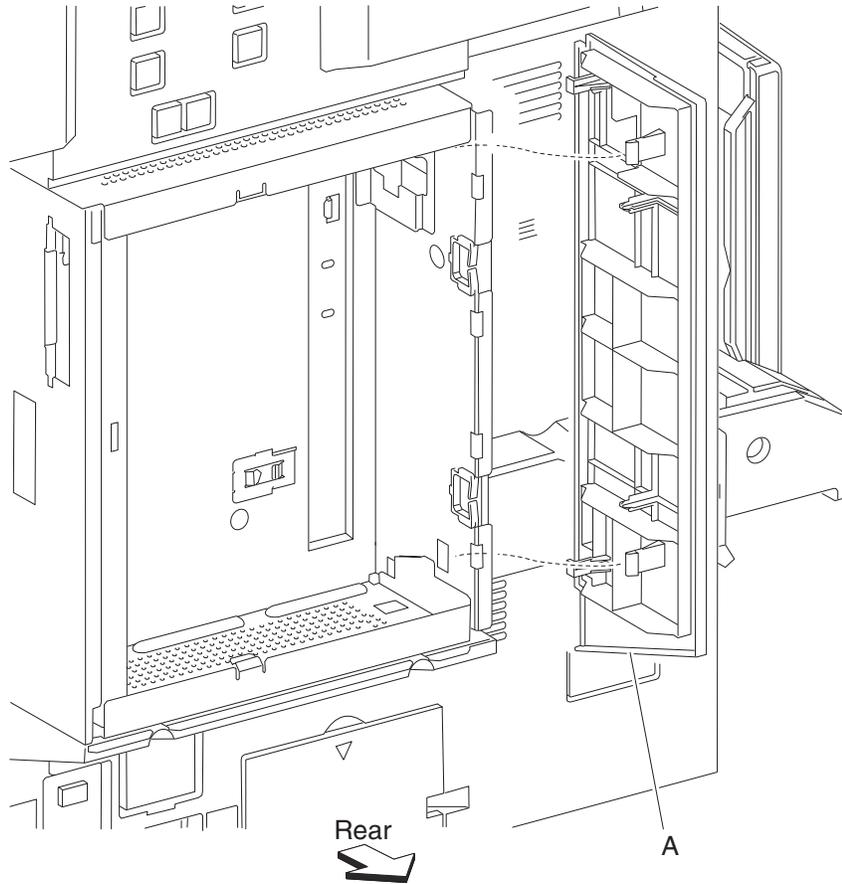
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Controller box side cover removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Release the two hooks securing the controller box side cover (A) to the machine.
3. Remove the controller box side cover (A).



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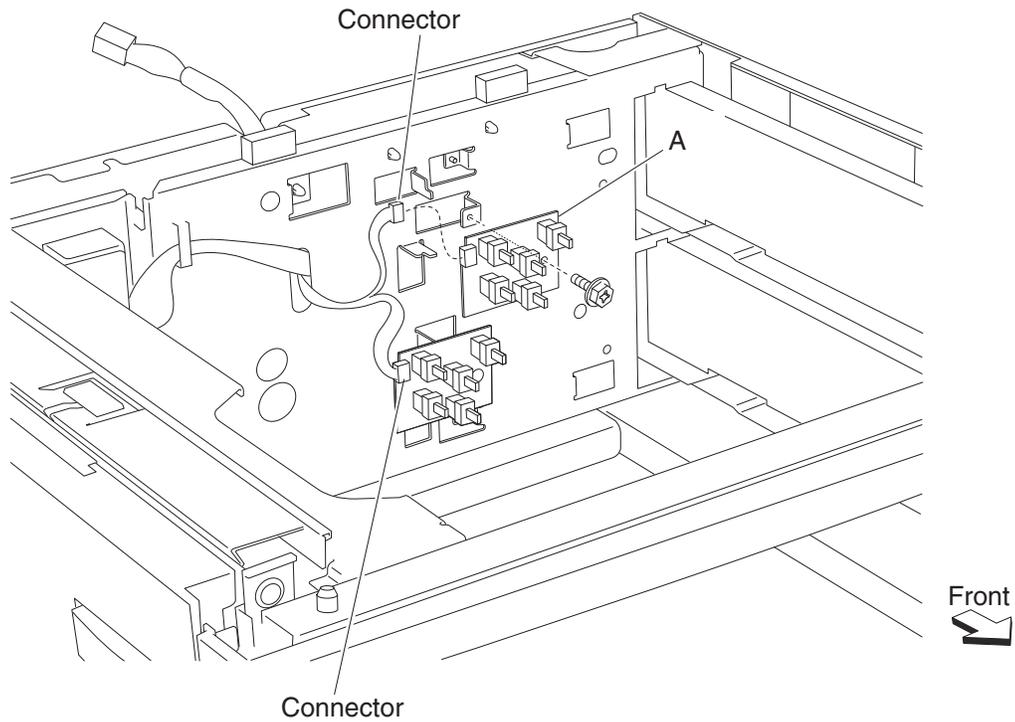


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Switch (media size) removal

Note: This procedure can be applied to tray 1 or tray 2 switch (media size).

1. Remove the media Tray 1 and the media Tray 2.
2. Remove one screw securing the switch (media size) (A) to the bracket inside the machine.
3. Remove the connector from switch (media size) (A).
4. Remove the switch (media size) (A).



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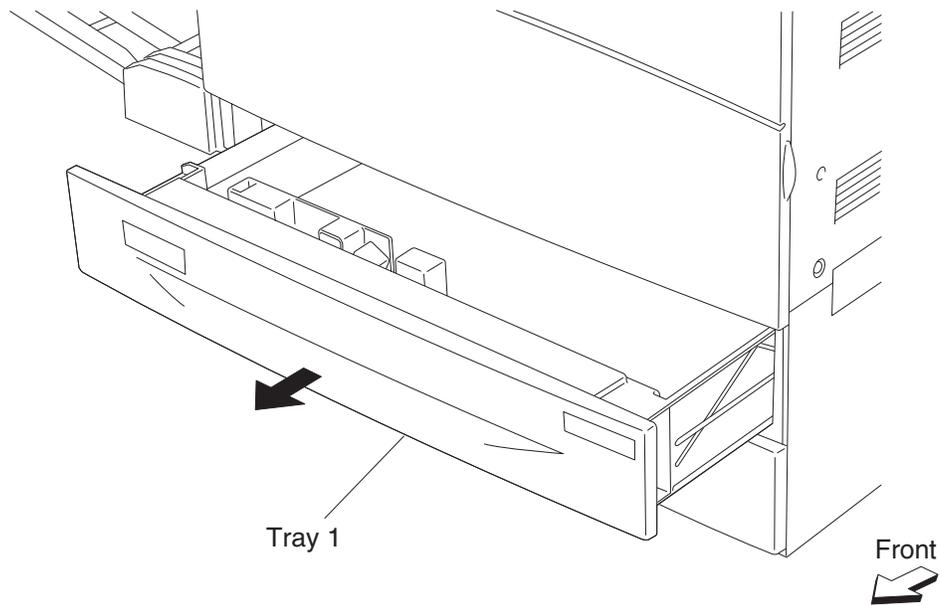
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Media feed unit assembly 1 removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-75.
4. Remove the vertical drive gear assembly. See **“Vertical drive gear assembly removal”** on page 4-67.
5. Pull out the media Tray 1.



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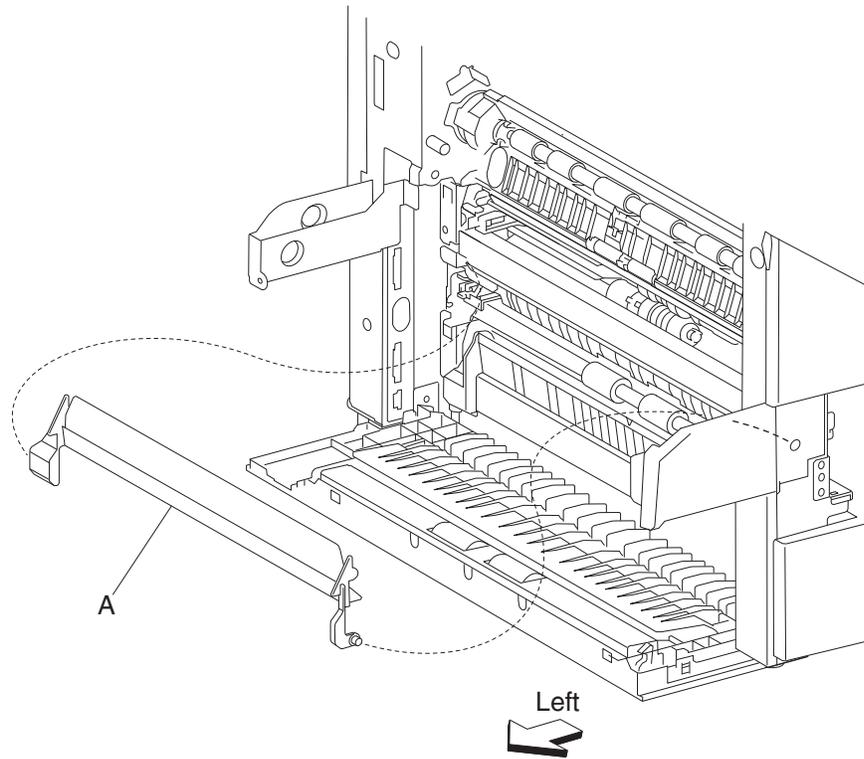


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6. Release the plastic bosses on both ends of the vertical turn mylar guide (A).
7. Remove the vertical turn mylar guide (A).
Warning: The vertical turn mylar guide will take extra force to remove. Be careful not to damage it.
8. Release the harness from the plastic clamps on the machine.
9. Disconnect the connector.



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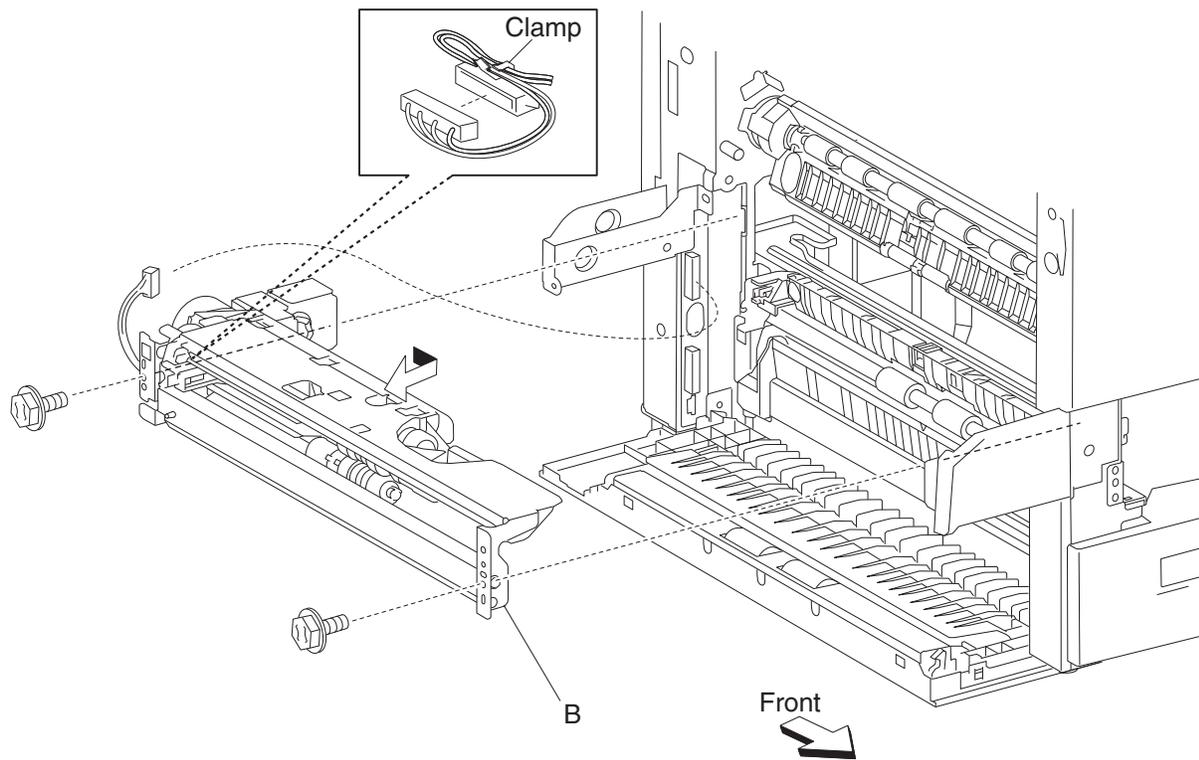


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10. Remove the two screws securing the media feed unit assembly (B).
11. Remove the media feed unit assembly (B) in the direction of the arrow.



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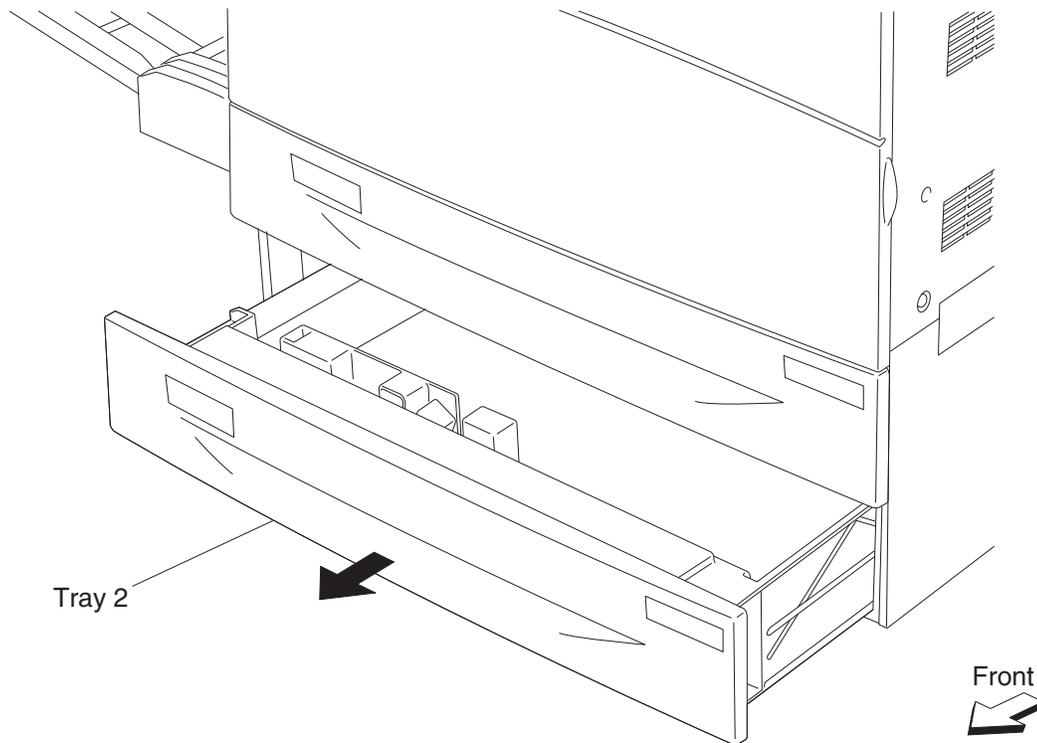
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Media feed unit assembly 2 removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-75.
4. Open the printer left lower door assembly. See **“Printer left lower door assembly removal”** on page 4-70.
5. Remove the vertical drive gear assembly. See **“Vertical drive gear assembly removal”** on page 4-67.
6. Pull the out media Tray 2.



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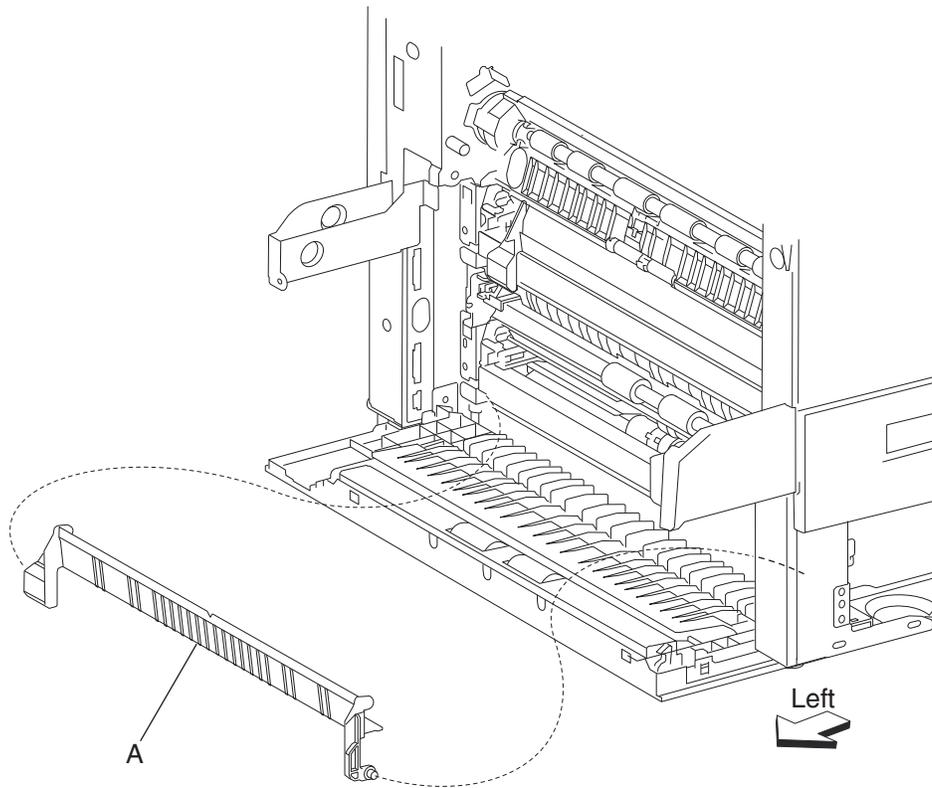


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7. Release the plastic bosses on both ends of the vertical turn guide (A).
8. Remove the vertical turn guide (A).



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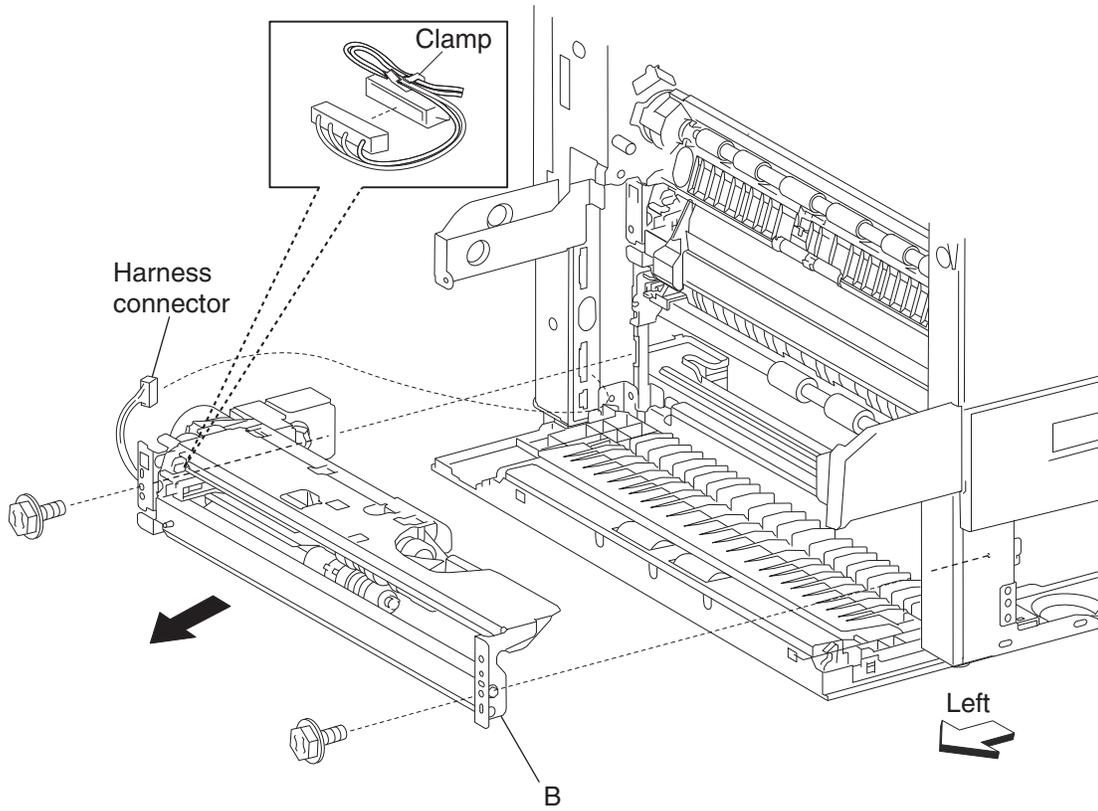


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9. Release the harness from the plastic clamps on the machine.
10. Disconnect the harness connector from the machine.
11. Remove the two screws securing the media feed assembly (B).
12. Remove the media feed assembly (B) in the direction of the arrow.



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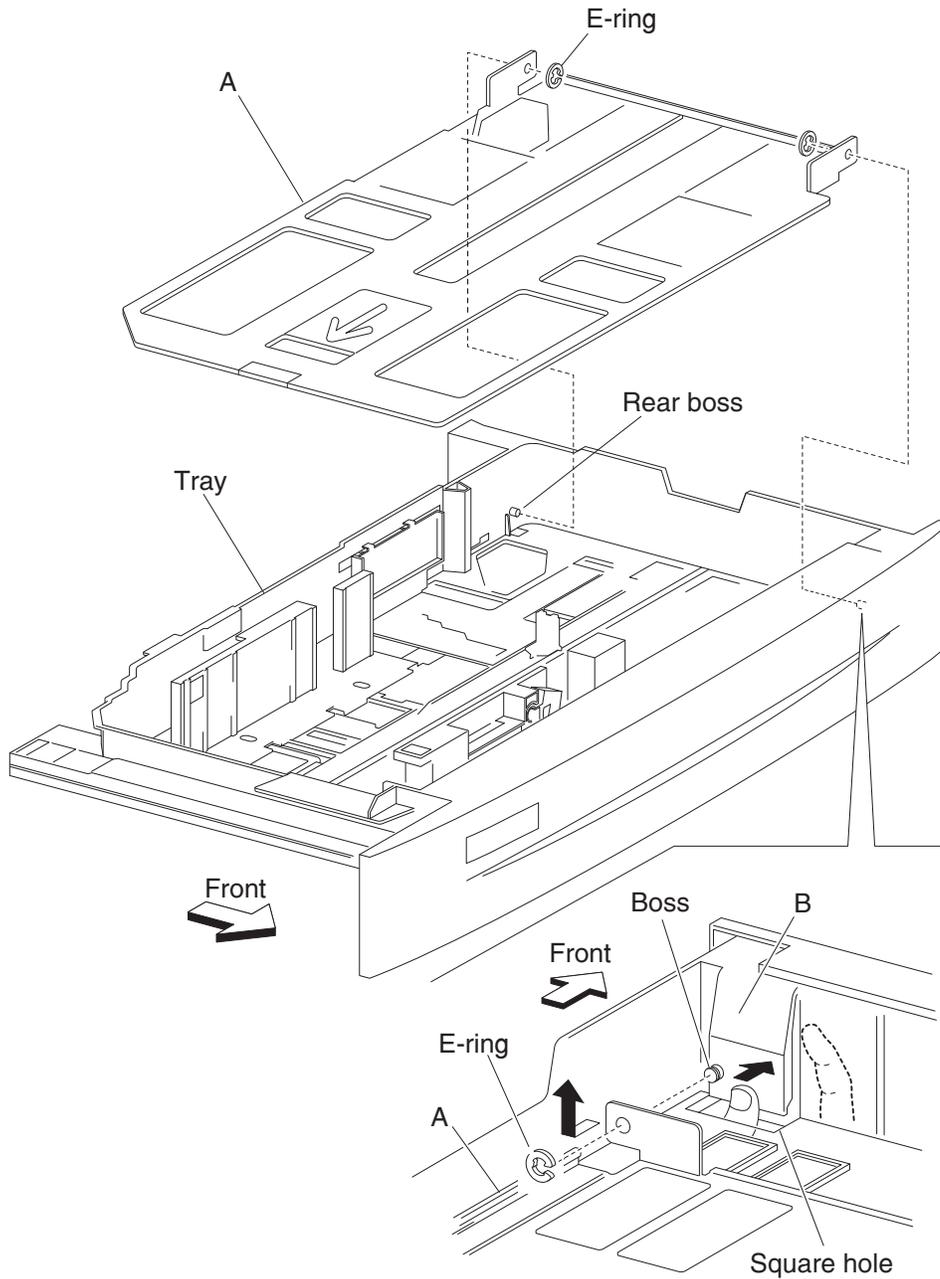
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Media tray side guides removal

1. Remove the media tray.
2. Remove the two e-rings securing the metal bottom plate (A) to the media tray using a small prying tool.
3. Push the front hinge point (B) in the direction of the arrow to release the front boss from the metal bottom plate (A).
4. Remove the metal bottom plate (A) by sliding it off the rear boss.



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5. Remove the two screws securing the two pinion gears (C) to the media tray.
6. Remove the pinion gears (C).

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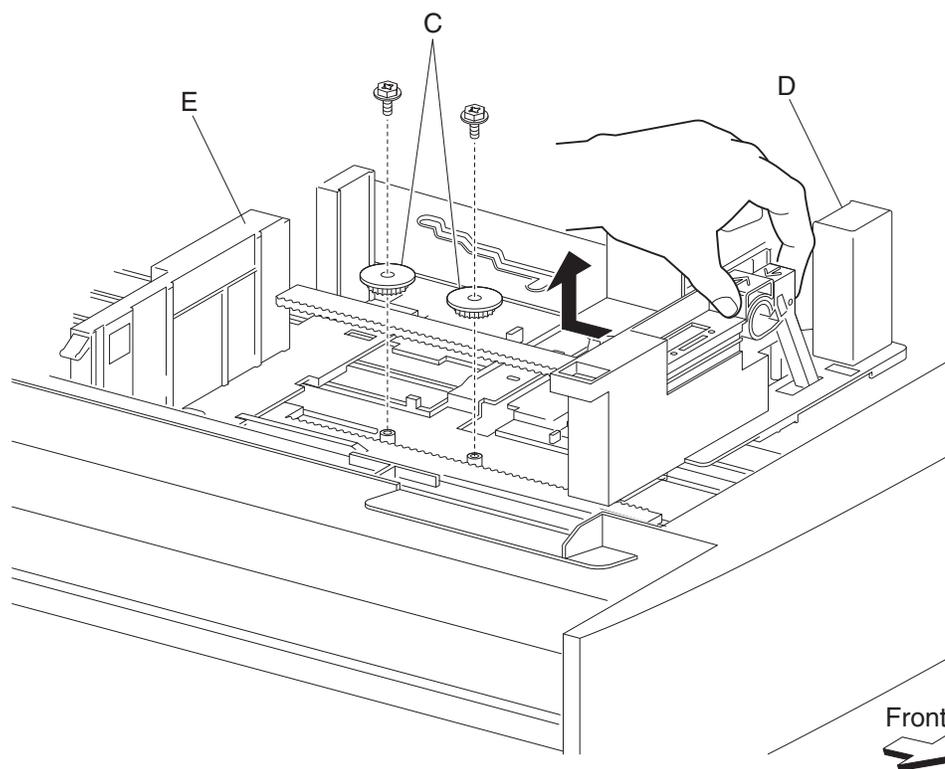


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7. Remove the front media guide assembly (D) and the rear media guide (E) by sliding them toward the center of the media tray assembly and lifting up.



Note: Before reinstalling the pinion gears (C), slide the front media tray guide assembly (D) and the rear

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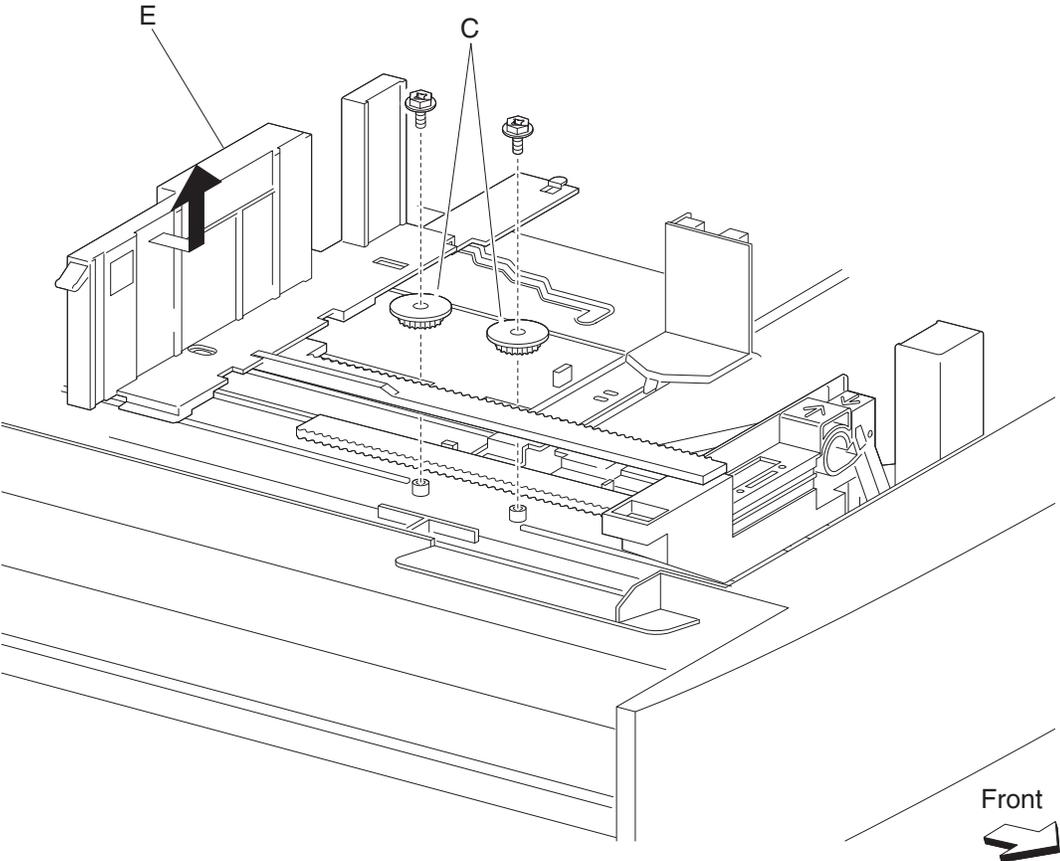


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media guide (E) to their outermost positions. Ensure the media side guides slide smoothly.



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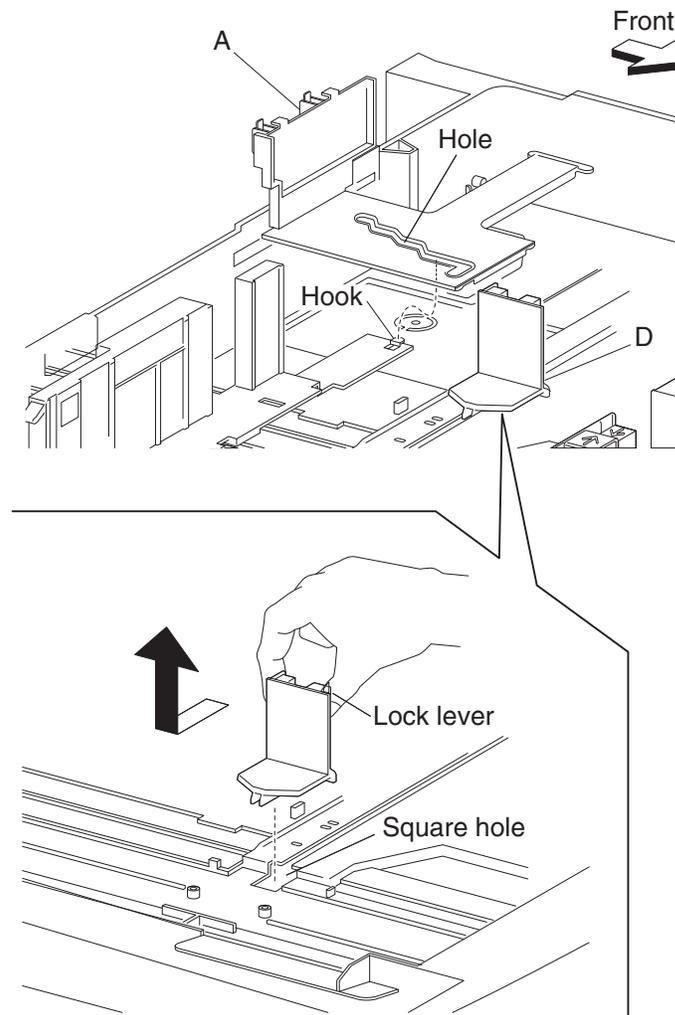
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Media tray end guide removal

1. Remove the media tray.
2. Remove the media tray side guides. See **“Media tray side guides removal”** on page 4-26.
3. Remove the media side guide actuator (A).



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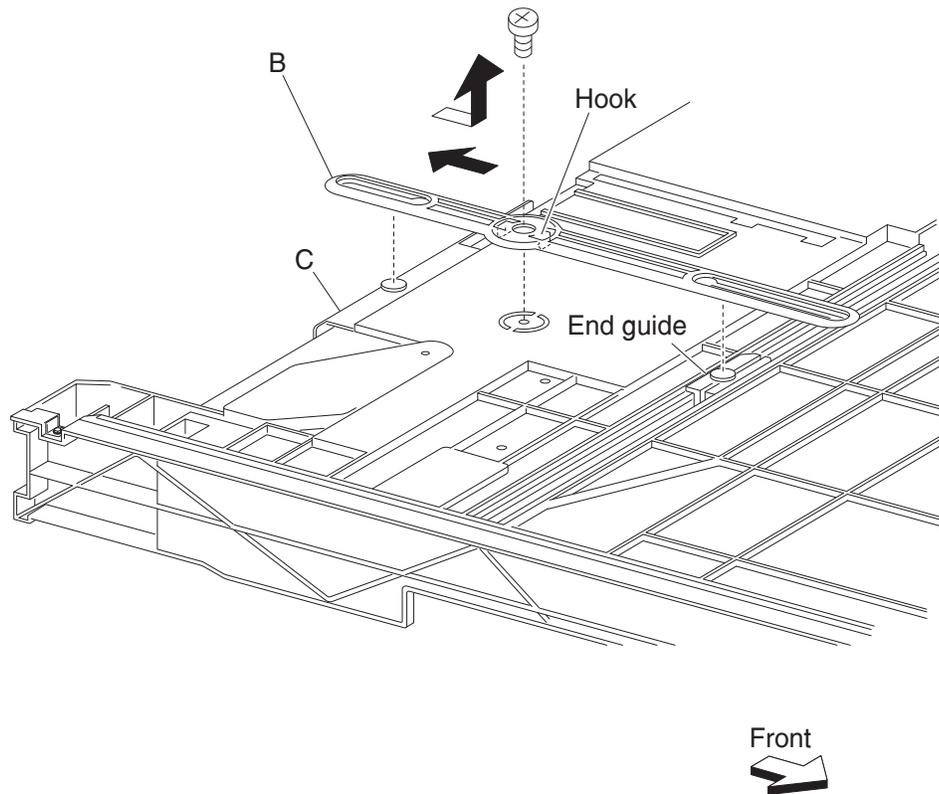


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4. Turn the media tray assembly upside down, and remove the screw and two hooks securing the actuator link (B) to the media tray.
5. Release the boss on the media end guide actuator (C) from the hole in the actuator link (B) by moving the link in the direction of the arrow.
6. Remove the media end guide actuator (C).
7. Turn the media tray assembly right side up, and slide the media tray end guide (D) toward the center of the media tray assembly to remove.



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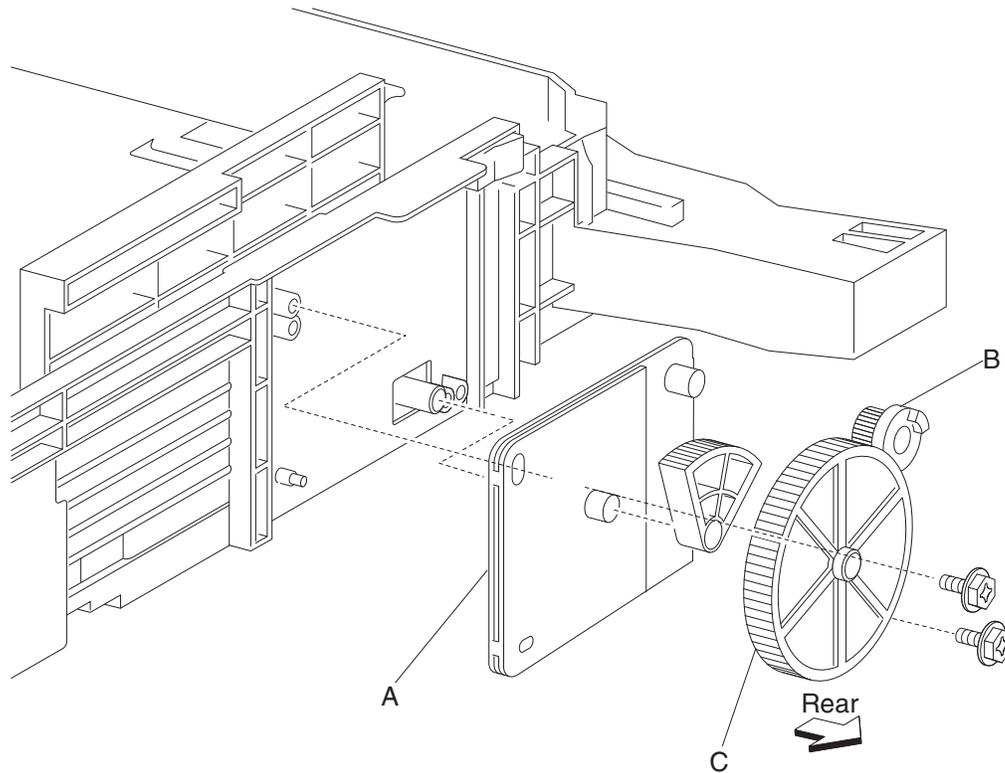
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Media tray lift gear group removal

1. Remove the media tray from the machine.
2. Remove the two screws securing bracket (A).
3. Remove the bracket (A).
4. Remove the tray lift coupling gear 13 tooth (B) from bracket (A).
5. Remove the tray lift gear 13/60 tooth (C) from bracket (A).



Note: Extra force is required to pull the tray lift coupling gear 13 tooth (B) and the tray lift gear 13/60 tooth (C) from bracket (A).

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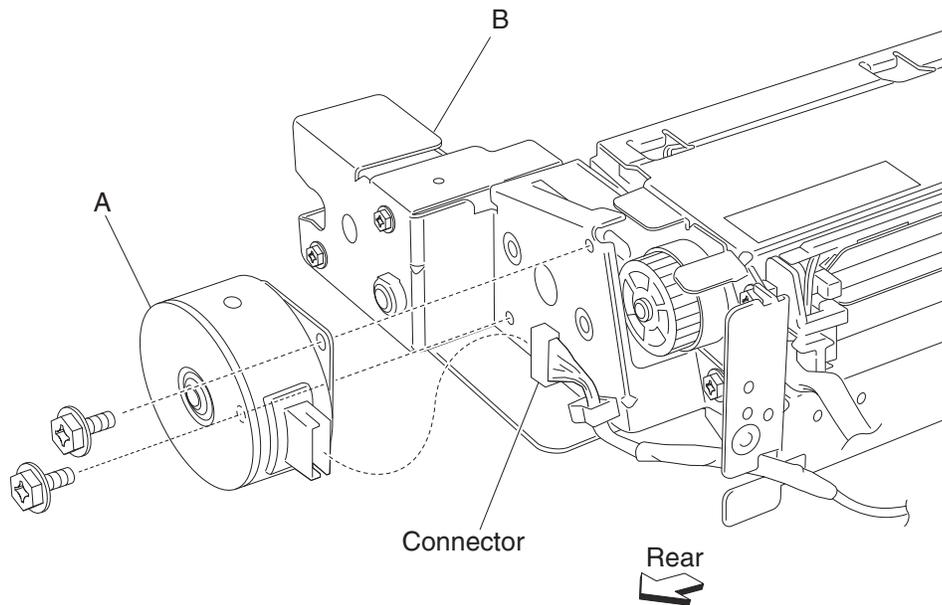
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Media feed lift motor removal

1. Remove the media feed unit. See **“Media feed unit assembly 1 removal”** on page 4-20 or **“Media feed unit assembly 2 removal”** on page 4-23.
2. Disconnect the harness from the media feed lift motor (A).
3. Remove the two screws securing the media feed lift motor (A) to the media feed unit assembly (B).
4. Remove the media feed lift motor (A).



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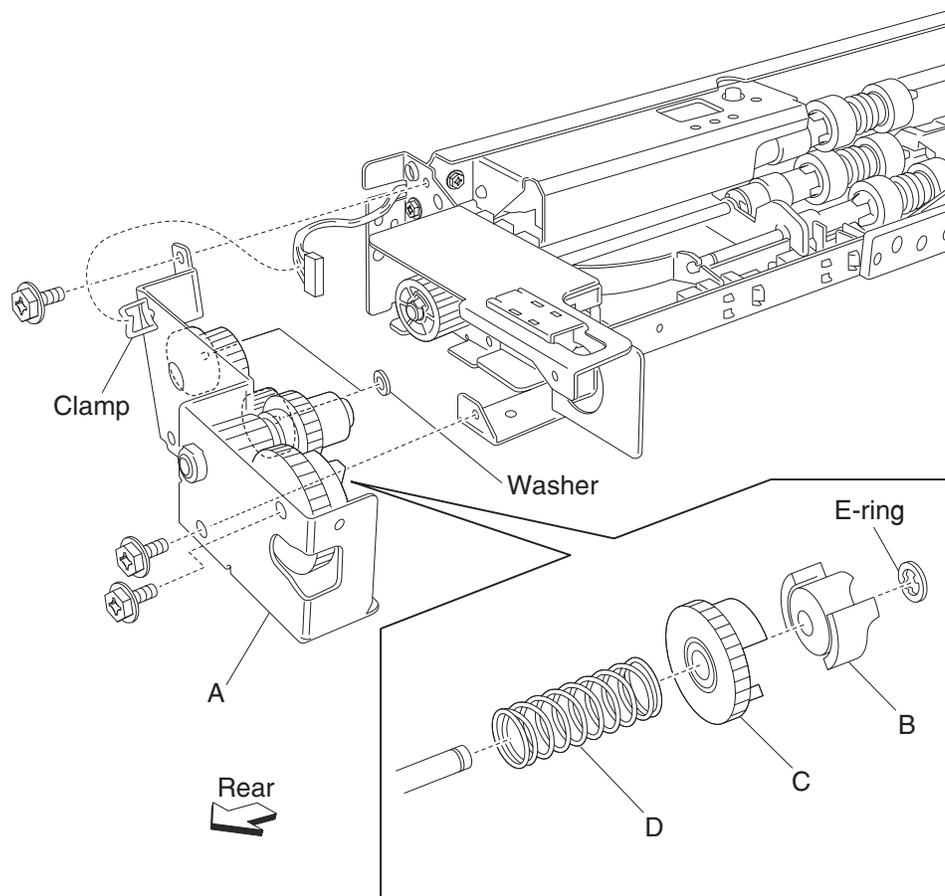


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Tray lift coupling assembly removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door. See **“Printer left door assembly removal”** on page 4-75.
4. Remove the vertical drive gear assembly. See **“Vertical drive gear assembly removal”** on page 4-67.
5. Remove the media feed unit assembly. See **“Media feed unit assembly 1 removal”** on page 4-20, or **“Media feed unit assembly 2 removal”** on page 4-23.
6. Remove the harness from bracket (A).
7. Remove three screws securing bracket (A) to the media feed unit.
8. Remove bracket (A).

Note: The gears may become detached from bracket (A).
9. Remove the e-ring with a prying tool securing the tray lift coupling (B) to bracket (A).
10. Remove the tray lift coupling gear 31 tooth (C).
11. Remove the spring (D).



Note: Before reinstalling, ensure all gears and washers attached to bracket (A) are securely installed.

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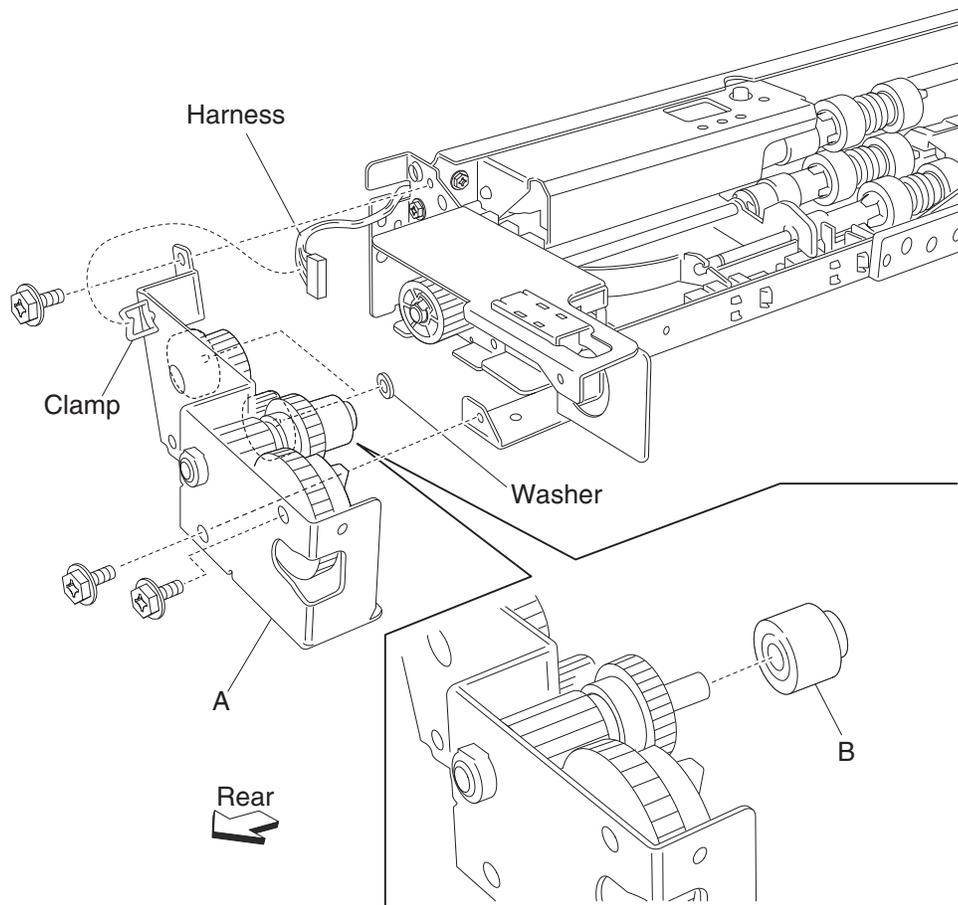


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Tray lift one way clutch/gear assembly removal

1. Remove the media feed unit assembly. See **“Media feed unit assembly 1 removal”** on page 4-20, or **“Media feed unit assembly 2 removal”** on page 4-23.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).

Note: The gears may become detached from the bracket (A).
5. Remove the tray lift one-way clutch (B).



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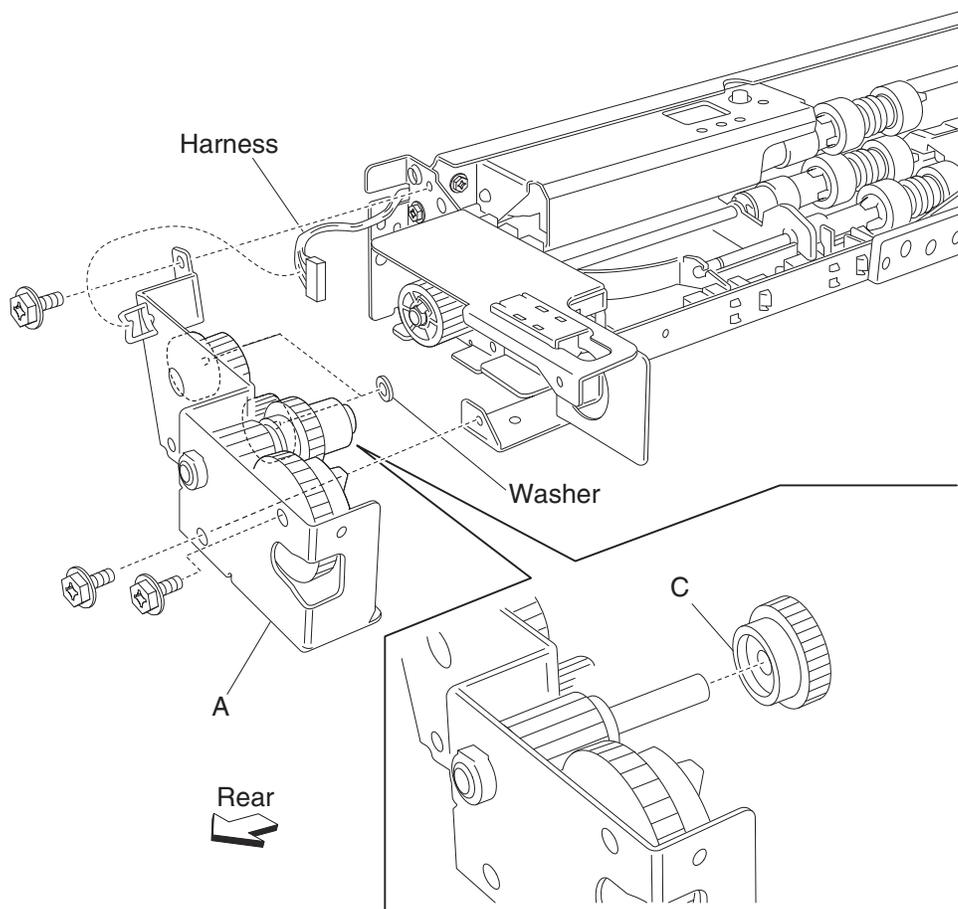


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6. Remove the tray lift one-way gear 24 tooth (C).



Note: Before reinstalling, ensure all gears and washers are securely attached to the bracket (A).

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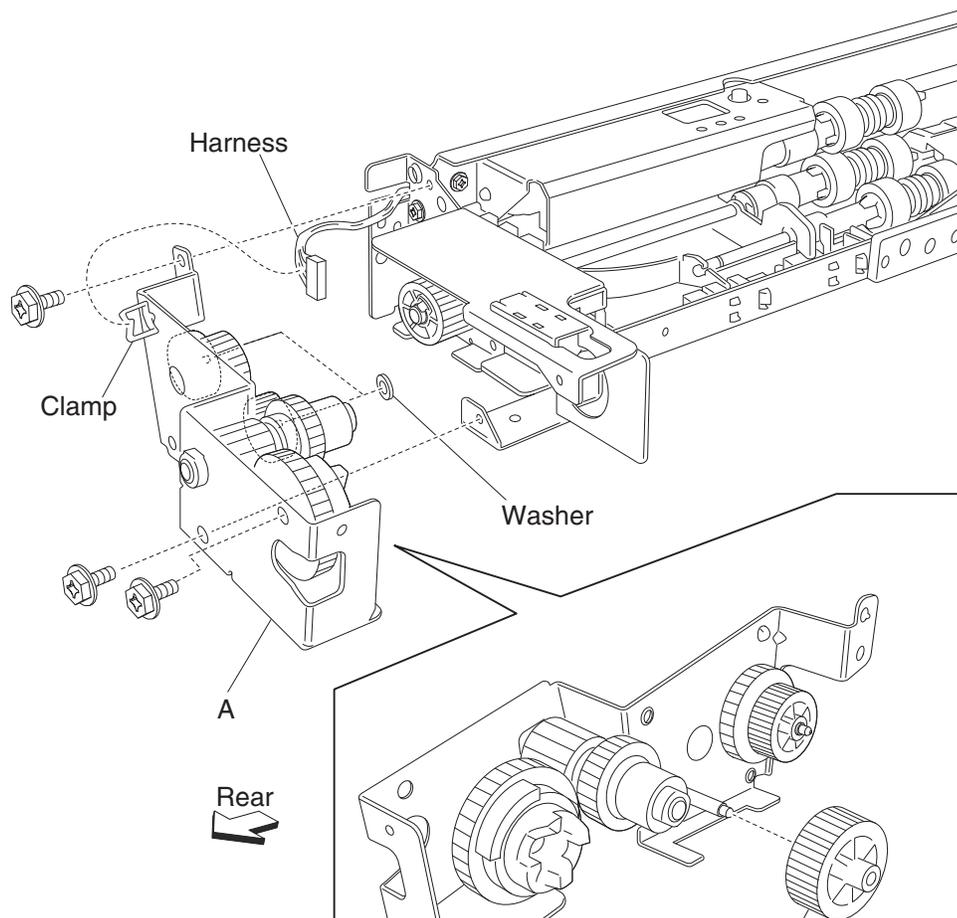


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Media feed unit drive gear - 13 tooth removal

1. Remove the appropriate media feed unit assembly. See **“Media feed unit assembly 1 removal” on page 4-20**, or **“Media feed unit assembly 2 removal” on page 4-23**.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).

Note: Gears may become detached from the bracket (A).
5. Remove the tray lift one-way clutch. See **“Tray lift one way clutch/gear assembly removal” on page 4-35**.
6. Remove the tray lift one-way gear 24 tooth. See **“Tray lift one way clutch/gear assembly removal” on page 4-35**.
7. Remove the media feed unit drive gear - 13 tooth (B).



Note: Before reinstalling, ensure all gears and washers are securely attached to the bracket (A).

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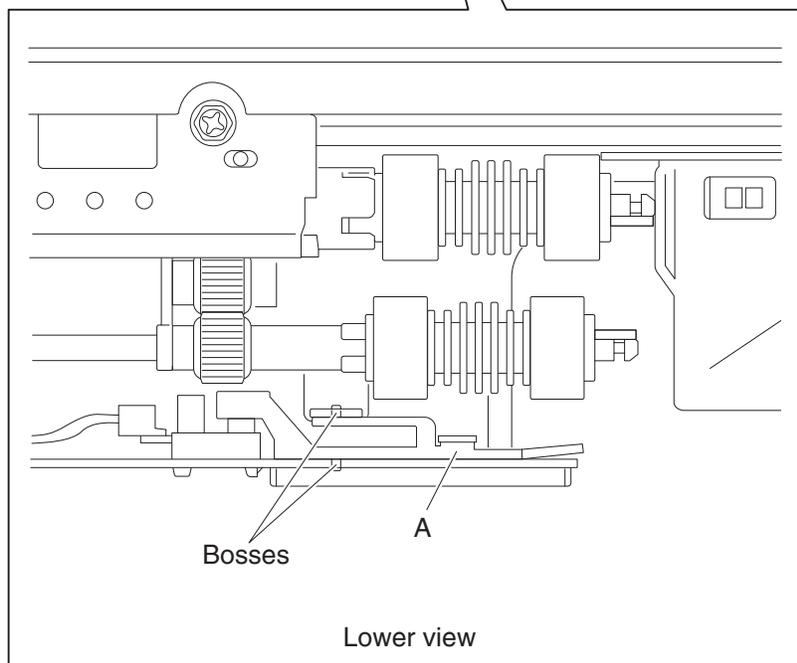
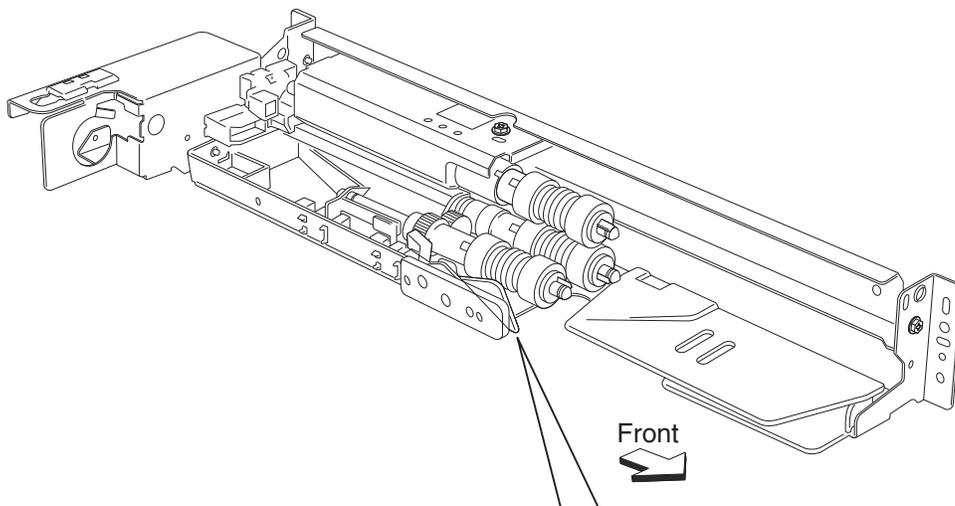
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Media out actuator removal

1. Remove the appropriate media feed unit assembly. See **“Media feed unit assembly 1 removal” on page 4-20**, or **“Media feed unit assembly 2 removal” on page 4-23**.
2. Remove the two bosses on the media out actuator (A) to the media feed unit assembly.
3. Remove the media out actuator (A).



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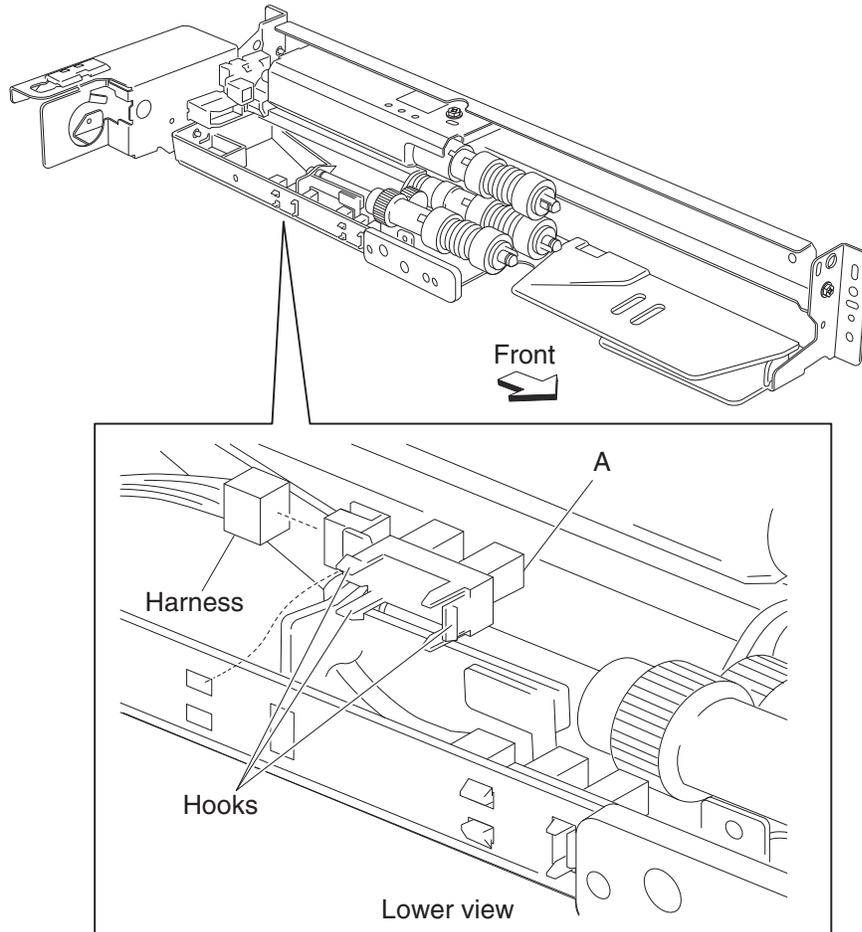
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Sensor (media level) removal

1. Remove the appropriate media feed unit assembly. See **“Media feed unit assembly 1 removal” on page 4-20**, or **“Media feed unit assembly 2 removal” on page 4-23**.
2. Disconnect the connector from the sensor (media level) (A).
3. Release the hooks securing the sensor (media level) (A) to the media feed unit.
4. Remove the sensor (media level) (A).



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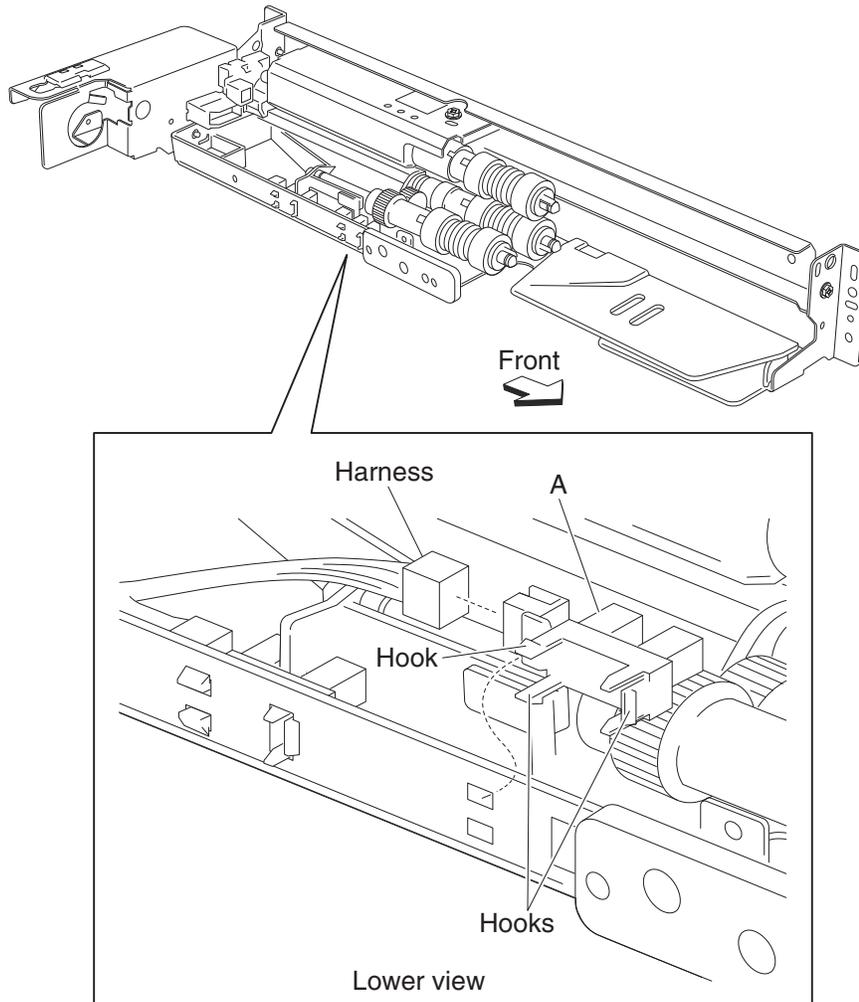
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Sensor (media out) removal

1. Remove the appropriate media feed unit assembly. See **“Media feed unit assembly 1 removal” on page 4-20**, or **“Media feed unit assembly 2 removal” on page 4-23**.
2. Remove the media out actuator. See **“Media out actuator removal” on page 4-38**.
3. Disconnect the connector from the sensor (media out) (A).
4. Release the hooks securing the sensor (media out) (A) to the media feed unit.
5. Remove the sensor (media out) (A).



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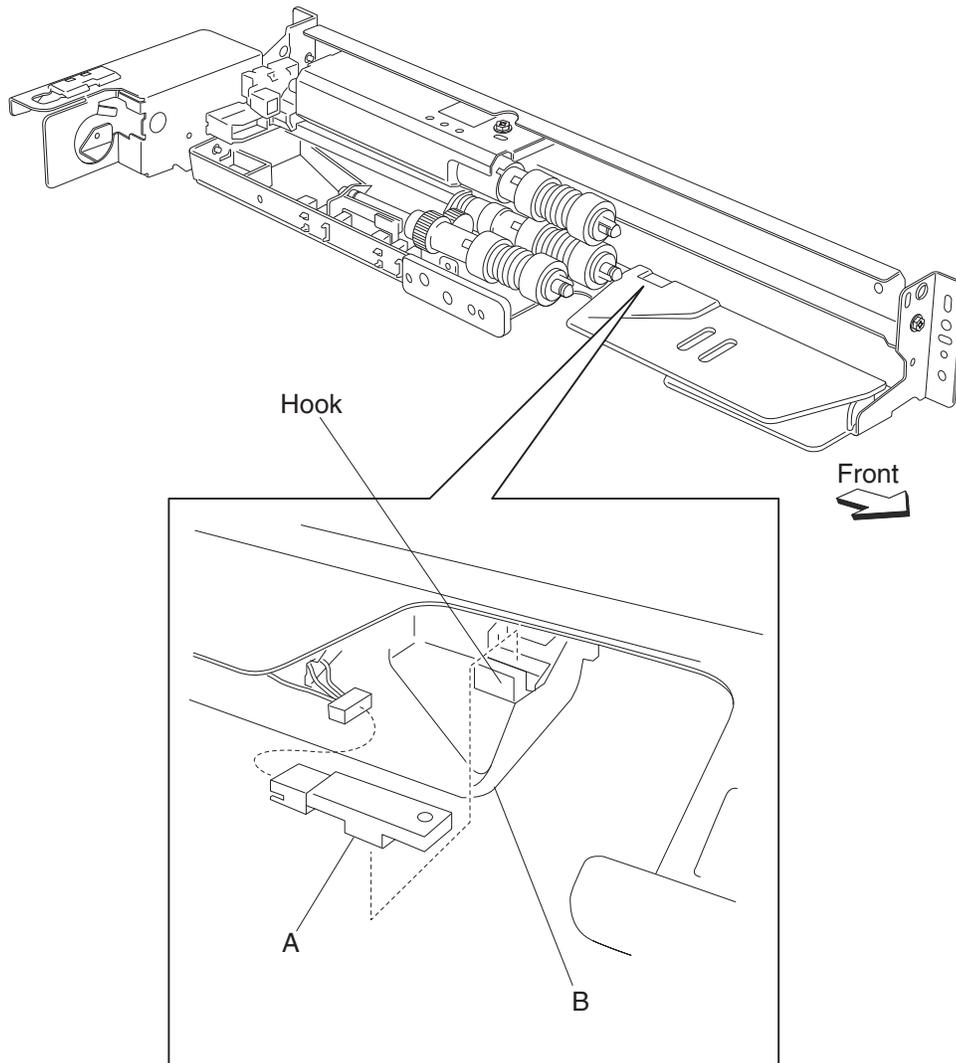
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Sensor (pre-feed) removal

1. Remove the appropriate media feed unit assembly. See **“Media feed unit assembly 1 removal” on page 4-20**, or **“Media feed unit assembly 2 removal” on page 4-23**.
2. Release the hook securing the sensor (pre-feed) (A).
3. Remove the sensor (pre-feed) (A) from the feed unit front guide (B).
4. Disconnect the connector from the sensor (pre-feed) (A).
5. Remove the sensor (pre-feed) (A).



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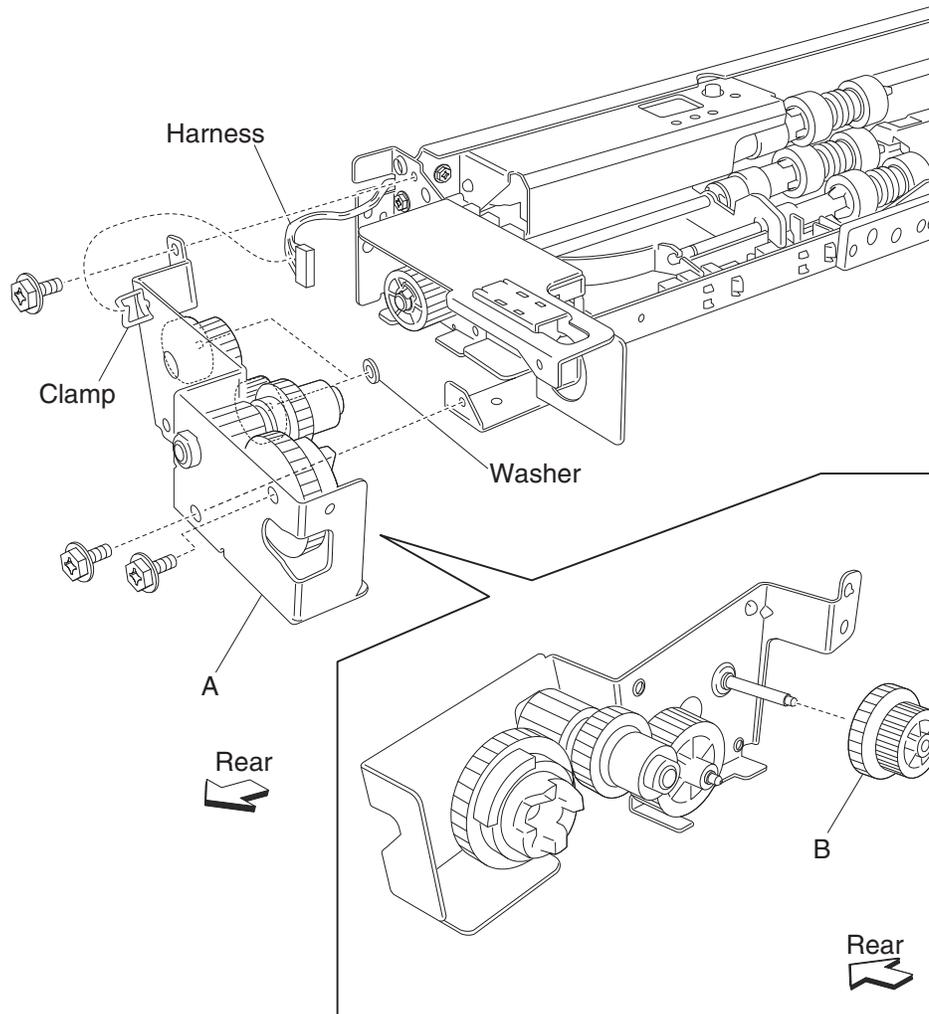


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Media feed unit drive gear - 28 / 21 tooth removal

1. Remove the appropriate media feed unit assembly. See **“Media feed unit assembly 1 removal” on page 4-20**, or **“Media feed unit assembly 2 removal” on page 4-23**.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).

Note: The gears may become detached from the bracket (A).
5. Remove the media feed unit drive gear - 28 / 21 tooth (B).



Note: Before reinstalling, ensure all gears and washers are securely attached to the bracket (A).

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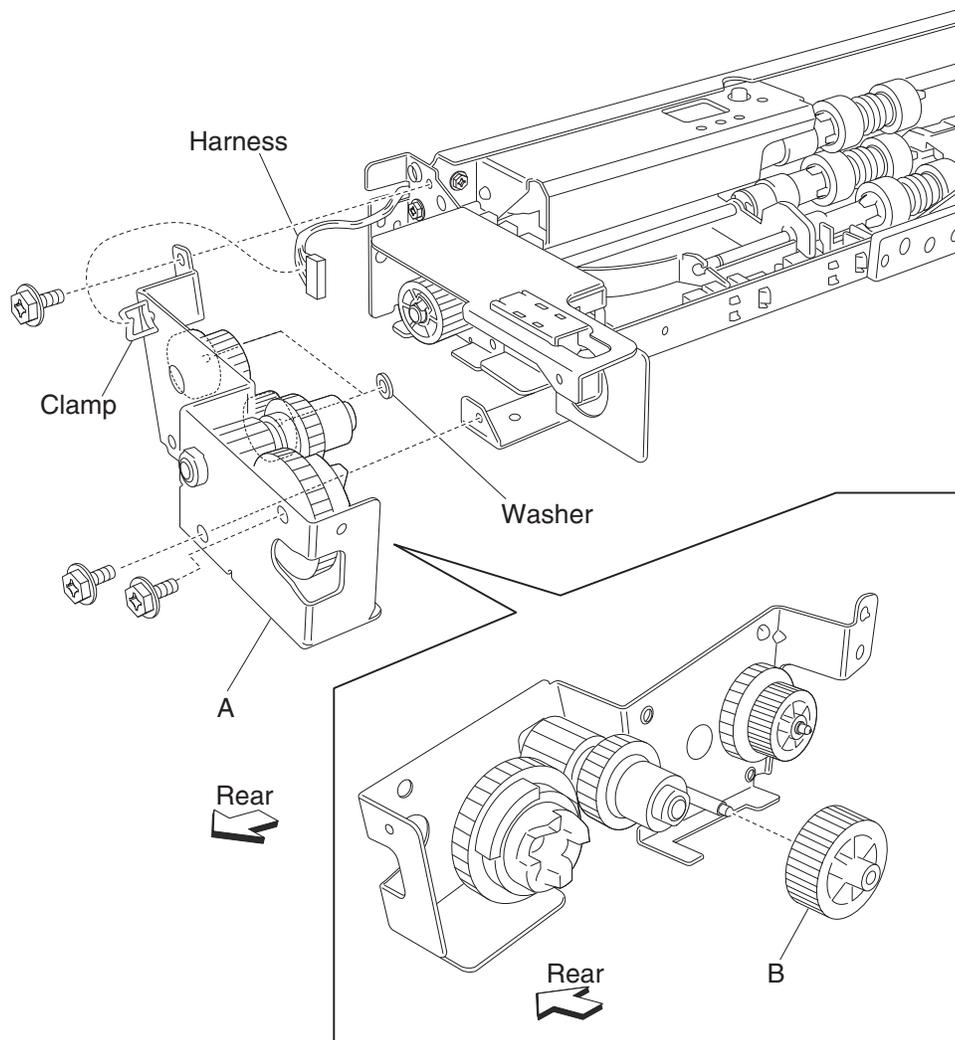
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Media feed unit drive gear - 29 tooth removal

1. Remove the appropriate media feed unit assembly. See **“Media feed unit assembly 1 removal”** on page 4-20, or **“Media feed unit assembly 2 removal”** on page 4-23.
 2. Remove the harness from the bracket (A).
 3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
 4. Remove the bracket (A).
- Note:** The gears may become detached from the bracket (A).
5. Remove the media feed unit drive gear - 29 tooth (B).



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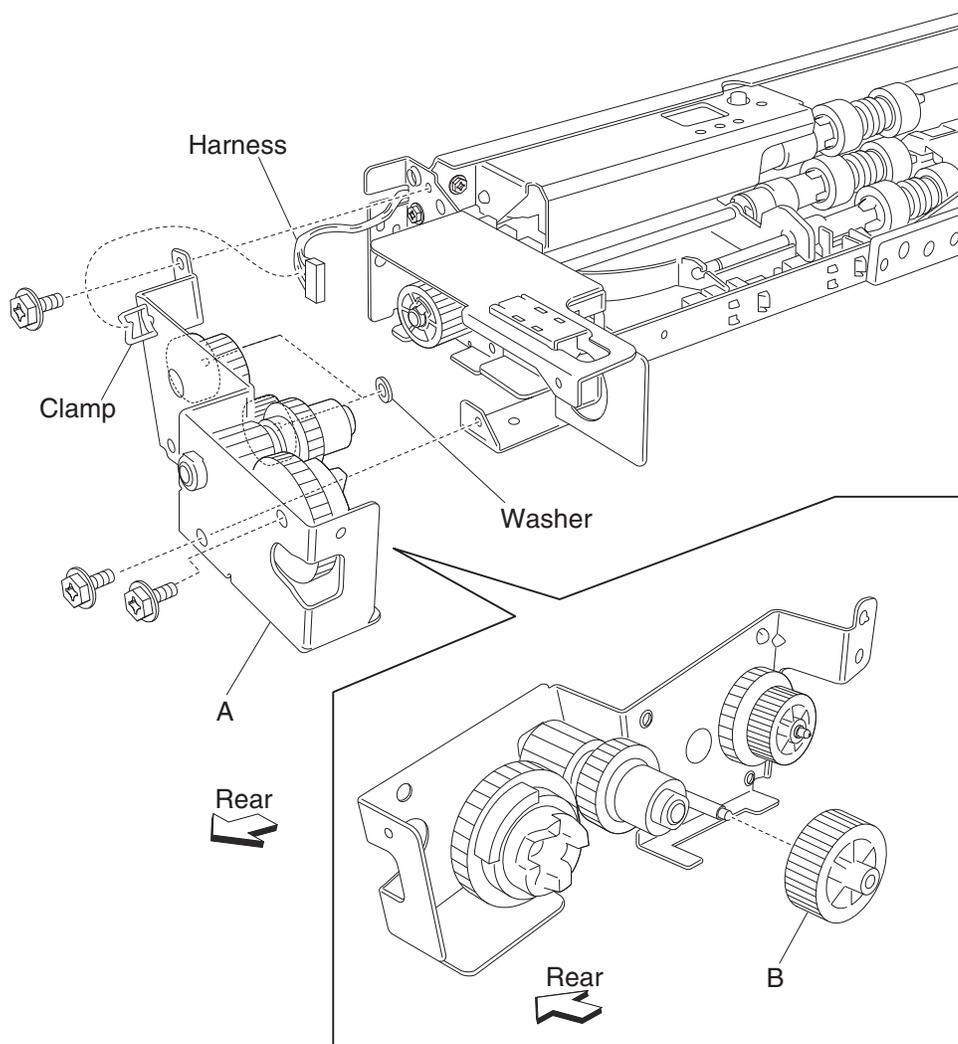


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6. Remove the media feed unit drive gear - 29 tooth (B).



Note: Before reinstalling, ensure all gears and washers are securely attached to the bracket (A).

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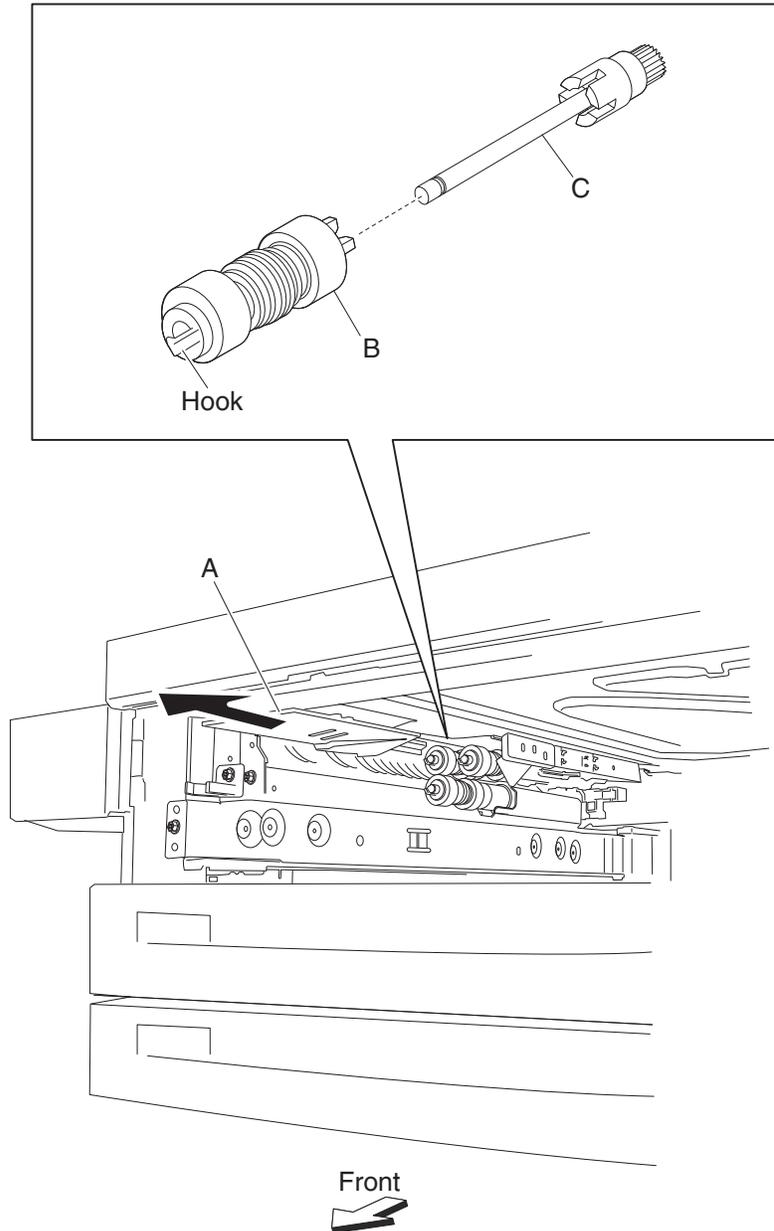


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Feed roll removal

1. Remove the media tray.
2. Move the feed unit front guide (A) in the direction of the arrow.
3. Release the hook securing the feed roll (B) to the shaft (C).
4. Remove the feed roll (B).

Note: Do not touch the rubber surface of the feed roll (B).



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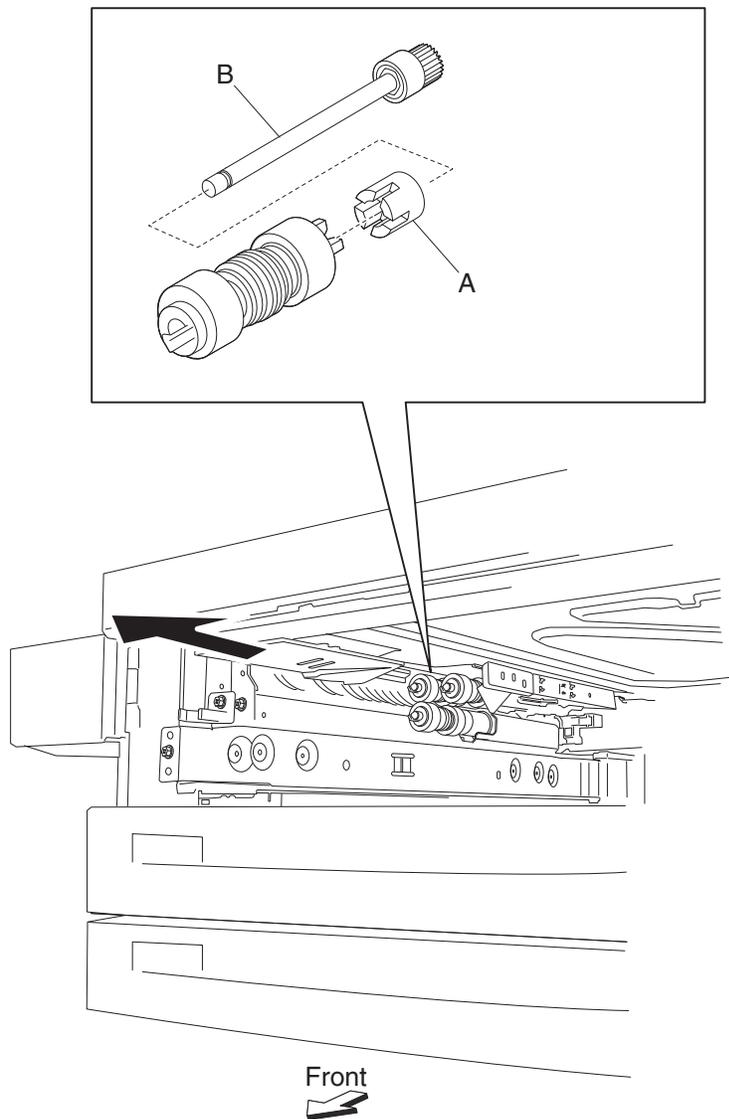
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Feed roll one way clutch removal

1. Remove the media tray.
2. Remove the feed roll. See **“Feed roll removal” on page 4-45.**
3. Remove the feed roll one way clutch (A) from the shaft (B).



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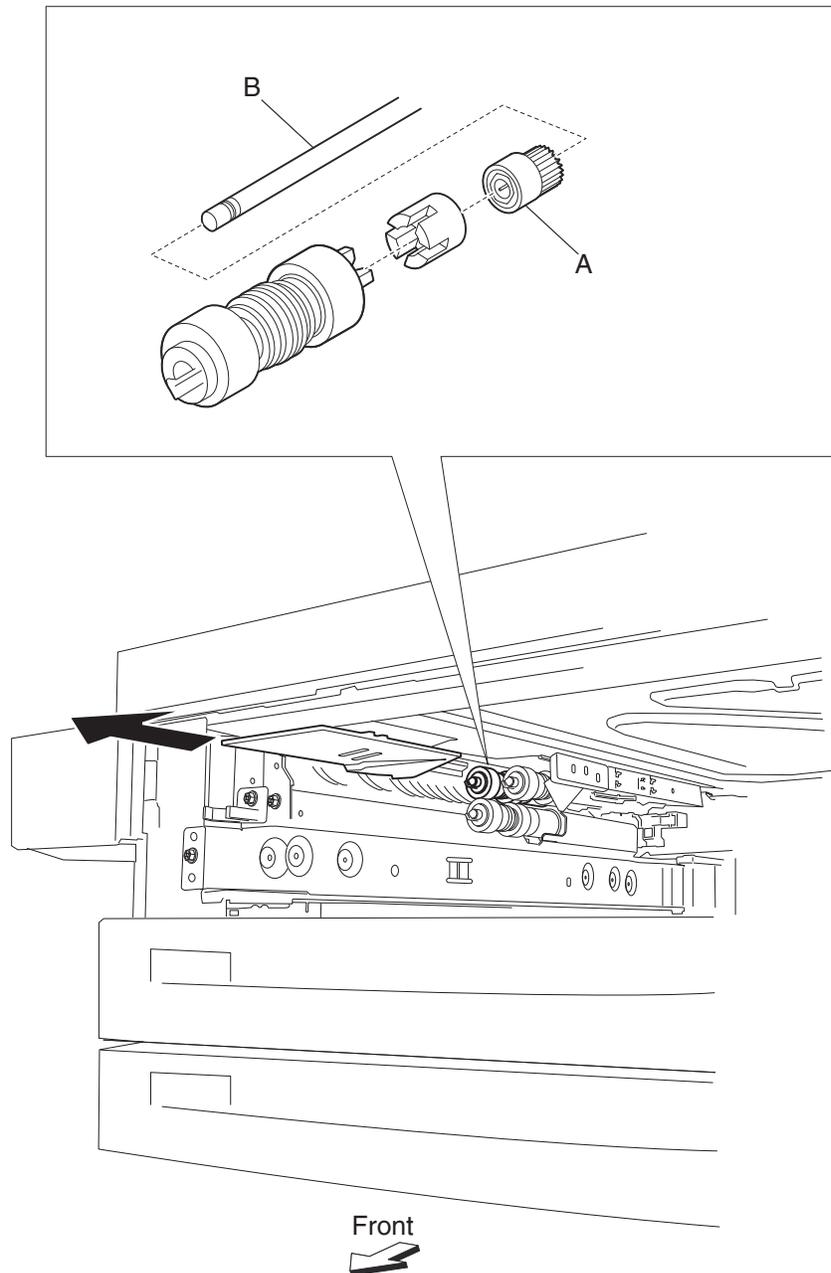
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Feed roll one way gear 22 tooth removal

1. Remove the media tray.
2. Remove the feed roll. See **"Feed roll removal"** on page 4-45.
3. Remove the feed roll one way clutch. See **"Feed roll one way clutch removal"** on page 4-46.
4. Remove the feed roll one-way gear 22 tooth (A) from the shaft (B).



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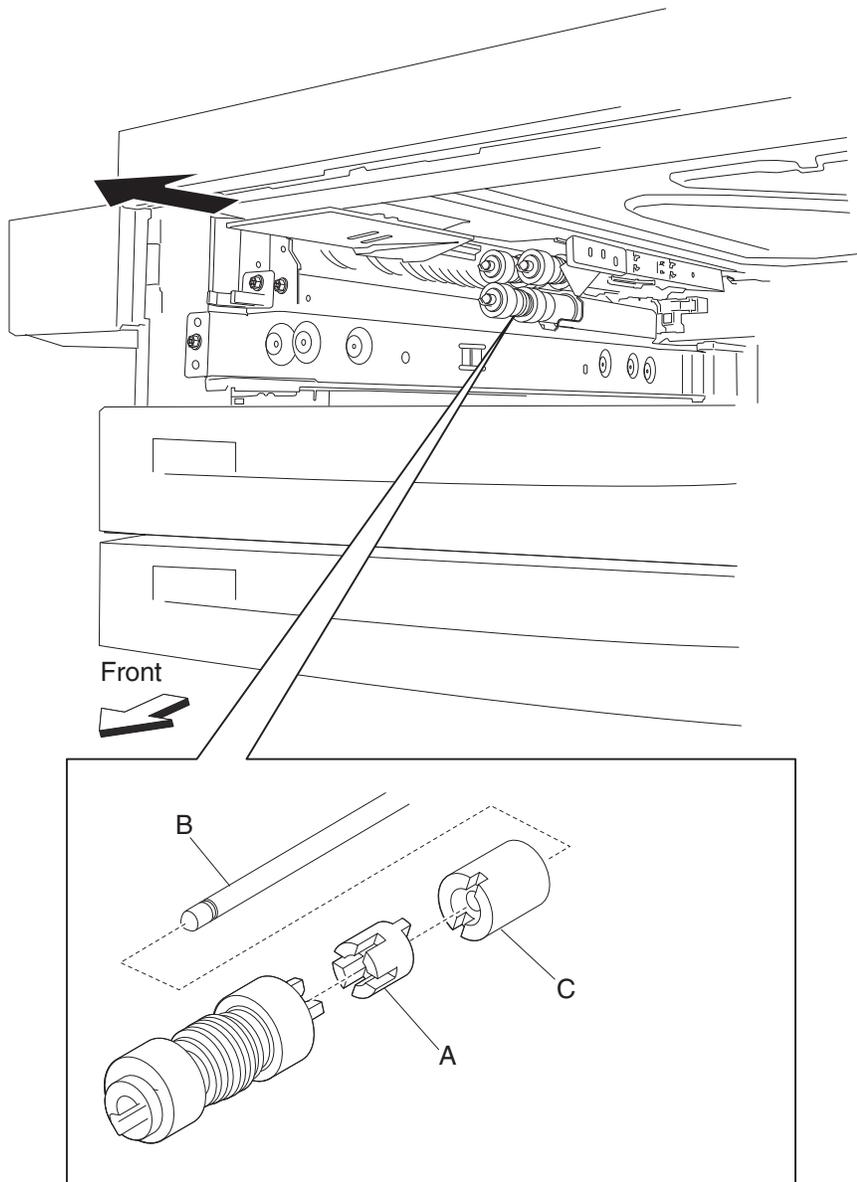
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Separation roll one way friction clutch removal

1. Remove the media tray.
2. Remove the separation roll. See **“Separation roll removal”** on page 4-49.
3. Remove the separation roll spacer (A) from the shaft (B).
4. Remove the separation roll one-way friction clutch (C) from the shaft (B).



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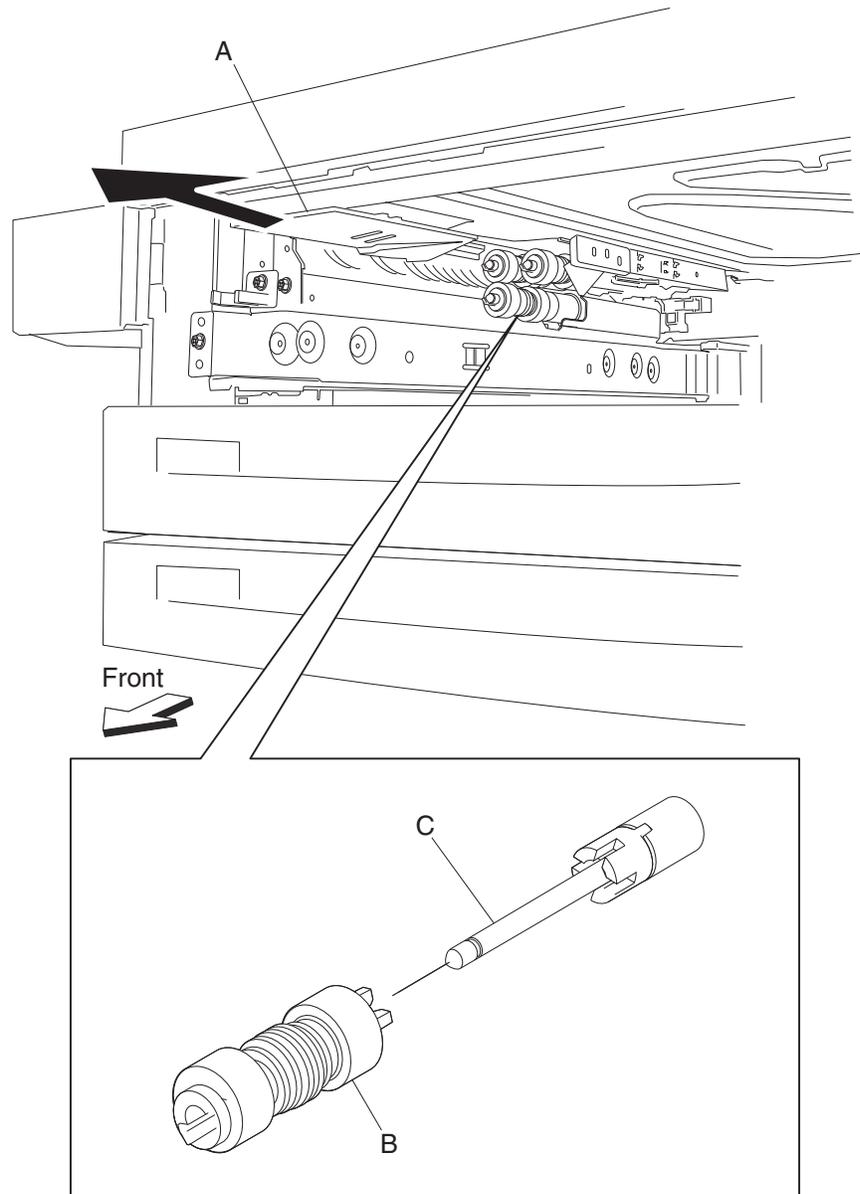


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Separation roll removal

1. Remove the media tray.
2. Move the feed unit front guide (A) in the direction of the arrow.
3. Release the hook securing the separation roll (B) to the shaft (C).
4. Remove the separation roll (B).

Note: Do not touch the rubber surface of the feed roll (B).



Note: Before reinstalling, do not touch the rubber surface of the separation roll (B).

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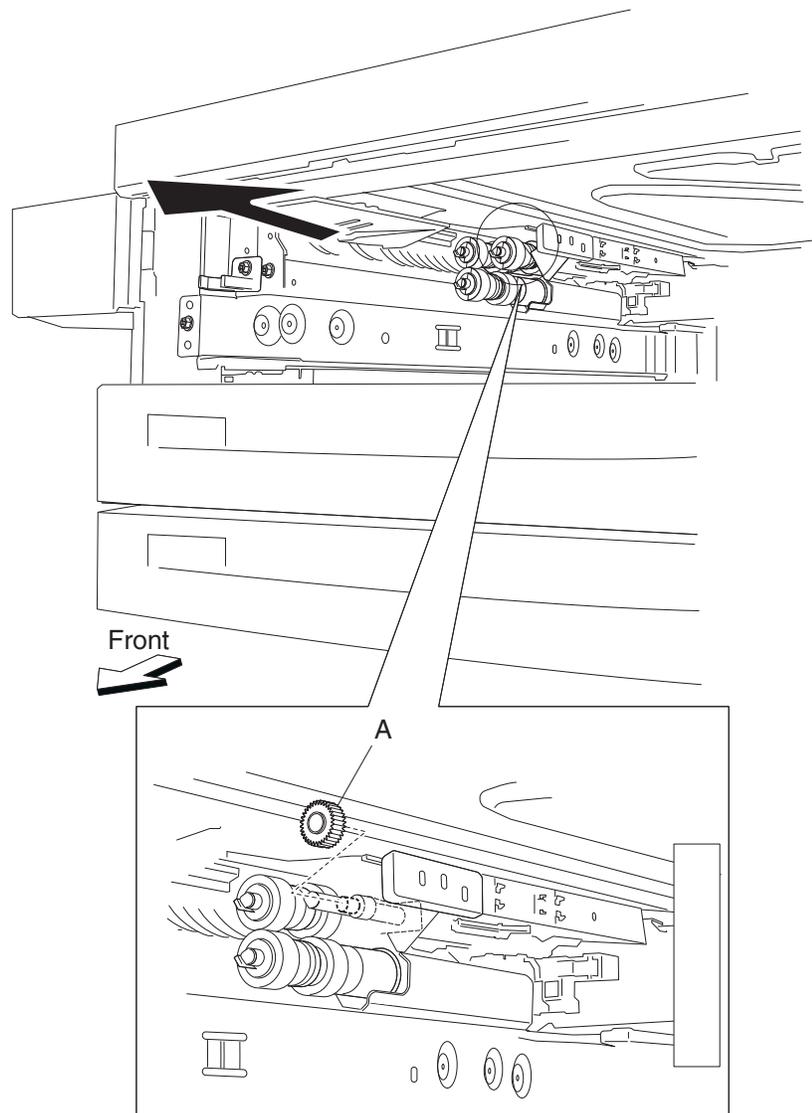
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Pick roll idler gear 33 tooth removal

1. Remove the media tray.
2. Release the pick roll. See **“Pick roll removal” on page 4-51.**
3. Remove the pick roll drive gear - 25 tooth. See **“Pick roll drive gear 25 tooth removal” on page 4-52.**
4. Remove the pick roll idler gear - 33 tooth (A).



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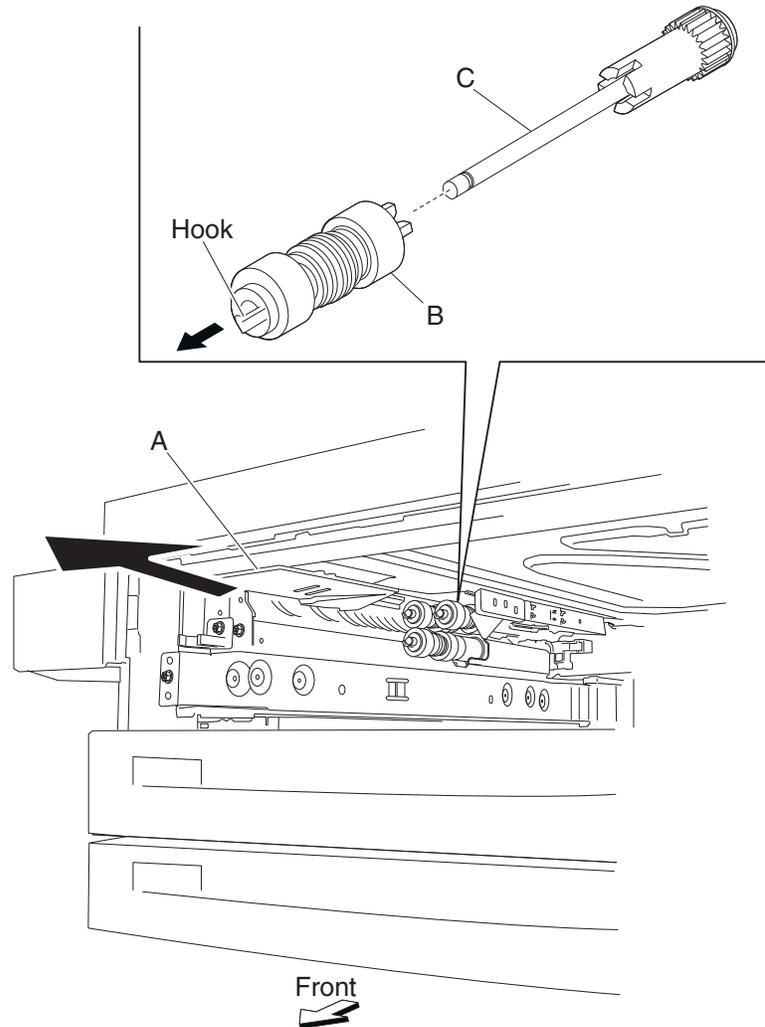


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Pick roll removal

1. Remove the media tray.
2. Move the media feed unit front guide (A) in the direction of the arrow.
3. Release the hook securing the pick roll (B) to the shaft (C).
4. Remove the pick roll (B).

Note: Do not touch the rubber surface of the feed roll (B).



Note: Before reinstalling, do not touch the rubber surface of the pick roll (B).

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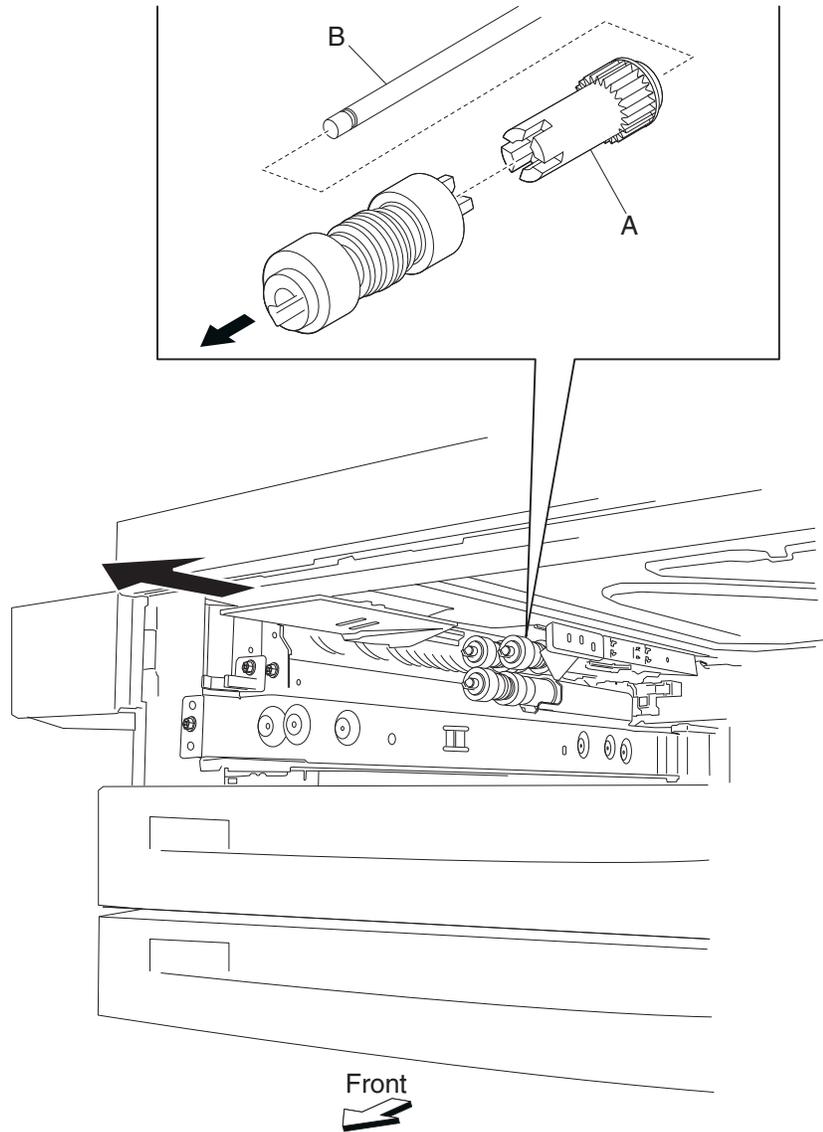
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Pick roll drive gear 25 tooth removal

1. Remove the media tray.
2. Remove the pick roll. See **“Pick roll removal” on page 4-51**.
3. Remove the pick roll drive gear 25 tooth (A) from the shaft (B).



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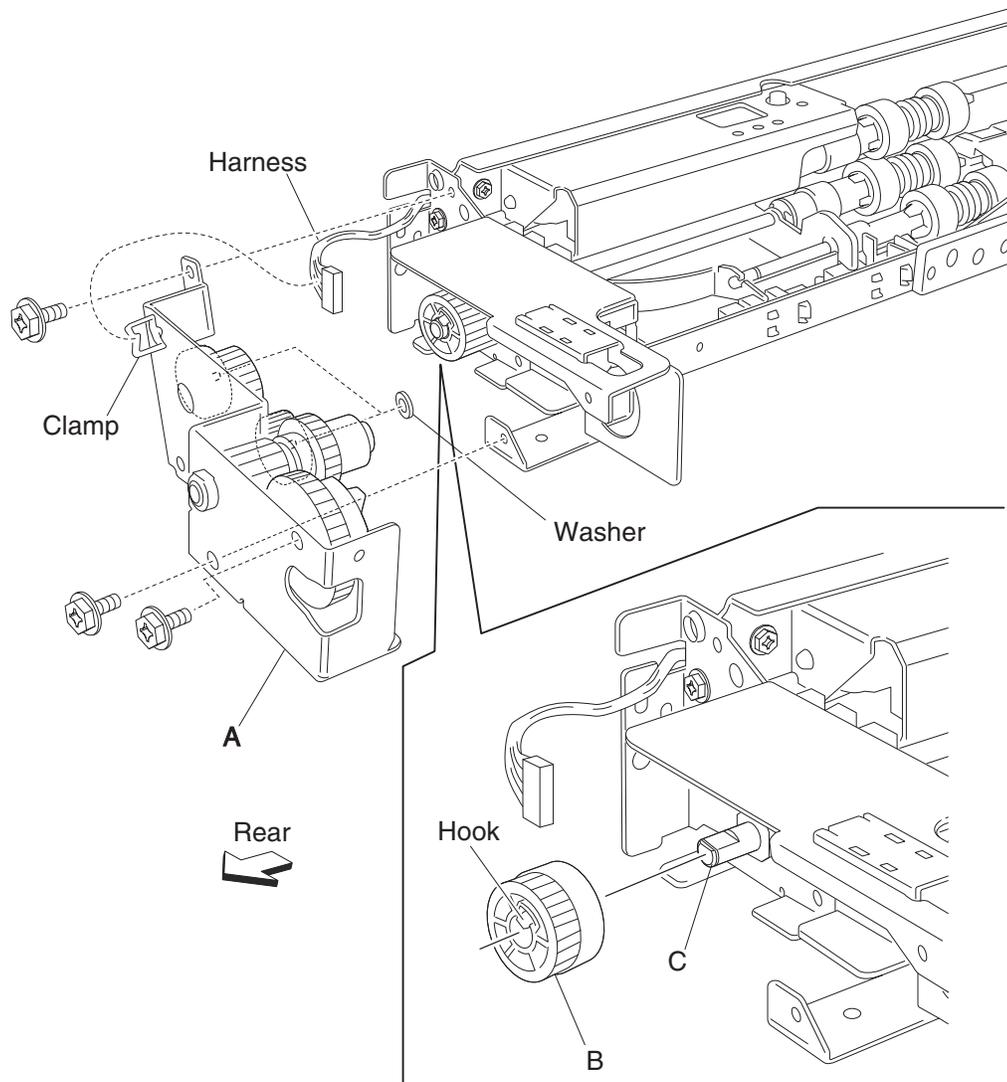


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Feed unit drive gear 27 tooth removal

1. Remove the media feed unit assembly. See **“Media feed unit assembly 1 removal”** on page 4-20, or **“Media feed unit assembly 2 removal”** on page 4-23.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).

Note: The gears may become detached from the bracket (A).
5. Remove the hook securing the feed unit drive gear 27 tooth (B) to the shaft (C).
6. Remove the feed unit drive gear 27 tooth (B).



Note: Before reinstalling, ensure all gears and washers are securely attached to the bracket (A).

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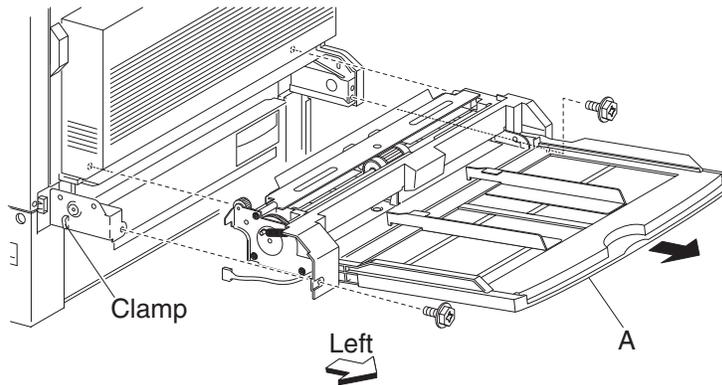
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MPF feed unit assembly removal

1. Remove the MPF rear cover. **“MPF rear cover removal” on page 4-58.**
2. Disconnect the connector.
3. Release the harness from the clamp.
4. Remove the two screws securing the MPF feed unit assembly (A).
5. Remove the MPF feed unit assembly (A).



Note: Before reinstalling, place the harness along the slot on the left of the MPF feed unit assembly (A) so it does not pinch the harness between the feed unit.

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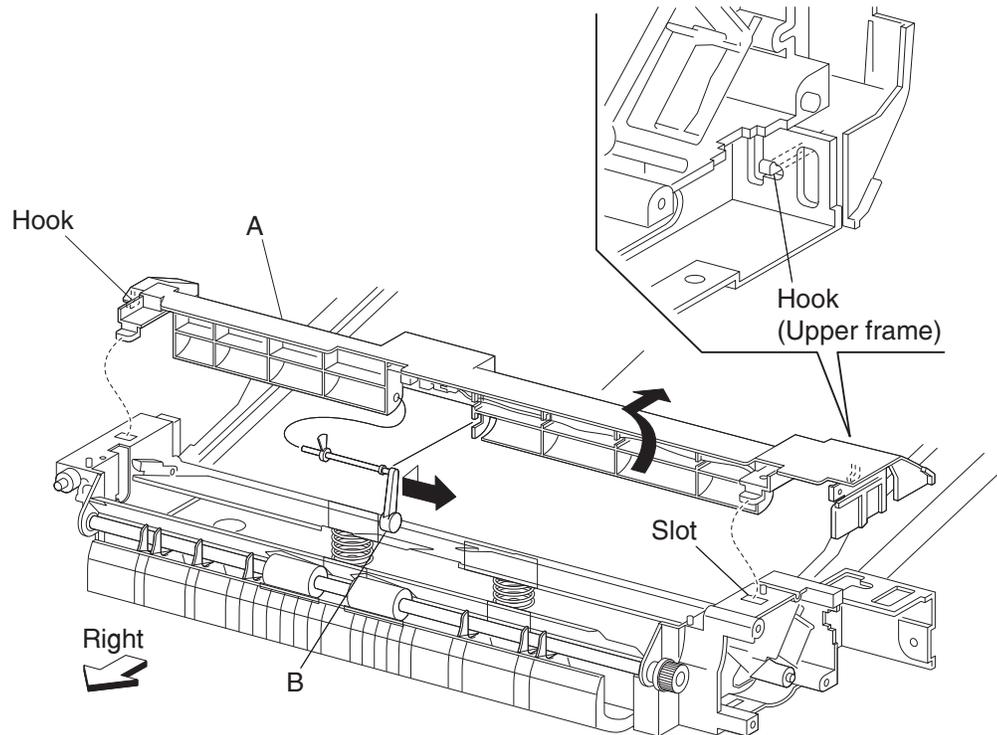
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MPF media out actuator and upper frame removal

1. Remove the MPF rear cover. See **"MPF rear cover removal"** on page 4-58.
2. Remove the MPF feed unit assembly. See **"MPF feed unit assembly removal"** on page 4-54.
3. Remove the two hooks securing the upper frame (A).
4. Remove the upper frame (A) by moving it up and out in the direction of the arrow.
5. Remove the MPF media out actuator (B) by prying it outward with a flat tip screwdriver, then slide it out in the direction of the arrow.



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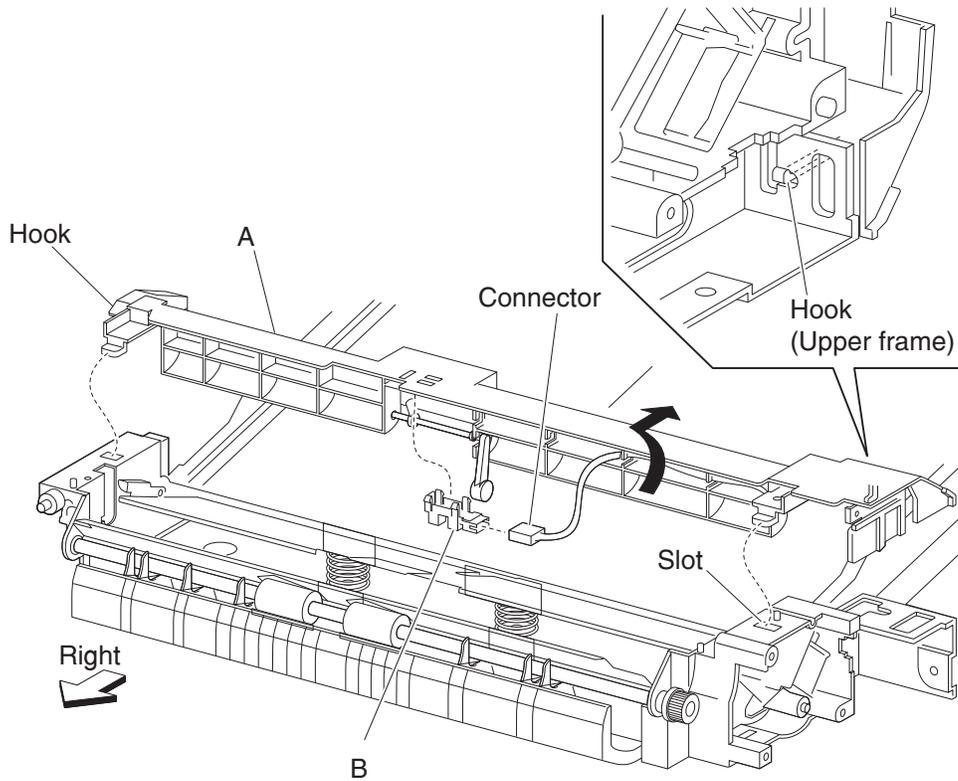
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Sensor (MPF media out) removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the two hooks securing the upper frame (A) to the MPF feed unit assembly.
4. Remove the upper frame (A) by moving it up and out in the direction of the arrow.
5. Disconnect the connector from the sensor (MPF media out) (B).
6. Release the hooks securing the sensor (MPF media out) (B) in the upper frame (A).
7. Remove the sensor (MPF media out) (B).



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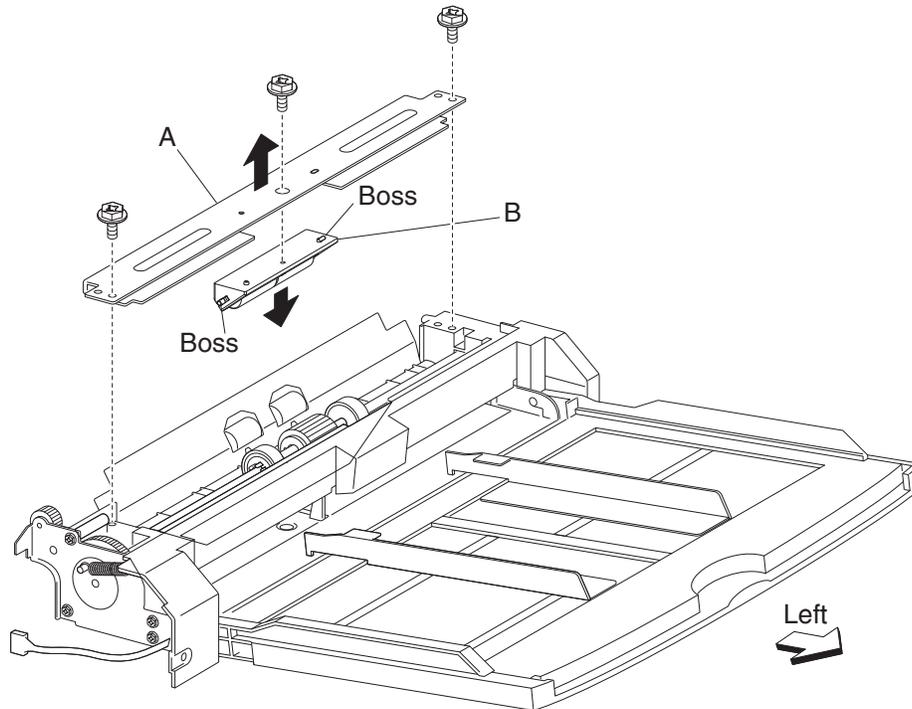
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MPF transport pinch roll assembly removal

1. Remove the MPF rear cover. See **"MPF rear cover removal"** on page 4-58.
2. Remove the MPF feed unit assembly. See **"MPF feed unit assembly removal"** on page 4-54.
3. Remove the two end screws securing the upper bracket (A) to the MPF feed unit assembly.
4. Remove the upper bracket (A).
5. Remove the one center screw securing the MPF transport pinch roll assembly (B) to the upper bracket (A).
6. Release the bosses securing the MPF transport pinch roll assembly (B) to the upper bracket.
7. Remove the MPF transport pinch roll assembly (B) by moving it in the direction of the arrow.

Note: Do not touch the plastic surface of the MPF pinch roll.

Note: Bushings and springs may become detached.



Note: Before reinstalling, ensure you do not touch the plastic roll surface.

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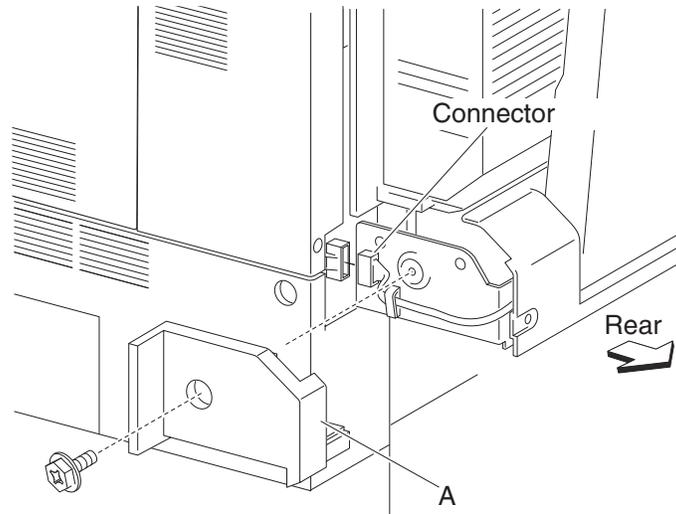
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MPF rear cover removal

1. Remove the one screw securing the MPF rear cover (A).
2. Remove the MPF rear cover (A).



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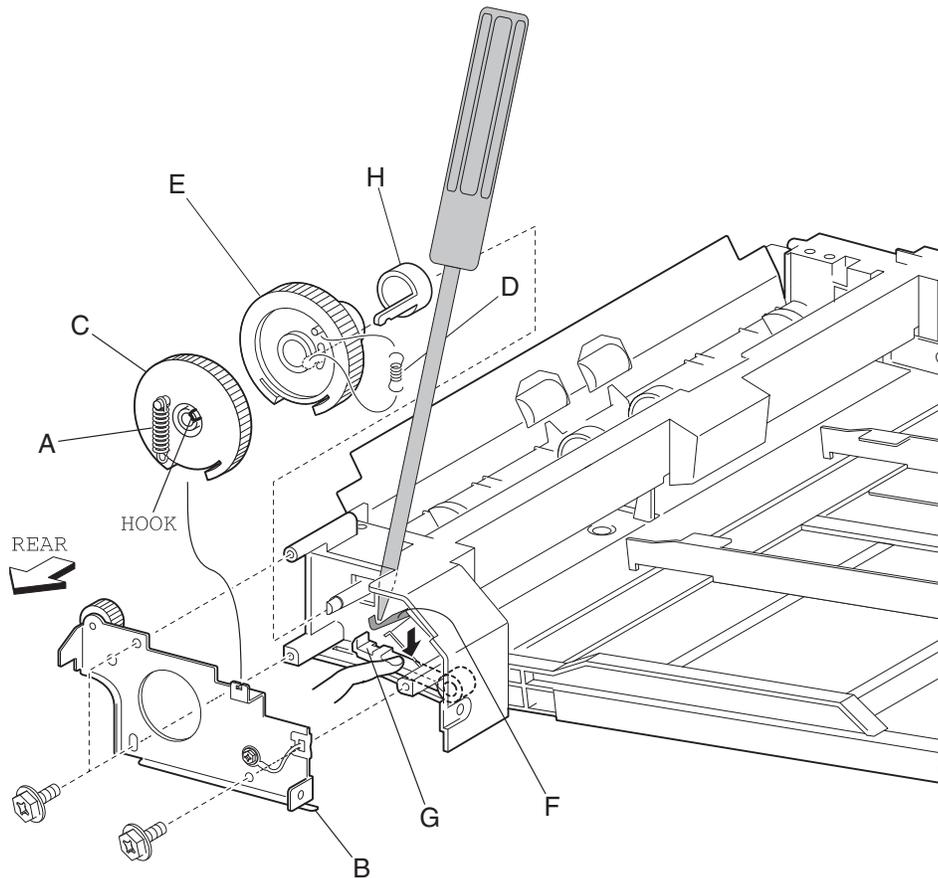
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MPF feed drive gear group removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the pickup spring (A) from the idler gear bracket assembly (B).
Note: Leave the pickup spring (A) attached to the MPF feed drive gear pickup (C).
4. Remove the three screws securing the idler gear bracket assembly (B) to the MPF feed unit assembly.
5. Remove the idler gear bracket assembly (B).
6. Release the hooks securing the MPF feed drive gear pickup (C) to the shaft.
7. Remove the MPF feed drive gear pickup and pickup spring (A and C).

Warning: Depress the pick solenoid lever (F) and the pick lever (G) while performing step 8, or damage may occur.

8. Remove the small spring (D) from the drive cam gear (E).



9. Remove the drive gear cam (E) and the drive stopper (H).

Warning: Before reinstalling, depress the pick solenoid lever and the pick lever while replacing the drive gear cam (E) and the drive stopper (H), or damage may occur.

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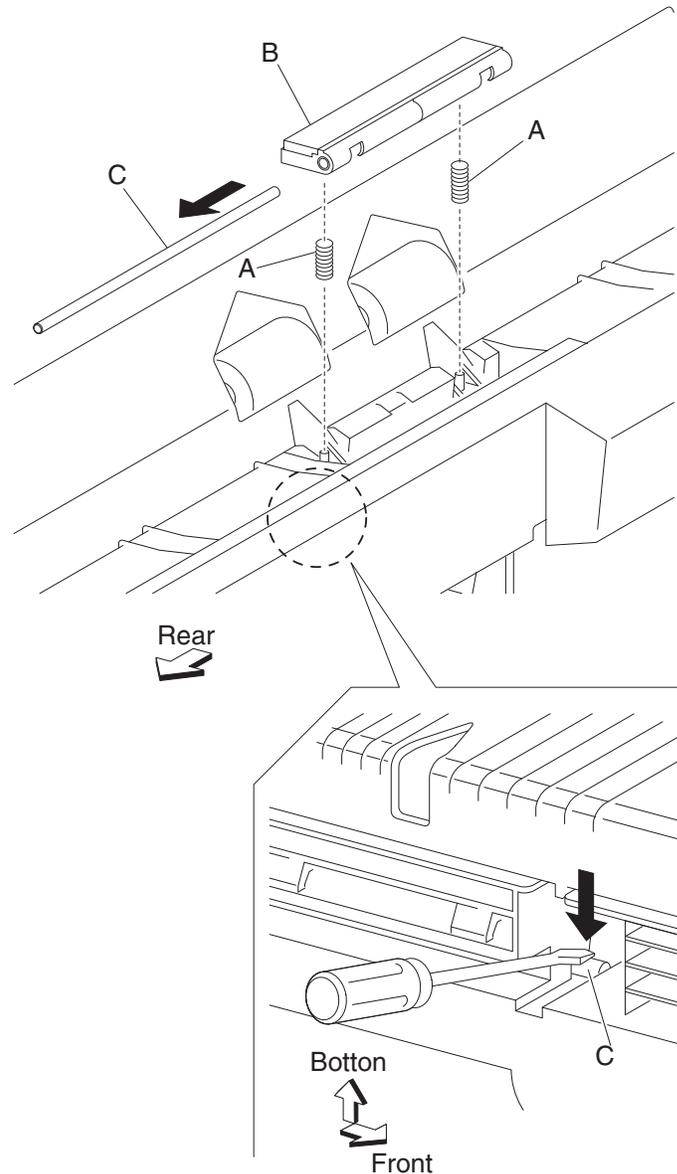
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MPF pressure pad removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the MPF pick roll. See **“MPF pick roll removal”** on page 4-64.
4. Remove the MPF feed shaft assembly. See **“MPF feed shaft assembly removal”** on page 4-63.
5. Remove the two springs (A) under the pressure pad (B).
6. Turn the MPF upside down, and pry the shaft out with a flat blade screwdriver.
7. Remove the separation pad (B) and the shaft (C) by moving it in the direction of the arrow from the backside.



Note: Before reinstalling, ensure the two springs (A) remain in the proper position during reassembly of the feed shaft assembly and MPF feed roll.

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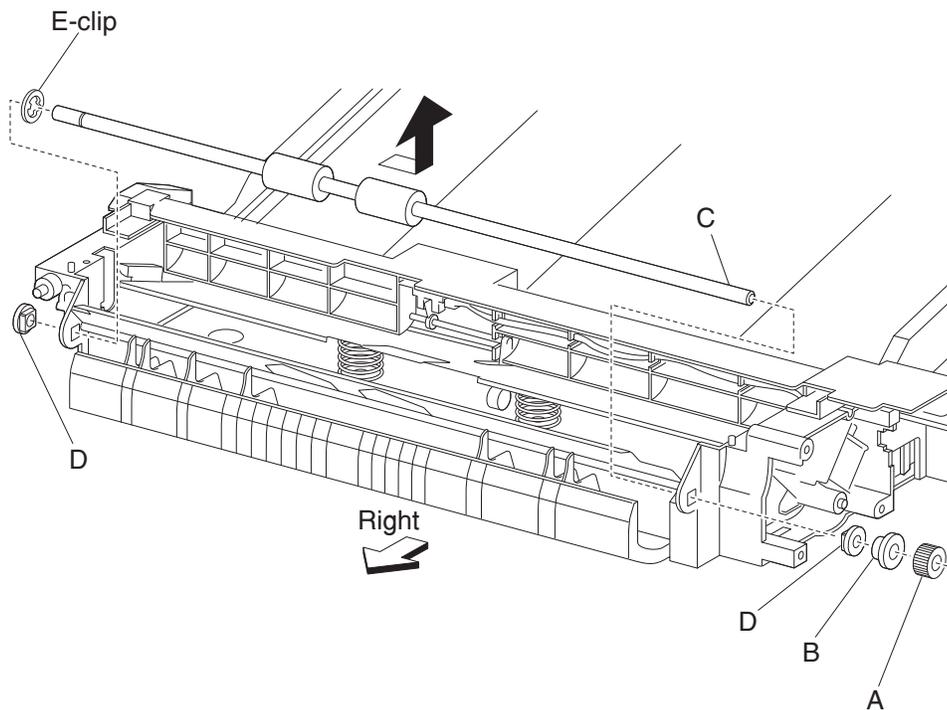
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MPF transport roll assembly removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the two end screws securing the upper bracket to the MPF feed unit assembly.
4. Remove the upper bracket.
5. Remove the MPF transport gear - 18 tooth (A).
Note: The MPF transport gear - 18 tooth will be tight and requires extra force to remove.
6. Remove the transport shaft collar (B).
7. Remove the e-clip with a prying tool securing the MPF transport roll assembly (C) to the MPF feed unit assembly.
8. Remove the two bushings 8 mm (D).
9. Remove the MPF transport roll assembly by moving it rightward then upward in the direction of the arrow.
Note: When removing the MPF transport roll assembly (C), do not touch the rubber surface.



Note: Before reinstalling the MPF transport roll assembly (C), do not touch the rubber surface.

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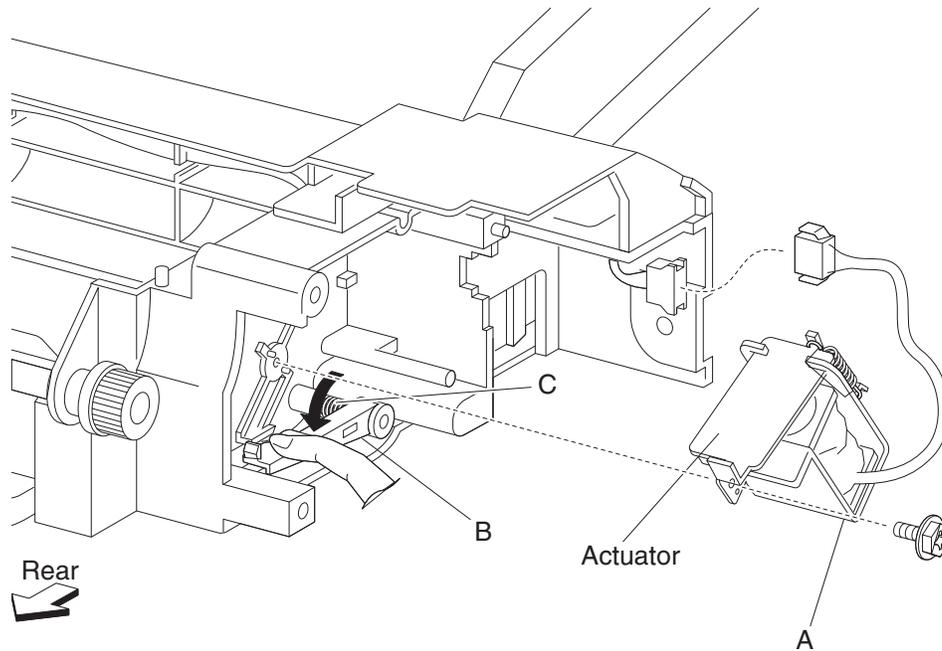
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MPF pick solenoid / pick lever removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the MPF feed drive gear group. See **“MPF feed drive gear group removal”** on page 4-59.
4. Remove one screw securing the pick solenoid (A).
5. Disconnect the connector from the pick solenoid (A).
6. Remove the MPF pick solenoid (A).
Note: When removing the pick solenoid (A), lower the actuator (B).
7. Remove the pick lever (B).
8. Remove the spring (C).



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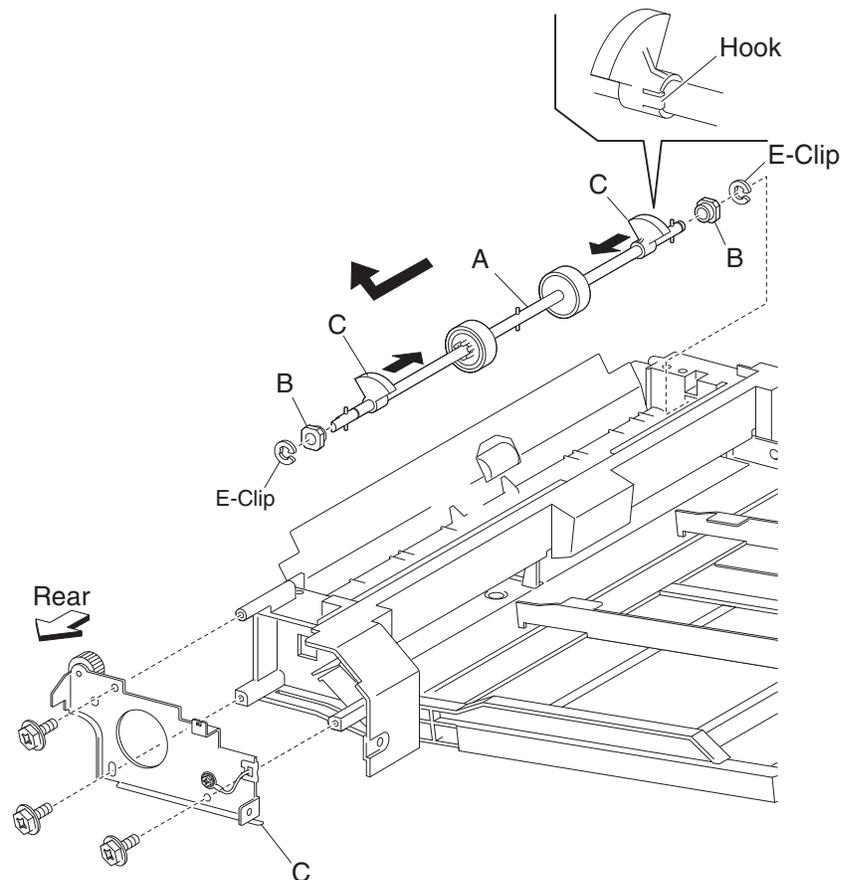
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MPF feed shaft assembly removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the MPF pick roll. See **“MPF pick roll removal”** on page 4-64.
4. Remove the MPF feed drive gear group. See **“MPF feed drive gear group removal”** on page 4-59.
5. Remove the two e-rings with a prying tool that secures the feed shaft assembly (A) to the MPF feed unit assembly.
6. Remove the two bushings (B).
7. Release the hooks securing the two feed shaft cams (C), and slide them inward towards the center of the MPF feed shaft assembly (A).
8. Remove the feed shaft assembly (A) by moving it to the side then upwards in the direction of the arrow.



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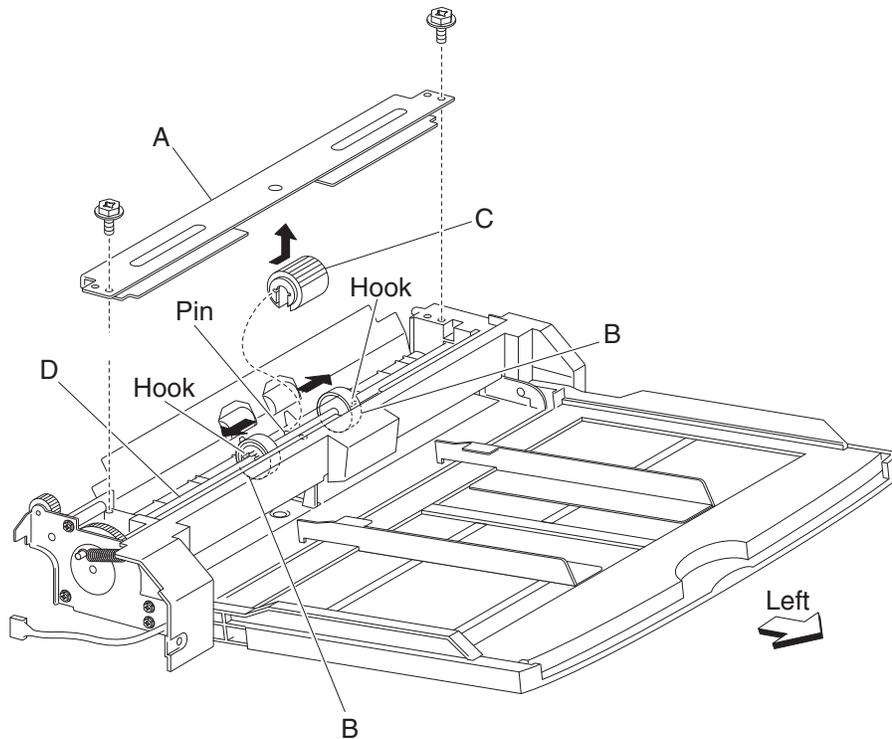


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MPF pick roll removal

1. Remove the MPF rear cover. See **“MPF rear cover removal” on page 4-58.**
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal” on page 4-54.**
3. Remove the two end screws securing the upper bracket (A) to the MPF feed unit assembly.
4. Remove the upper bracket (A).
5. Release the two hooks securing the two feed shaft cores (B), and slide them both outward.
6. Remove the MPF pick roll (C) from the feed shaft assembly (D) by sliding it to the right in the direction of the arrow and lifting upward.

Note: When removing the MPF pick roll (C), do not touch the rubber surface.



Note: Before reinstalling the MPF pick roll assembly (C), do not touch the rubber surface.

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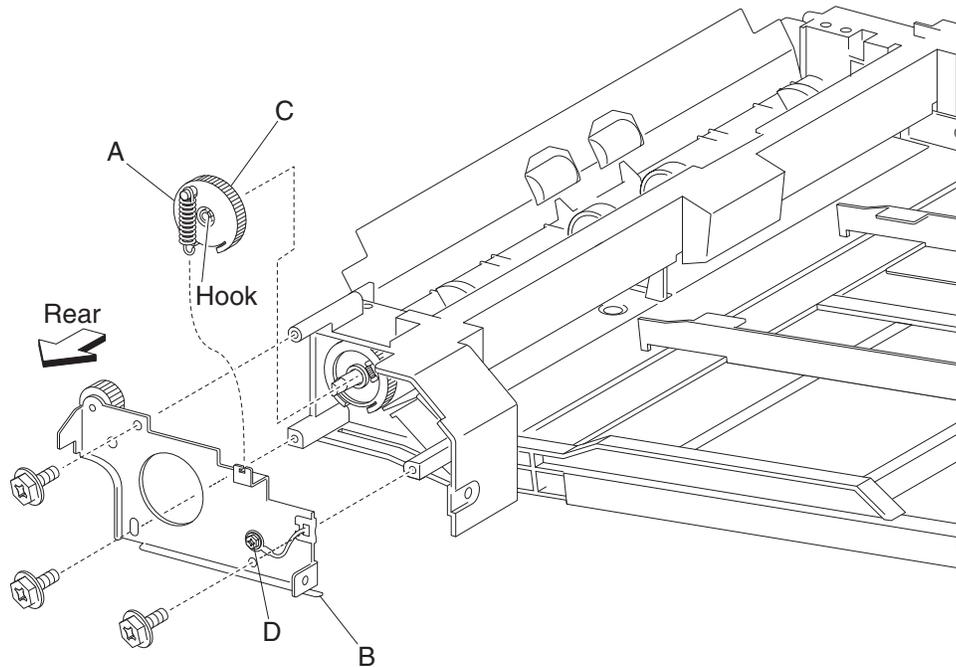
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MPF fold down tray assembly removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the MPF upper frame. See **“MPF media out actuator and upper frame removal”** on page 4-55.
4. Remove the pickup spring (A) from the idler gear bracket assembly (B).
Note: Leave the pickup spring (A) attached to the MPF feed drive gear pickup (C).
5. Remove three screws securing the idler gear bracket assembly (B) to the MPF feed unit assembly.
6. Remove the idler gear bracket assembly (B).
7. Remove the green ground wire (D) from the idler gear bracket assembly (B).
8. Remove the green (D) ground wire from the clamp.



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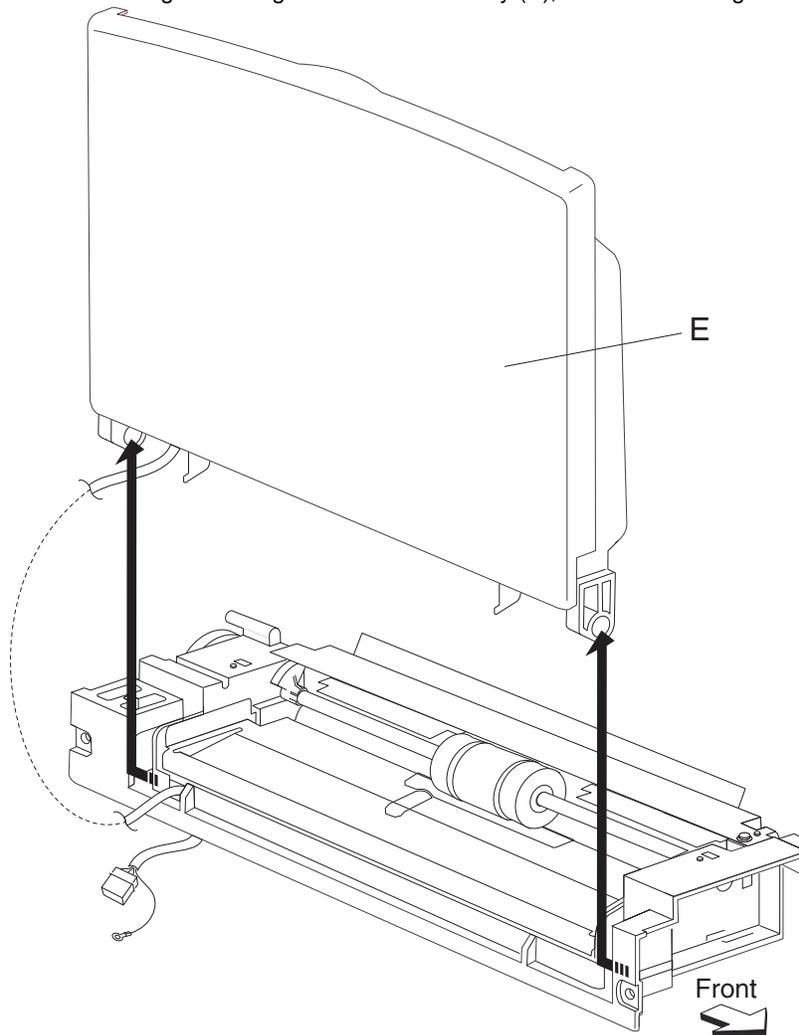


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9. Disconnect the connector leading to the MPF fold down tray assembly (E).
 10. Raise the MPF fold down tray assembly (E) to its upright position, and slide it to the side.
 11. Remove the MPF fold down tray assembly (E).
- Note:** Before reinstalling the idler gear bracket assembly (B), ensure the wiring is not pinched.



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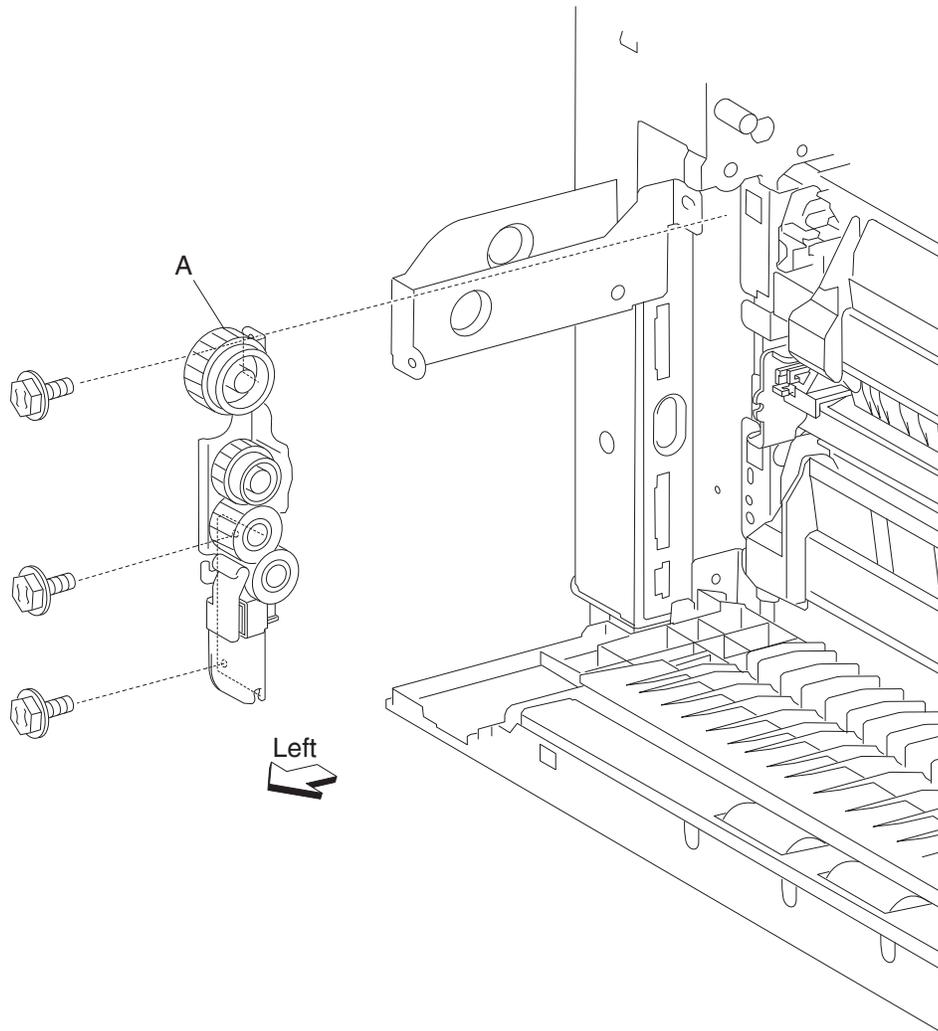
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Vertical drive gear assembly removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-75.
4. Open the printer left lower door assembly.
5. Remove the three screws securing the vertical drive gear assembly (A).
6. Release the harness from the clamp on the vertical drive gear assembly (A).
7. Remove the vertical drive gear assembly (A).



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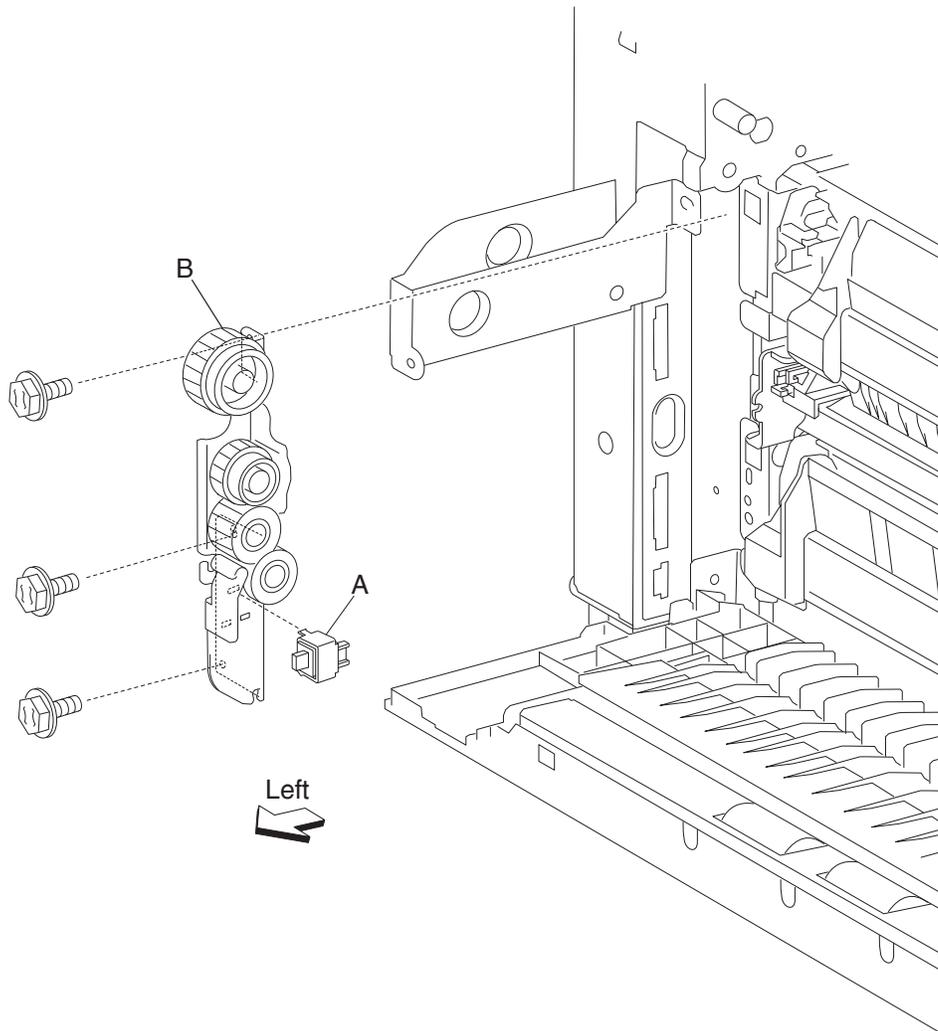
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Switch (left lower door interlock)

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-75.
4. Remove the vertical drive gear assembly. See **“Vertical drive gear assembly removal”** on page 4-67.
5. Disconnect the harness from the switch (left lower door interlock) (A).
6. Release the hooks securing the switch (left lower door interlock) (A) to the vertical drive gear assembly (B).
7. Remove the lower switch (left lower door interlock) (A).



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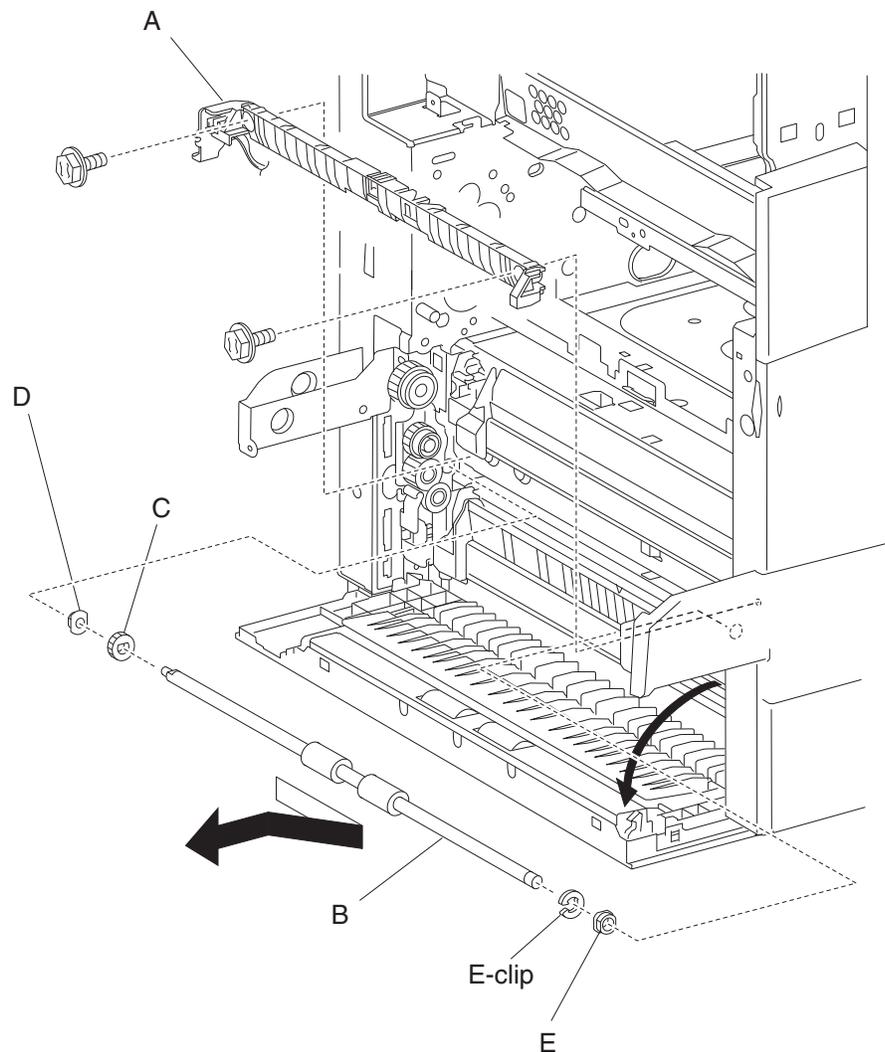
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Media transport roll assembly / gear removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-75.
4. Open the printer left lower door assembly.
5. Remove the two screws securing the tray 2 feed-out sensor guide (A).
6. Remove the tray 2 feed-out sensor guide (A) while pulling on its center most point.
7. Remove the e-clip with needle nose pliers on the front side securing the media transport roll (B).
8. Remove the media transport roll assembly (B) by sliding it in the direction of the arrow and pulling out.
Note: When removing the media transport roll assembly (B), do not touch the rubber surface.
Note: When removing the media transport roll (B), the bushings and gear may become detached.
9. Remove the media transport roll gear 18 tooth (C).
10. Remove the transport roll rear bushing (D).
11. Remove the transport roll front bushing (E).



Note: Before reinstalling the media transport roll assembly (B), do not touch the rubber surface.

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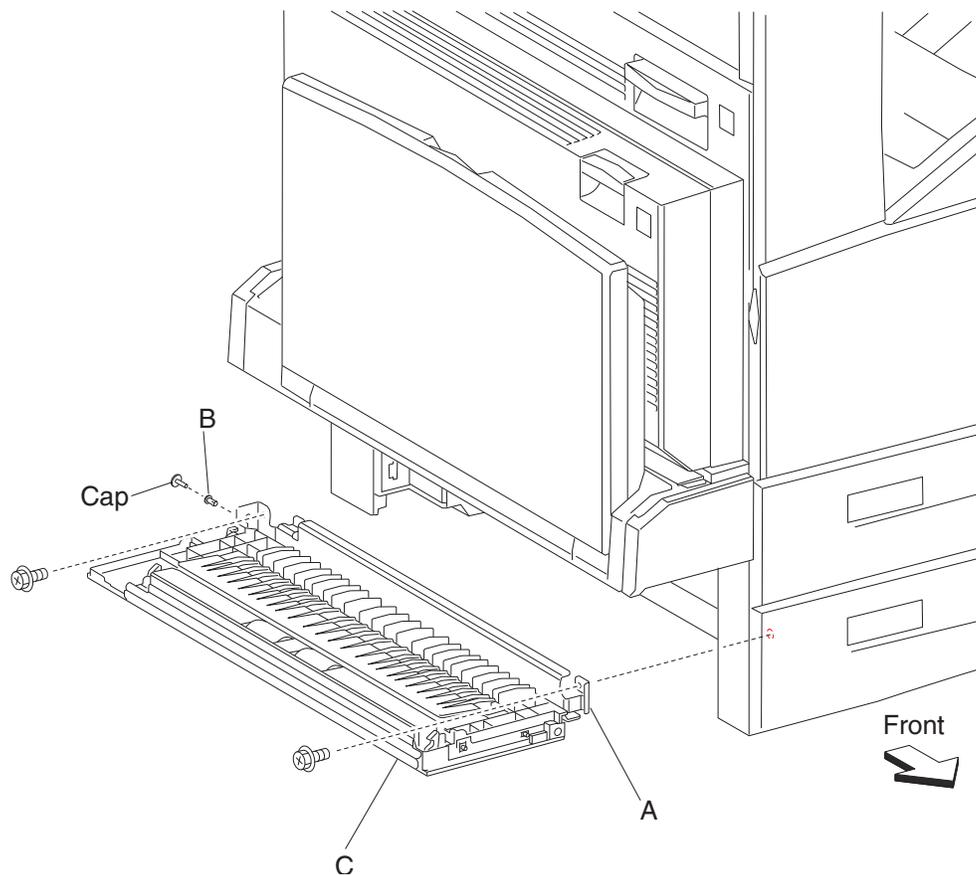
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Printer left lower door assembly removal

1. Open the printer left lower door assembly.
2. Remove the two screws securing the bracket (A).
3. Remove the bracket (A).
4. Pull the cap of the hinge pin (B) out with a prying tool to remove the hinge pin (B) from the bracket (A).
5. Remove the hinge pin (B).
6. Remove the printer left lower door assembly (C) from the bracket (A).



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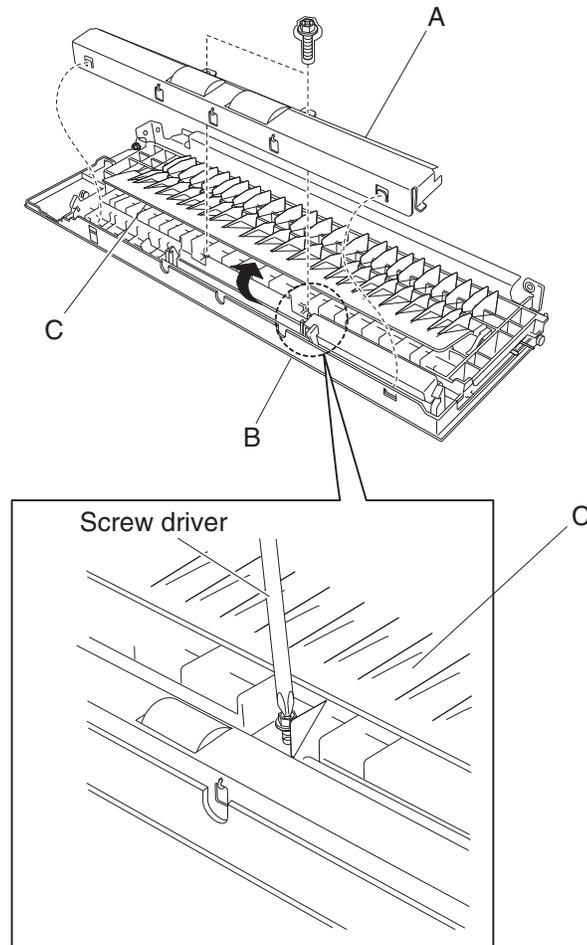
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Printer left lower pinch roll assembly removal

1. Open the printer left lower door assembly.
2. Remove the two screws securing the left lower pinch roll assembly (A) to the printer left lower door assembly (B).
Note: The media guide (C) can be slightly lifted to gain better access to the attaching screws.
3. Release two hooks securing the left lower pinch roll assembly (A) to the printer left lower door assembly (B).
4. Remove the left lower pinch roll assembly (A).



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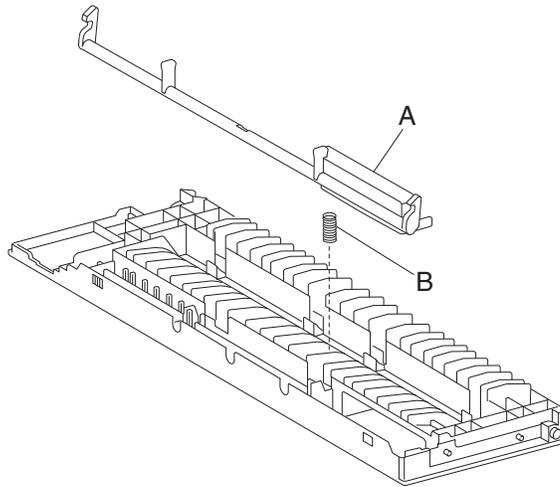
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Left lower door handle assembly removal

1. Open the printer left lower door assembly.
2. Remove the printer left lower pinch roll assembly. See **“Printer left lower pinch roll assembly removal” on page 4-71.**
3. Remove the left lower door handle (A).
4. Remove the spring (B).



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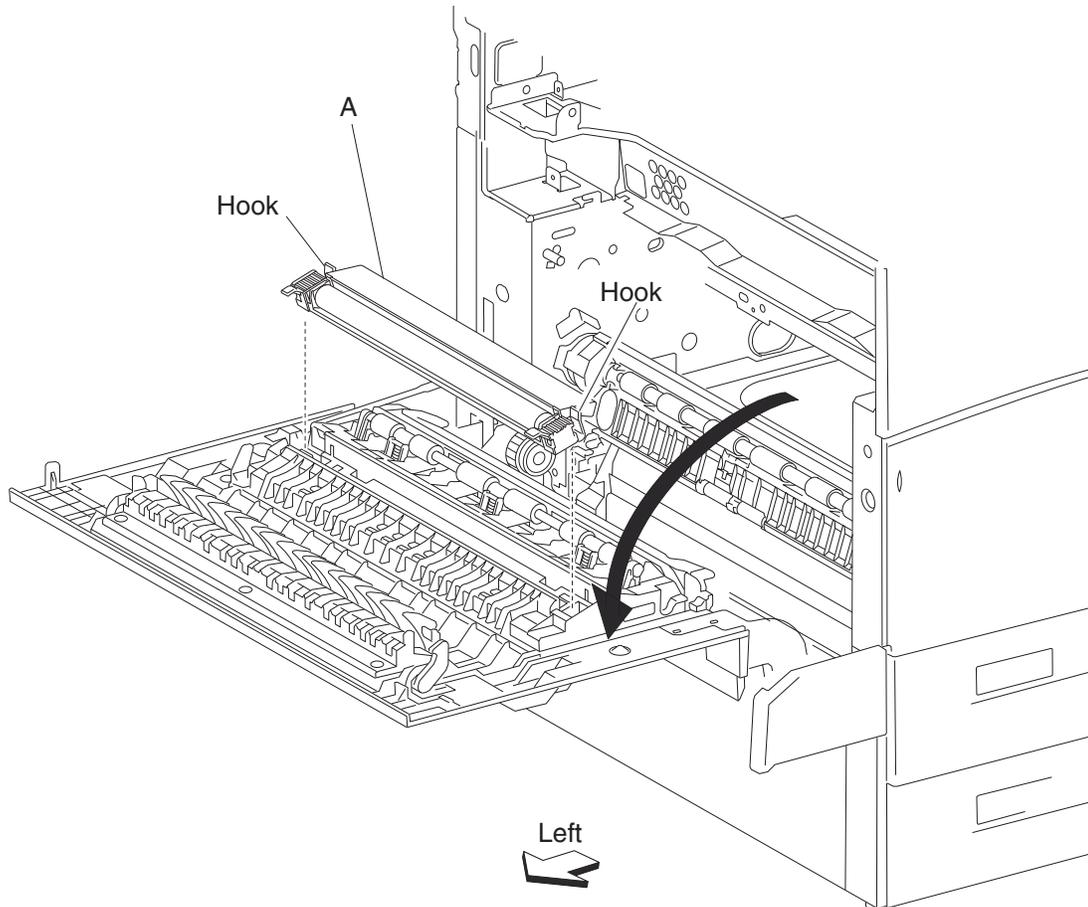
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Transfer roll assembly removal

1. Open the printer left door assembly.
2. Release the two plastic hooks on the transfer roll assembly (A).
3. Remove the transfer roll assembly (A) by lifting it upward.
Note: When removing the transfer roll assembly (A), do not touch the roll surface.



Note: Before reinstalling the transfer roll assembly (A), do not touch the roll surface.

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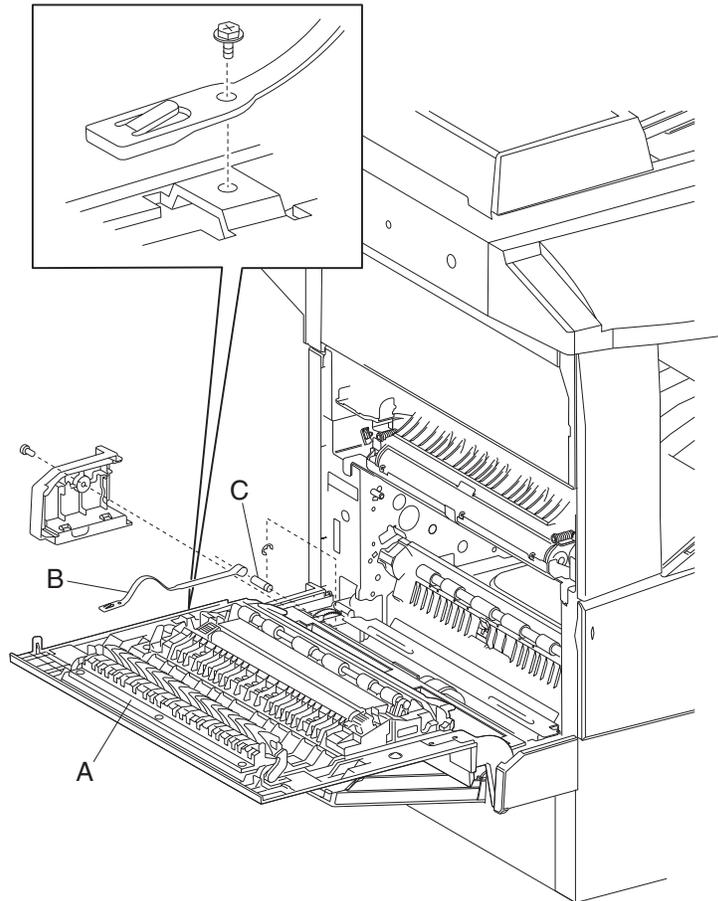
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Printer left door support strap removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Open the printer left door assembly (A).
3. Remove the screw securing the printer left door support strap (B) to the printer left door (A).
4. Remove the e-clip securing the shaft (C) to the printer.
5. Remove the shaft (C).
6. Remove the printer left door support strap (B).



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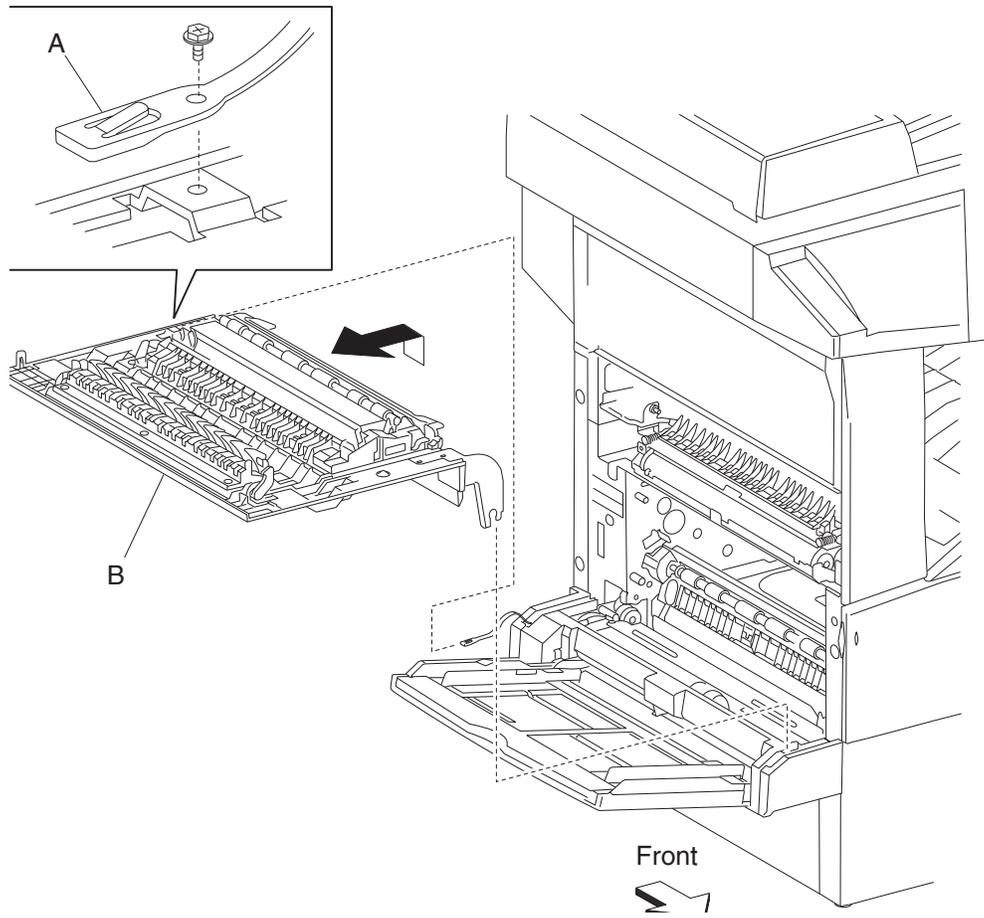


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Printer left door assembly removal

Note: First, remove the duplex unit assembly if equipped.

1. Open the printer left door assembly.
2. Remove the screw securing the left door support strap (A) to the printer left door assembly (B).
3. Remove the printer left door assembly (B) by lowering it then lifting upward.



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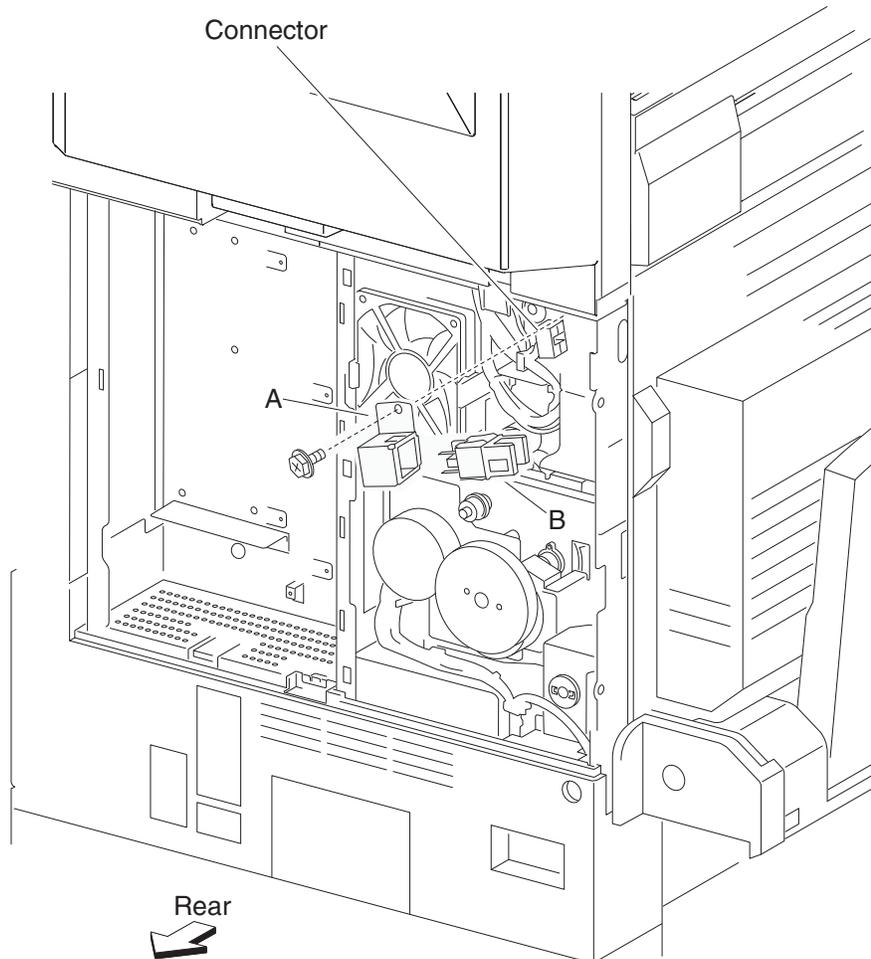
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Switch (printer left door interlock) removal

1. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
2. Open the printer left door assembly.
3. Remove the one screw securing the bracket (A) to the printer.
4. Remove the bracket (A).
5. Disconnect the connector from the switch (printer left door interlock) (B).
6. Release the hooks securing the switch (printer left door interlock) (B) to the bracket (A).
7. Remove the switch (printer left door interlock) (B).



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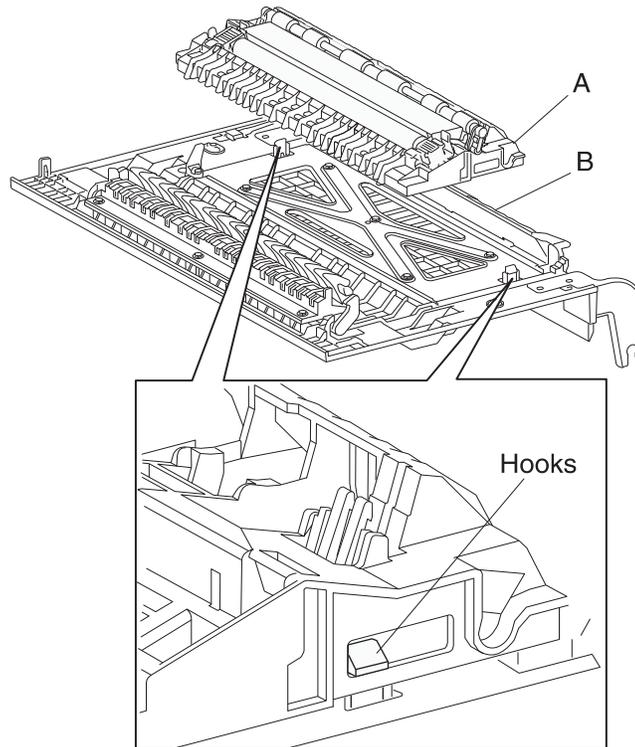
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Transfer roll guide assembly removal

1. Open the printer left door assembly.
2. Remove the printer left door assembly. See **“Printer left door assembly removal” on page 4-75.**
3. Remove the transfer roll assembly. See **“Transfer roll assembly removal” on page 4-73.**
4. Release the two hooks securing the transfer roll guide assembly (A) to the printer left door assembly (B).
5. Remove the transfer roll guide assembly (A).



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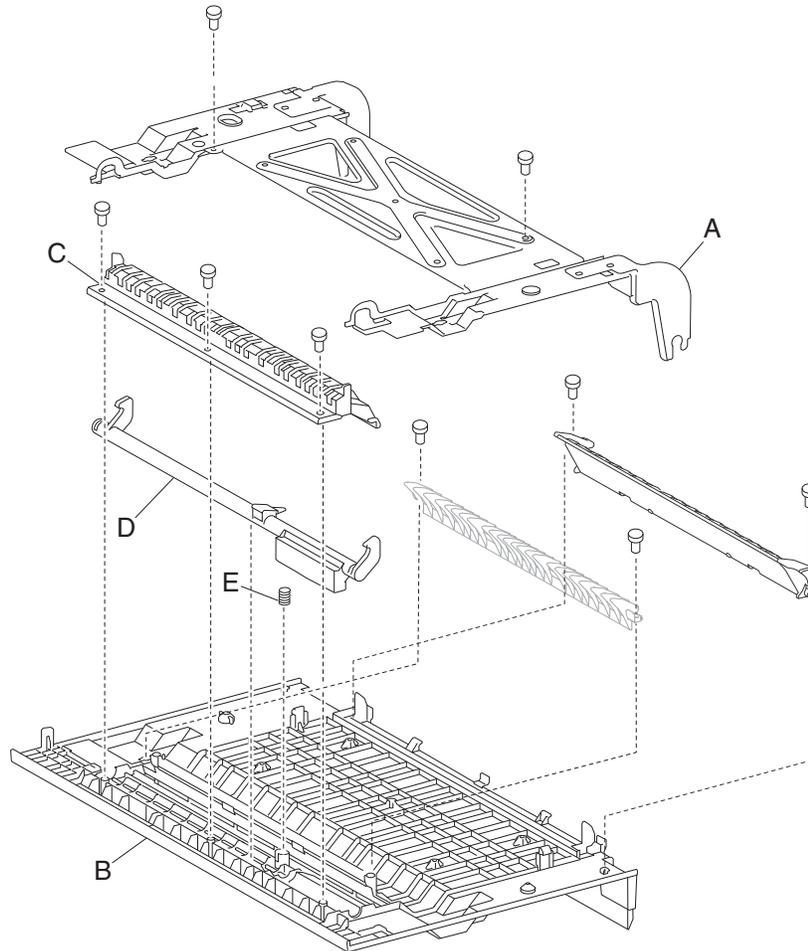
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Printer left door assembly handle removal

1. Open the printer left door assembly.
2. Remove the printer left door assembly. See **“Printer left door assembly removal” on page 4-75.**
3. Remove the transfer roll guide assembly. See **“Transfer roll guide assembly removal” on page 4-77.**
4. Remove five screws securing the metal frame (A) to the plastic cover (B).
5. Remove the metal frame (A) by lifting it upward and sliding outward.
6. Remove the three screws securing the handle cover (C).
7. Remove the handle cover (C).
8. Remove the printer left door assembly handle (D).
9. Remove the spring (E).



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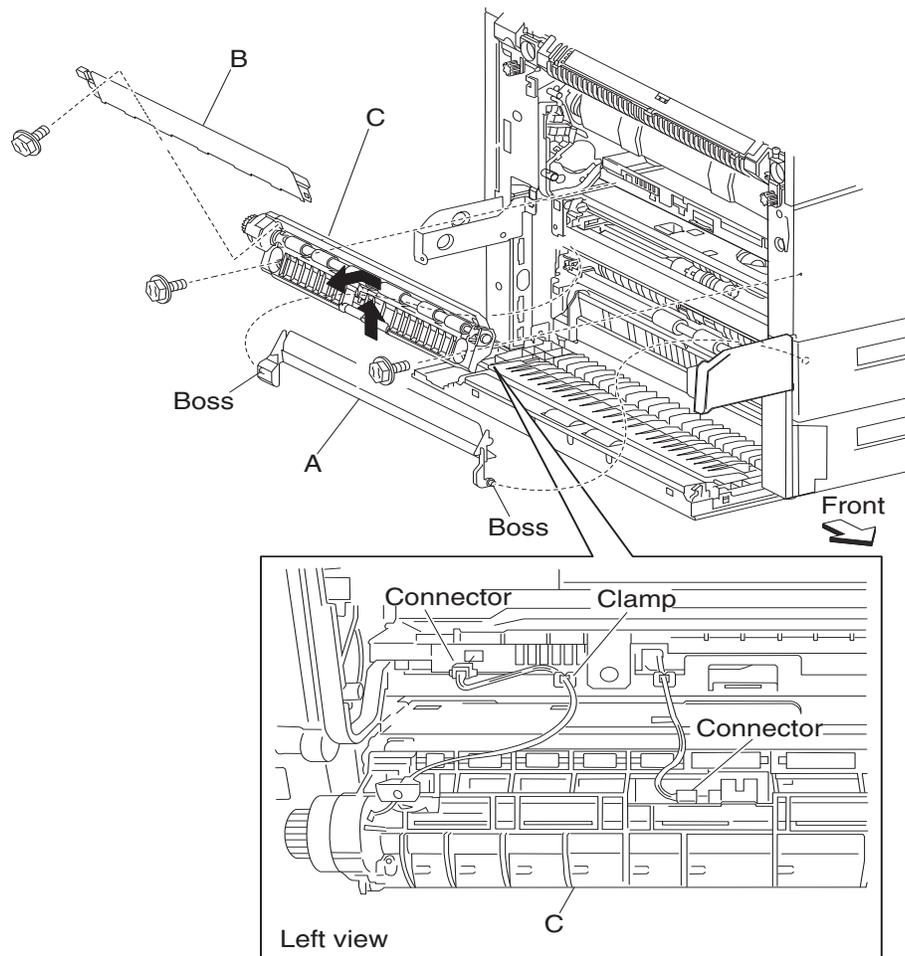
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Registration roll assembly removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-75.
4. Remove the bosses on both ends of the vertical turn mylar guide (A).
5. Remove the vertical turn mylar guide (A).

Warning: The vertical turn mylar guide (A) requires moderate force to remove. Be careful not to damage it.
6. Remove the two screws securing the registration mylar guide assembly (B) to the registration roll assembly (C).
7. Remove the registration mylar guide assembly (B).
8. Remove the two screws securing registration roll assembly (C).
9. Remove the registration roll assembly (C) by lifting it upward and outward in the direction of the arrow.

Note: When removing the registration roll assembly (C), use care not to damage the two harnesses located on the backside of the assembly.
10. Release the harness from the clamp.
11. Disconnect the two connectors from the registration roll assembly (C).



Note:

- Before reinstalling the registration roll assembly (C), fit the bosses on the rear center of the assembly into the holes.
- Before reinstalling the two harness connectors, ensure they are plugged in properly.

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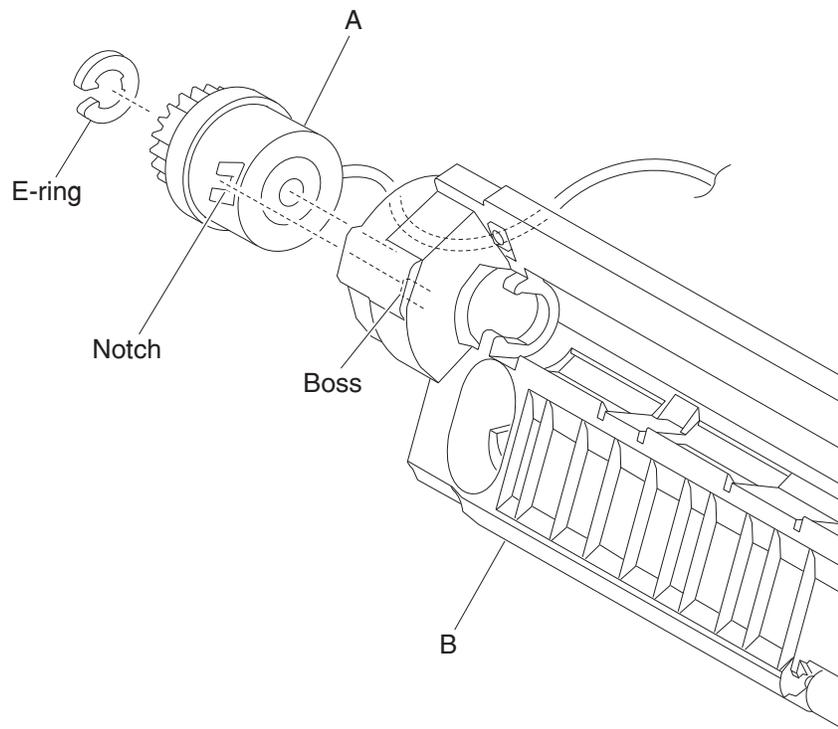
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Registration clutch assembly removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-75.
4. Remove the registration roll assembly. See **“Registration roll assembly removal”** on page 4-79.
5. Remove the e-ring with a prying tool securing the registration clutch assembly (A) to the registration roll assembly (B).
6. Remove the registration clutch assembly (A) along with the harness.



Note:

- Before reinstalling, the harness for the clutch must be placed through the hole on the registration roll assembly (B).
- Before reinstalling, the notch on the registration clutch assembly (A) must be placed over the boss of the registration roll assembly (B).

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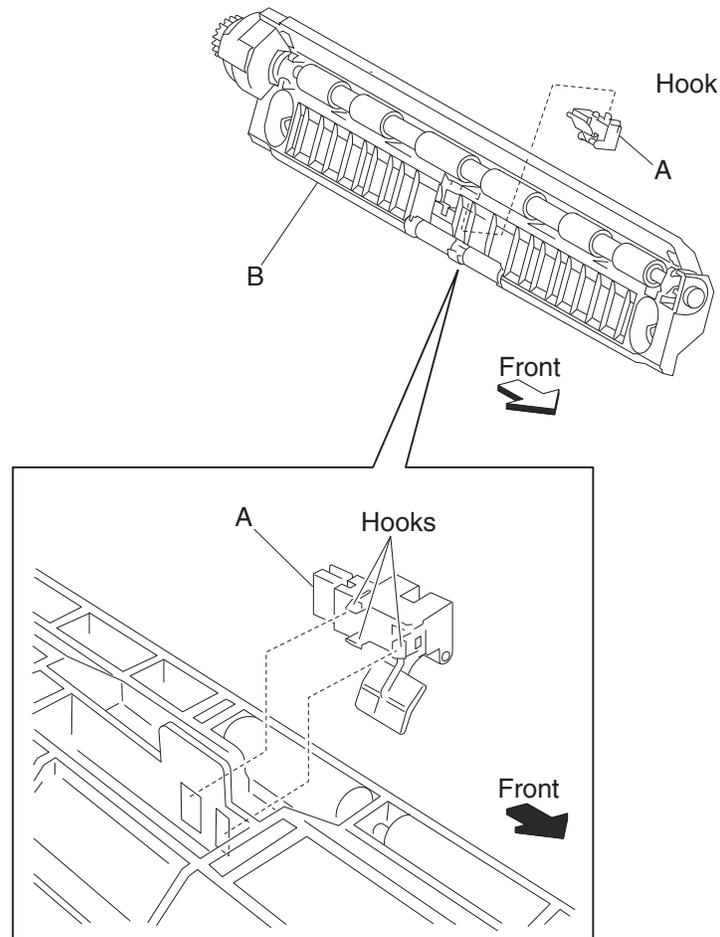
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Sensor (registration) removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-75.
4. Remove the registration roll assembly. See **“Registration roll assembly removal”** on page 4-79.
5. Release the hooks securing the sensor (registration) (A) to the registration roll assembly (B).
6. Remove the sensor (registration) (A).
7. Disconnect the connector from the sensor (registration).



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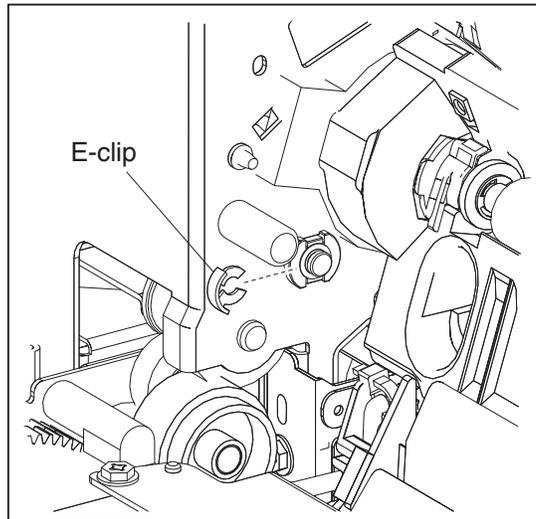
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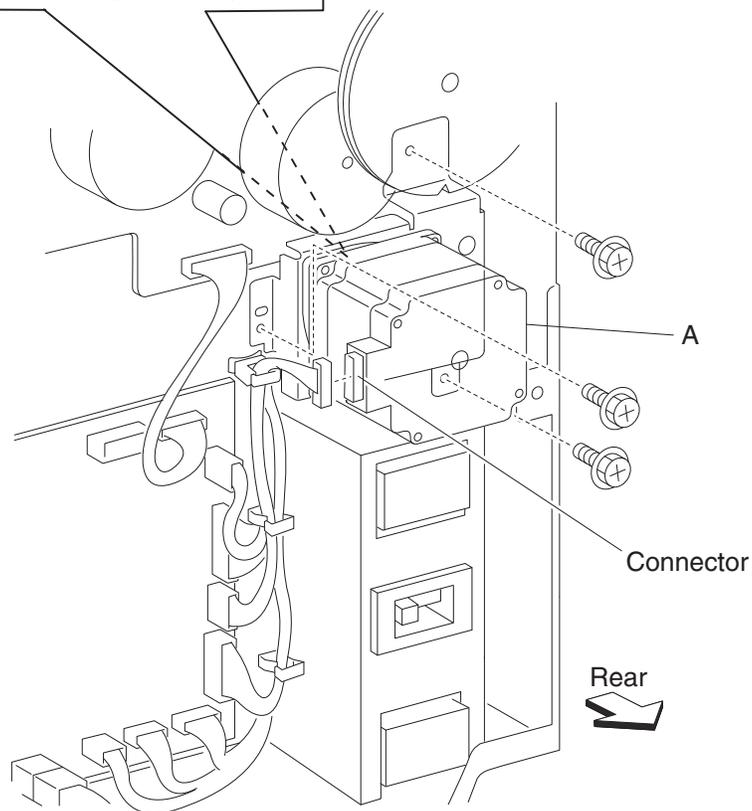
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MPF/transport drive motor assembly removal

1. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
2. Remove the rear lower cover. See **“Rear lower cover removal”** on page 4-12.
3. Open the printer left door assembly.
4. Remove the e-clip with needle nose pliers.
Note: This e-clip is located inside the machine behind the printer left door.
5. Release the hook and disconnect the connector from the MPF/transport drive motor assembly (A).
6. Remove the three screws securing the MPF/transport drive motor assembly (A) to the machine.
7. Remove the MPF/transport drive motor assembly (A).



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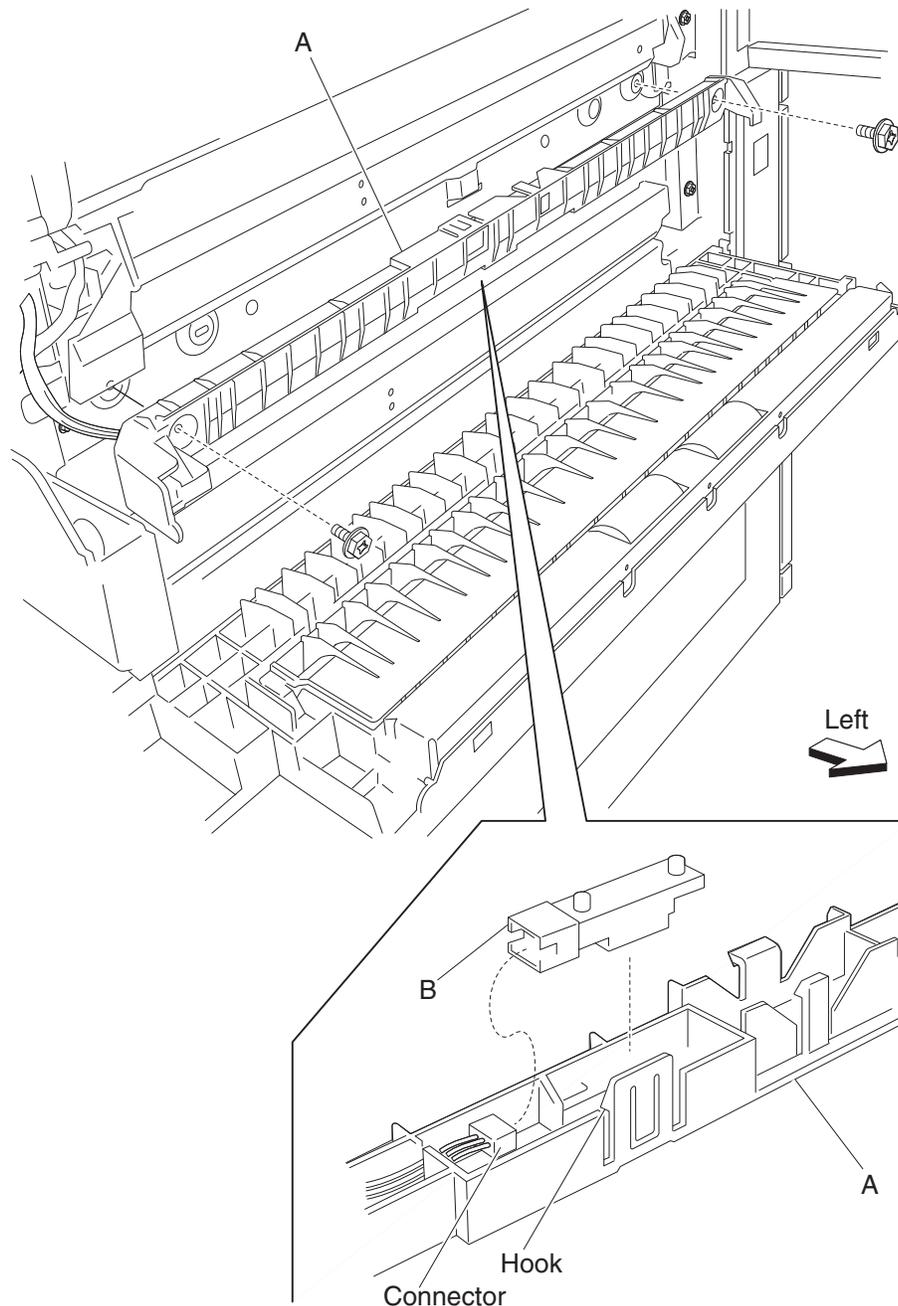
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Sensor (tray 2 feed-out) removal

1. Remove the MPF rear cover. See **“MPF rear cover removal”** on page 4-58.
2. Remove the MPF feed unit assembly. See **“MPF feed unit assembly removal”** on page 4-54.
3. Remove the printer left door assembly. See **“Printer left door assembly removal”** on page 4-75.
4. Open the printer left lower door assembly. See **“Printer left lower door assembly removal”** on page 4-70.
5. Remove the two screws securing the tray 2 feed-out sensor guide (A).
6. Remove the tray 2 feed-out sensor guide (A) while pulling on its center most point.
7. Disconnect the connector from the sensor (tray 2 feed-out) (B).
8. Release the hook securing the sensor (tray 2 feed-out) (B).
9. Remove the sensor (tray 2 feed-out) (B).



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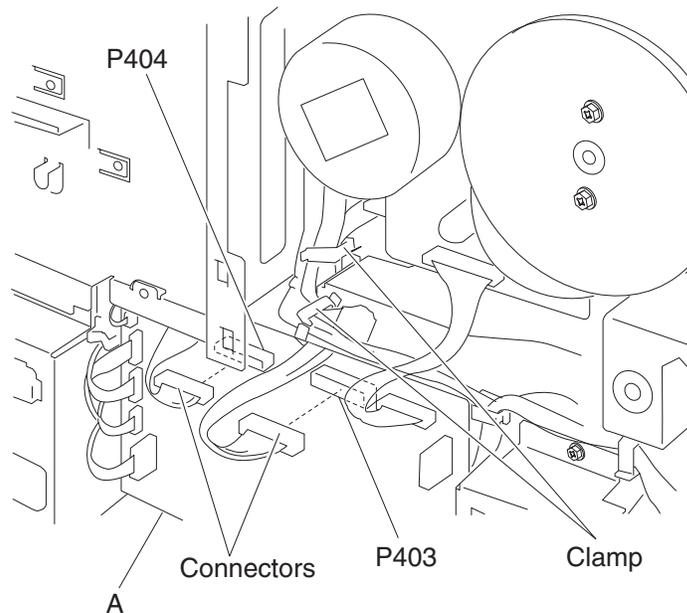
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Switch (PC cartridge interlock) removal

1. Remove the printer front left cover. See **“Printer front left cover removal” on page 4-3.**
2. Remove the top cover assembly. See **“Top cover assembly removal” on page 4-5.**
3. Remove the PC cartridge.
4. Remove the toner cartridge.
5. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-6.**
6. Remove the front inner cover. See **“Front inner cover removal” on page 4-8.**
7. Remove the HVPS card assembly. See **“High voltage power supply (HVPS) card removal” on page 4-115.**
8. Remove the toner cartridge guide assembly. See **“Toner cartridge guide assembly removal” on page 4-95.**
9. Remove the rear lower cover. See **“Rear lower cover removal” on page 4-12.**
10. Disconnect the two connectors P403 and P404 from the printer engine card assembly (A).



11. Open the printer left door assembly.
12. Remove the registration roll assembly. See **“Registration roll assembly removal” on page 4-79.**

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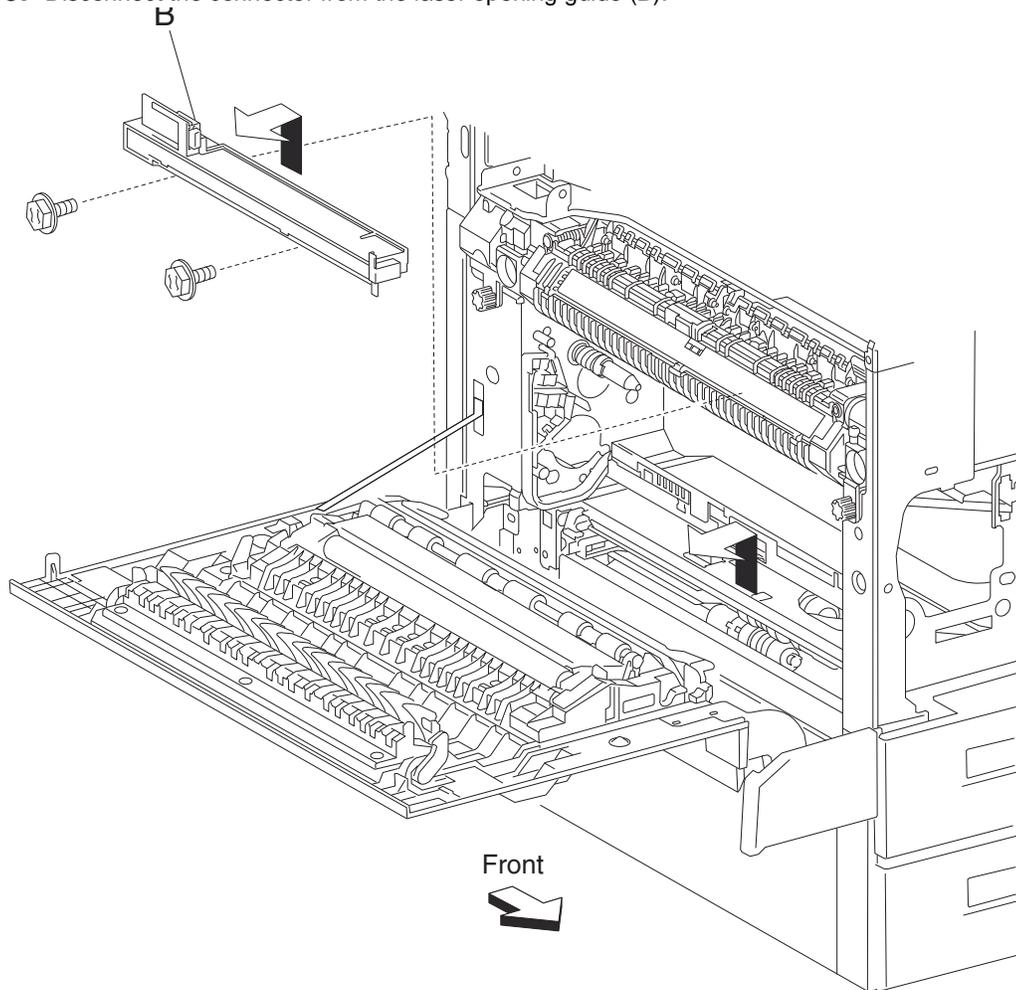


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13. Remove the two screws securing the laser opening guide (B).
14. Release the harness from the clamp on the laser opening guide (B).
15. Disconnect the connector from the laser opening guide (B).



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16. Remove the laser opening guide (B) by lifting it upward then outward in the direction of the arrow.
17. Remove the four screws securing the PC cartridge guide (C).

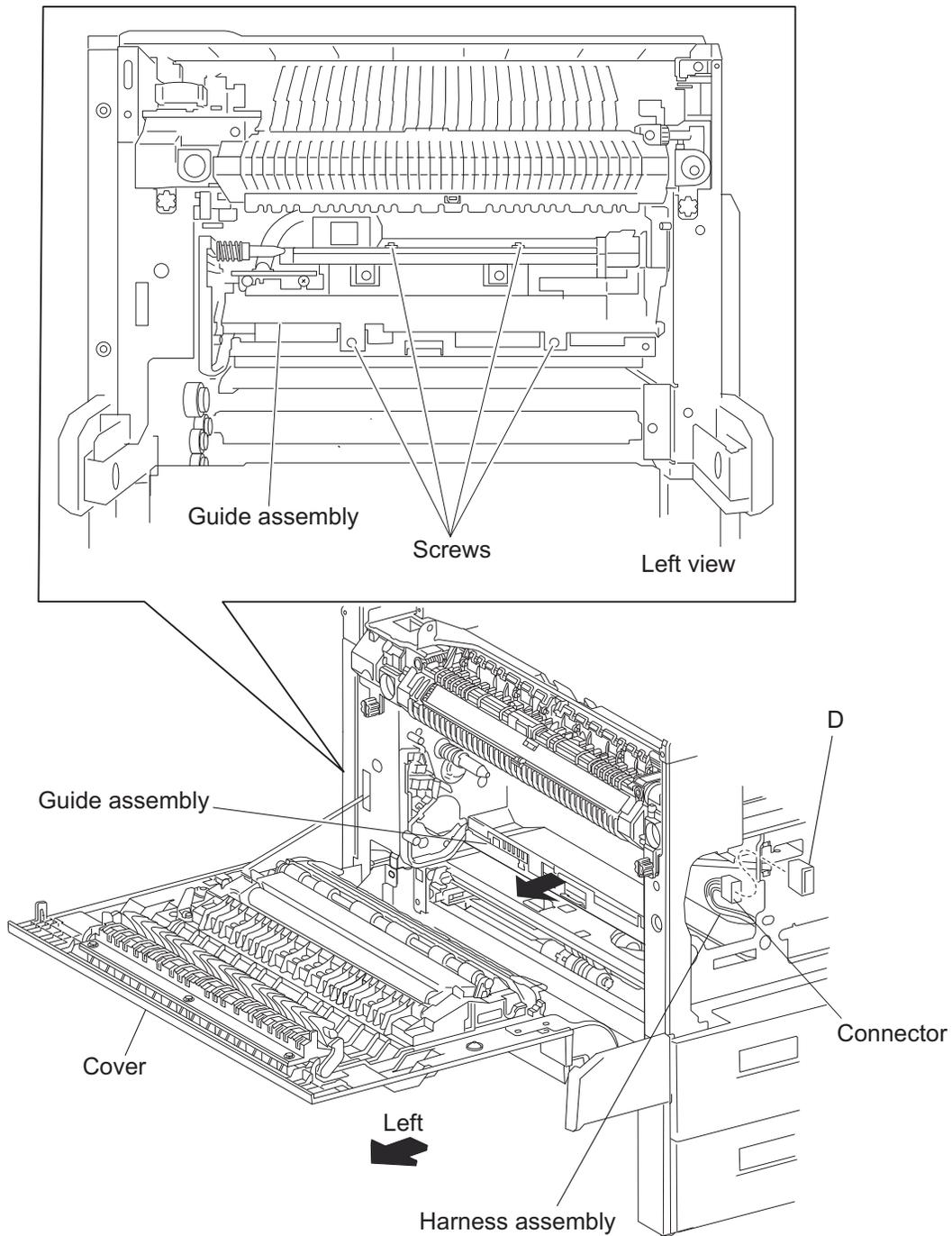
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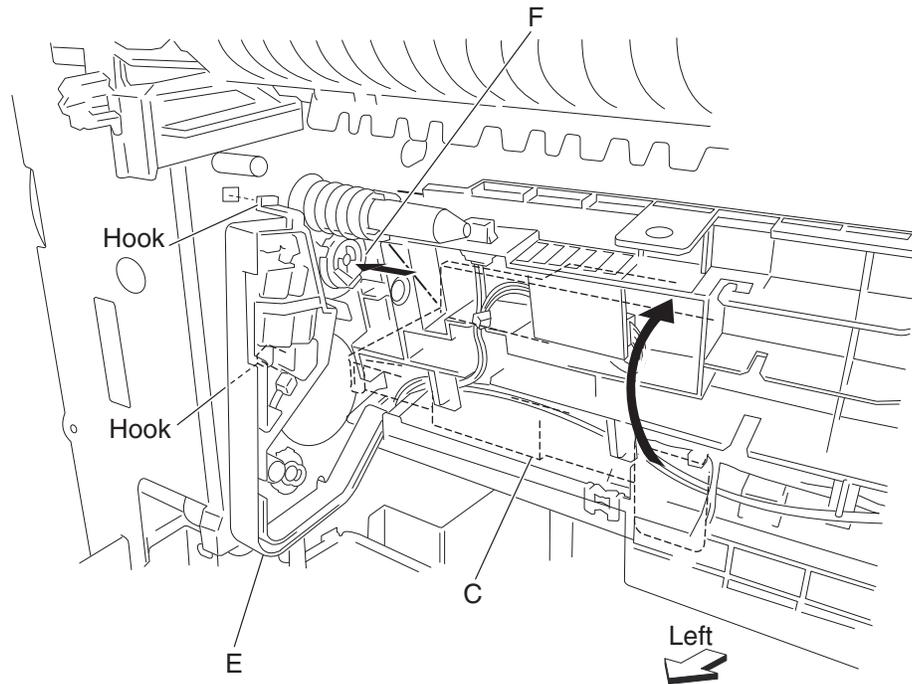
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18. Slide the PC cartridge guide (C) toward the left side and disconnect the connector from the PC cartridge sensor connector.
19. Remove the two hooks securing the transfer roll power contact (E).
20. While pressing the PC cartridge drive coupler (F), lift the front side of the PC cartridge guide assembly (C) upward.
21. Release the harness from the clamp on the rear side of the PC cartridge guide assembly (C).
22. While pressing the PC cartridge drive coupler (F), lower the left side of the PC cartridge guide assembly (C).



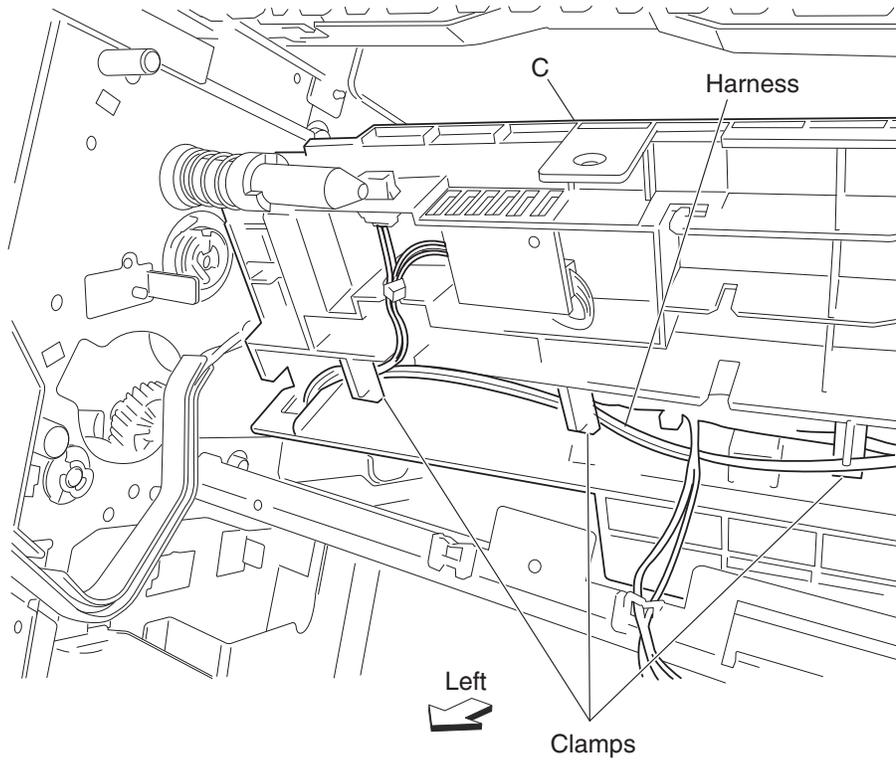
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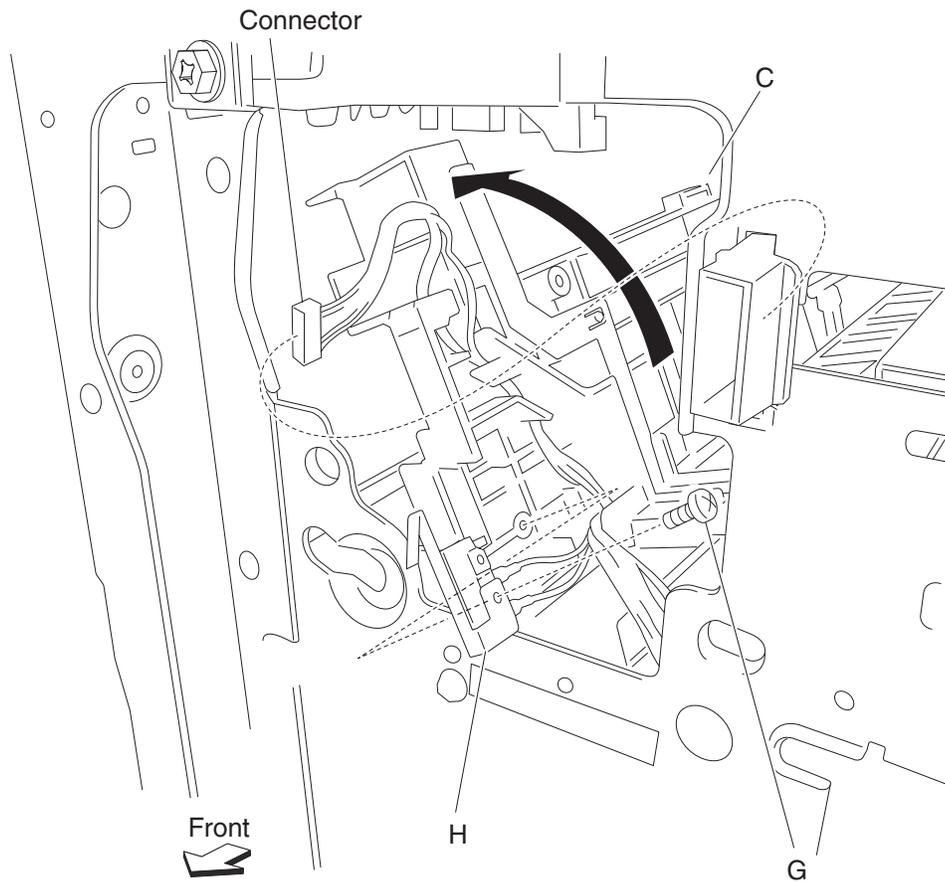


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23. Lift the right side of the PC cartridge guide assembly (C). Remove the screw (G) securing the switch (PC cartridge interlock) (H) to the PC cartridge guide assembly (C). Remove the switch (PC cartridge interlock) (H).



24. Remove the PC cartridge guide assembly (C) from the printer.

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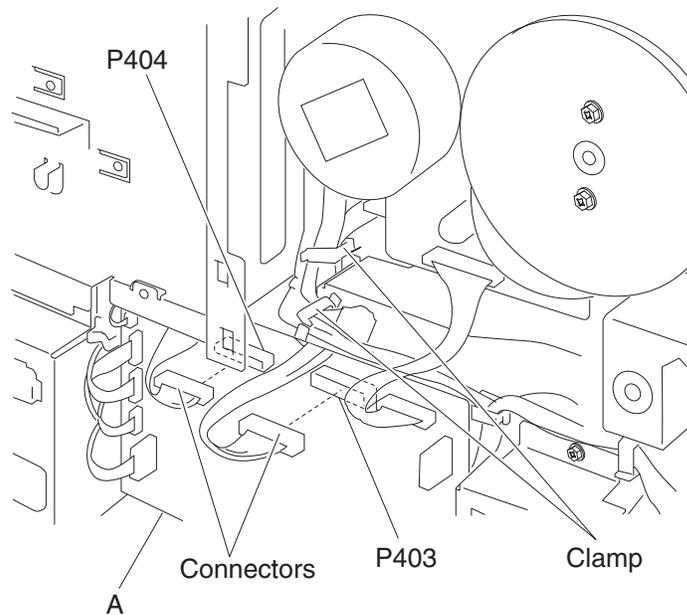
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Sensor (humidity and temperature) removal

1. Remove the printer front left cover. See **“Printer front left cover removal” on page 4-3.**
2. Remove the top cover assembly. See **“Top cover assembly removal” on page 4-5.**
3. Remove the PC cartridge.
4. Remove the toner cartridge.
5. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-6.**
6. Remove the front inner cover. See **“Front inner cover removal” on page 4-8.**
7. Remove the HVPS card. See **“High voltage power supply (HVPS) card removal” on page 4-115.**
8. Remove the toner cartridge guide assembly. See **“Toner cartridge guide assembly removal” on page 4-95.**
9. Remove the rear lower cover. See **“Rear lower cover removal” on page 4-12.**
10. Disconnect the two connectors P403 and P404 from the printer engine card assembly (A).
11. Release the harnesses from the two clamps.
12. Remove the registration roll assembly. See **“Registration roll assembly removal” on page 4-79.**



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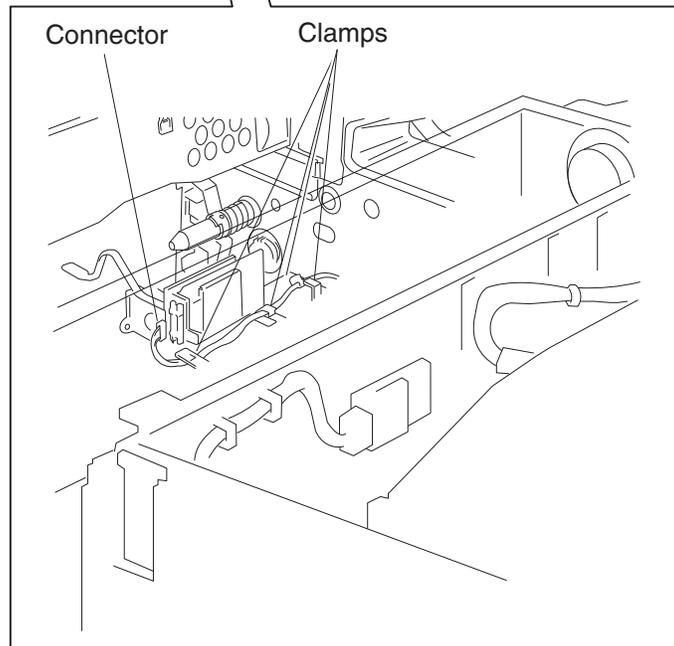
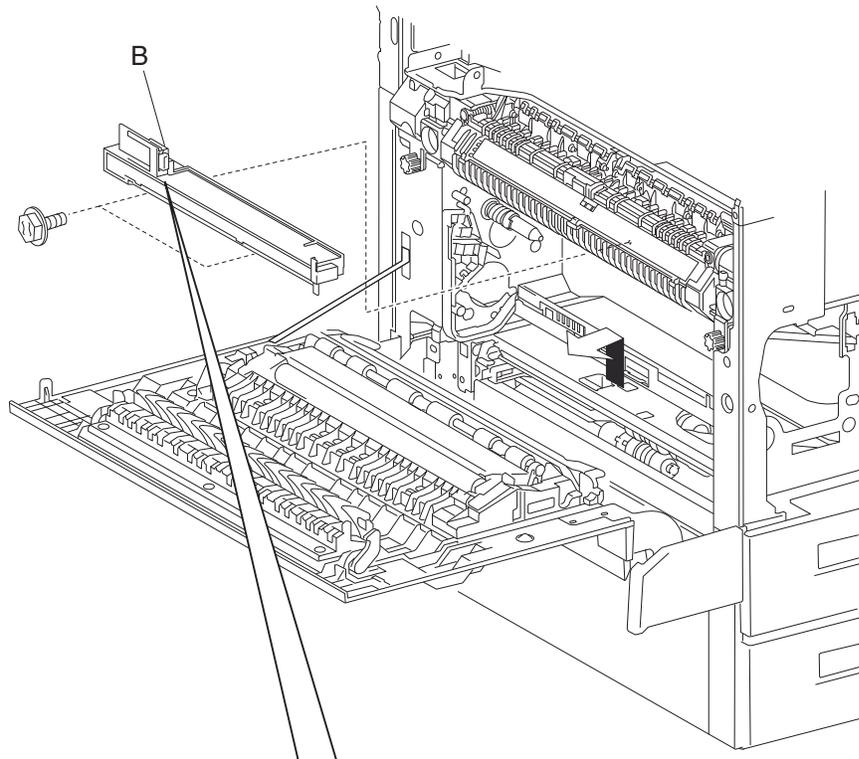


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13. Remove the two screws securing the laser opening guide (B).
14. Release the harness from the clamp on the laser opening guide (B).
15. Disconnect the connector from the laser opening guide (B).



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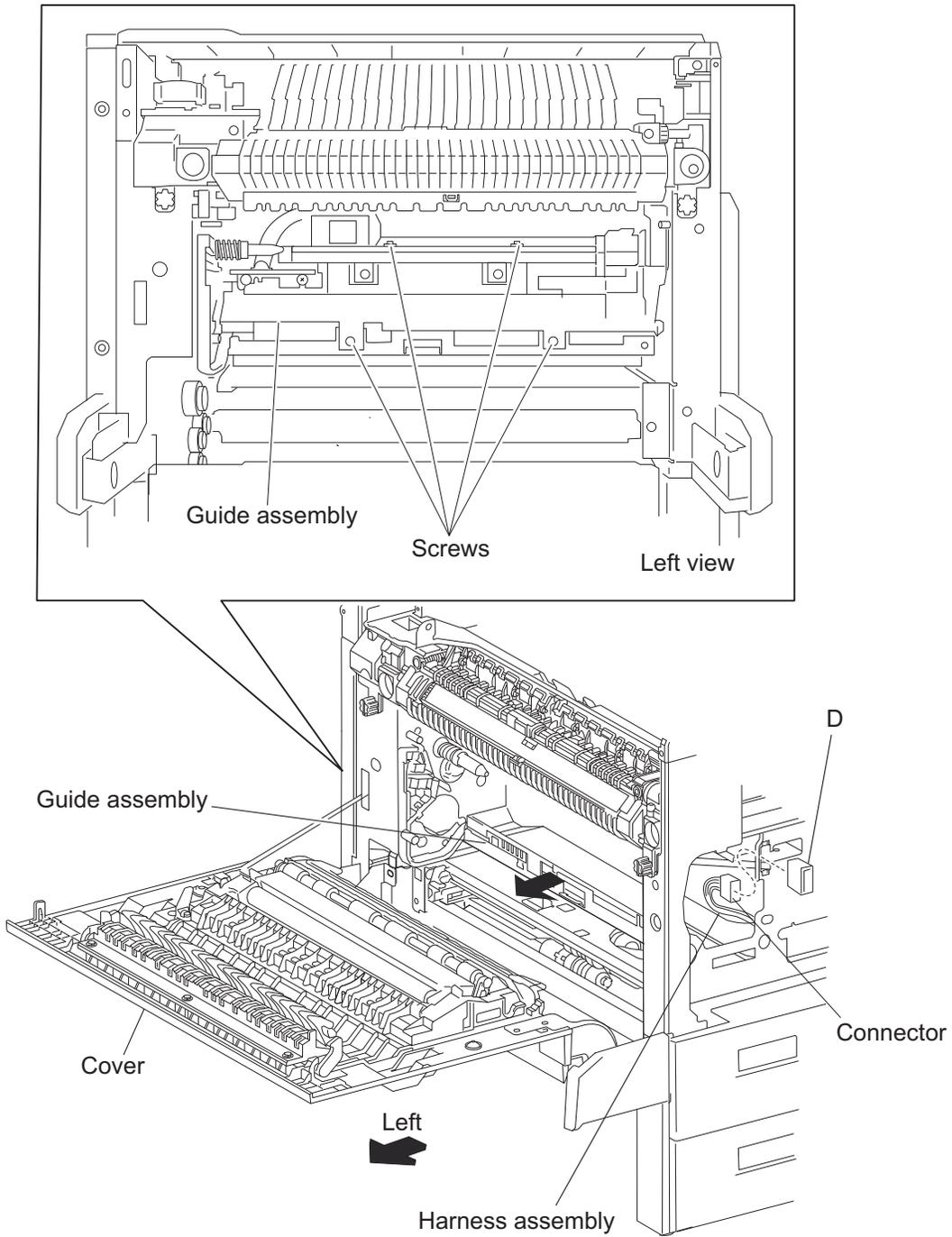


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16. Remove the laser opening guide (B) by lifting it upward then outward in the direction of the arrow.



17. Remove the four screws securing the PC cartridge guide (D).

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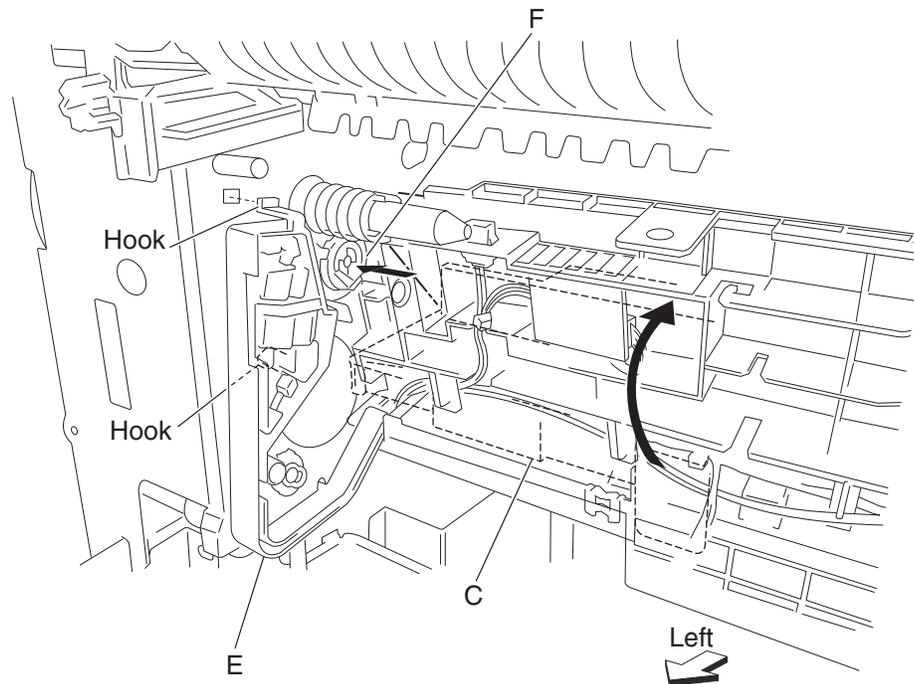


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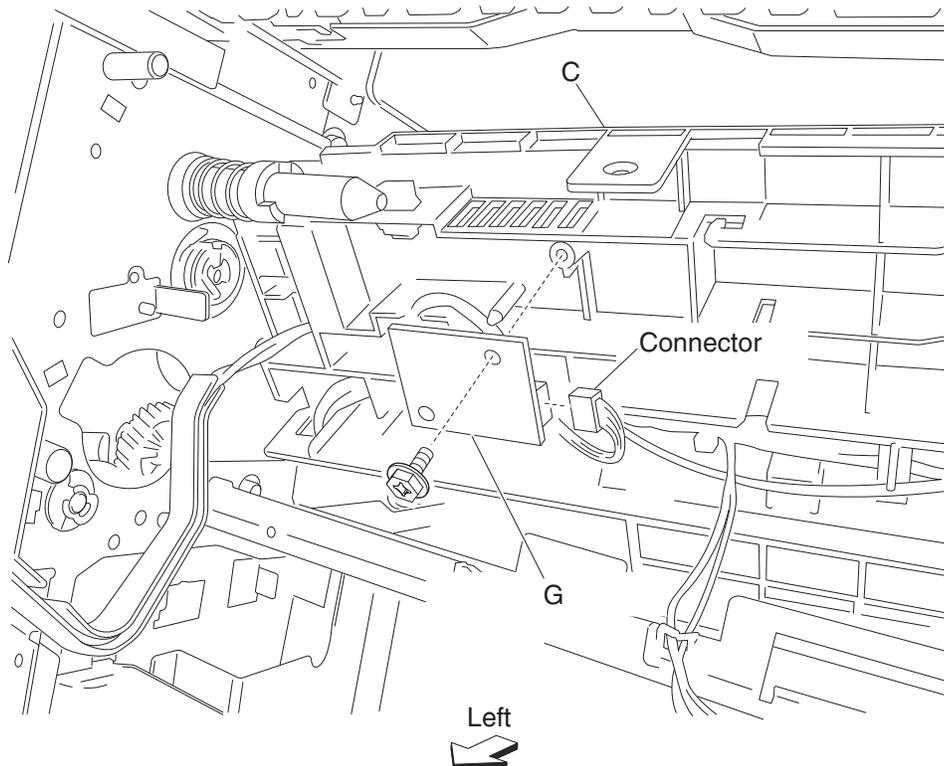


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18. Slide the PC cartridge guide (D) toward the left side, and disconnect the connector from the PC cartridge sensor connector (E).
19. Remove the two hooks securing the transfer roll power contact (F).
20. While pressing the PC cartridge drive coupler (G), lift the front side of the PC cartridge guide (C) upward.



21. Disconnect the connector from the sensor (humidity and temperature) (H).
22. Remove the screw securing the sensor (humidity and temperature) (H) to the PC cartridge guide (C).
23. Remove the sensor (humidity and temperature) (H).



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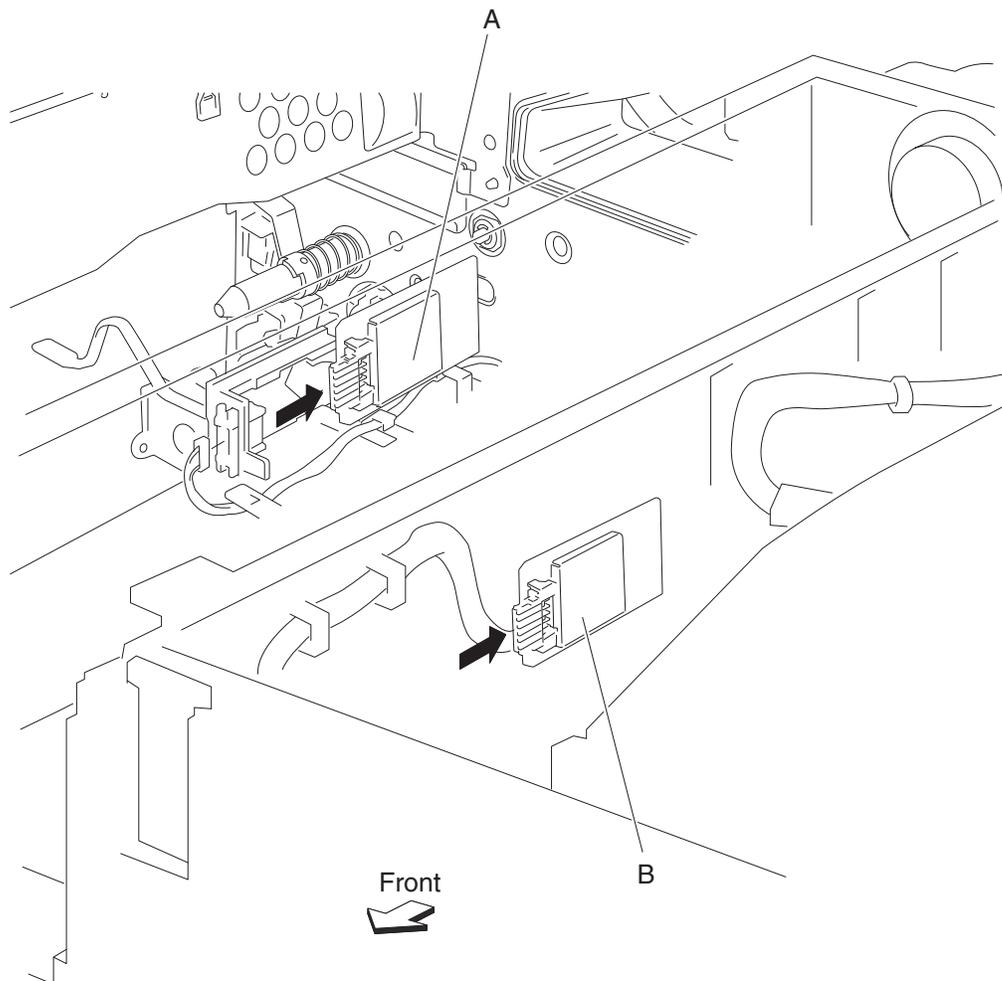
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Sensor (RFID PC cartridge) and sensor (RFID toner cartridge) removal

Note: This removal applies to the sensor (RFID PC cartridge) (A) and the sensor (RFID toner cartridge) (B).

1. Remove the top cover assembly. See **“Top cover assembly removal” on page 4-5.**
2. Remove the toner cartridge guide assembly. See **“Toner cartridge guide assembly removal” on page 4-95.**
3. Disconnect the connector from the sensor (RFID PC cartridge) (A) or the sensor (RFID toner cartridge) (B).
4. Release the hooks securing the sensor (RFID PC cartridge) (A) or the sensor (RFID toner cartridge) (B).
5. Remove the sensor (RFID PC cartridge) (A) or sensor (RFID toner cartridge) (B) by sliding it out in the direction of the arrow.

Note: The sensor (RFID PC cartridge) (A) and sensor (RFID toner cartridge) (B) require moderate force to remove.



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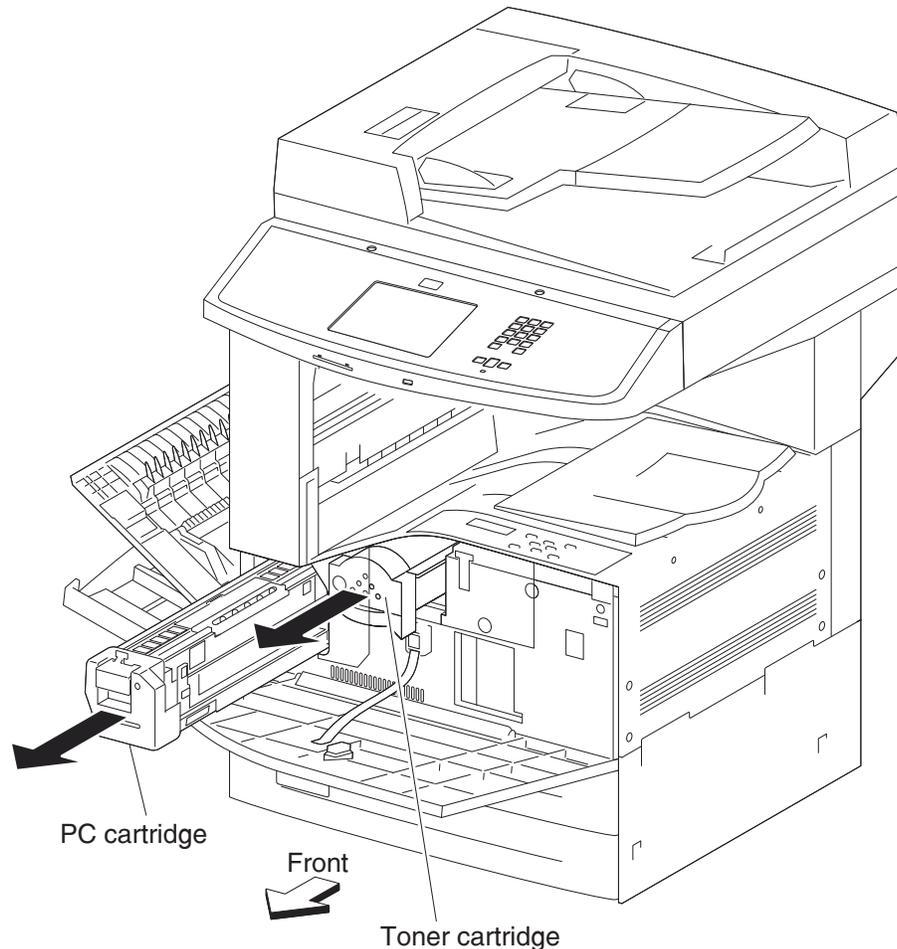
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Toner cartridge guide assembly removal

1. Remove the printer front left cover. See **“Printer front left cover removal” on page 4-3.**
2. Remove the top cover assembly. See **“Top cover assembly removal” on page 4-5.**
3. Remove the PC cartridge.
4. Remove the toner cartridge.



5. Remove the printer front door assembly. See **“Printer front door assembly removal” on page 4-6.**
6. Remove the front inner cover. See **“Front inner cover removal” on page 4-8.**
7. Disconnect the two harnesses from the toner cartridge guide assembly (A), one on the right and one on the left.
8. Remove the harnesses from the clamps.
9. Remove the two screws on the front of the printer securing the toner cartridge guide assembly (A).
10. Open the printer left door assembly. See **“Printer left door assembly removal” on page 4-75.**
11. Remove the printer left door support strap. See **“Printer left door support strap removal” on page 4-74.**
12. Remove the screw securing the toner add chute (B) to the frame.

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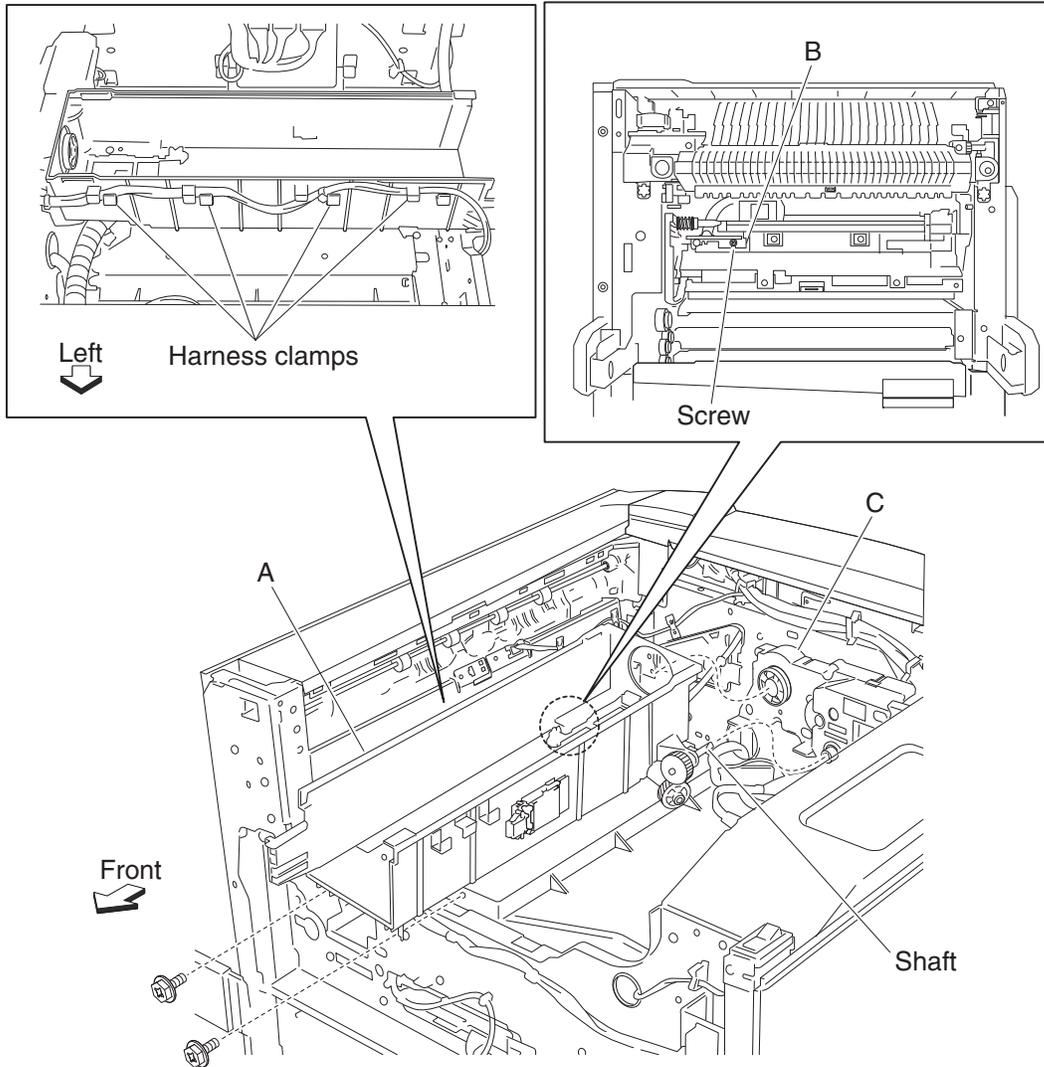


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13. While moving the toner cartridge guide assembly (A) to the left, release the toner add chute (B) from the frame. Remove the toner cartridge guide assembly (C) from the printer.

Note: Remove all spilled toner from the printer.

Note: Before reinstalling, ensure the shaft on the toner cartridge guide assembly is inserted into the toner add motor assembly (C).



Note: Before reinstalling, ensure the shaft (C) on the toner cartridge guide assembly (A) is inserted into the toner add motor assembly (D).

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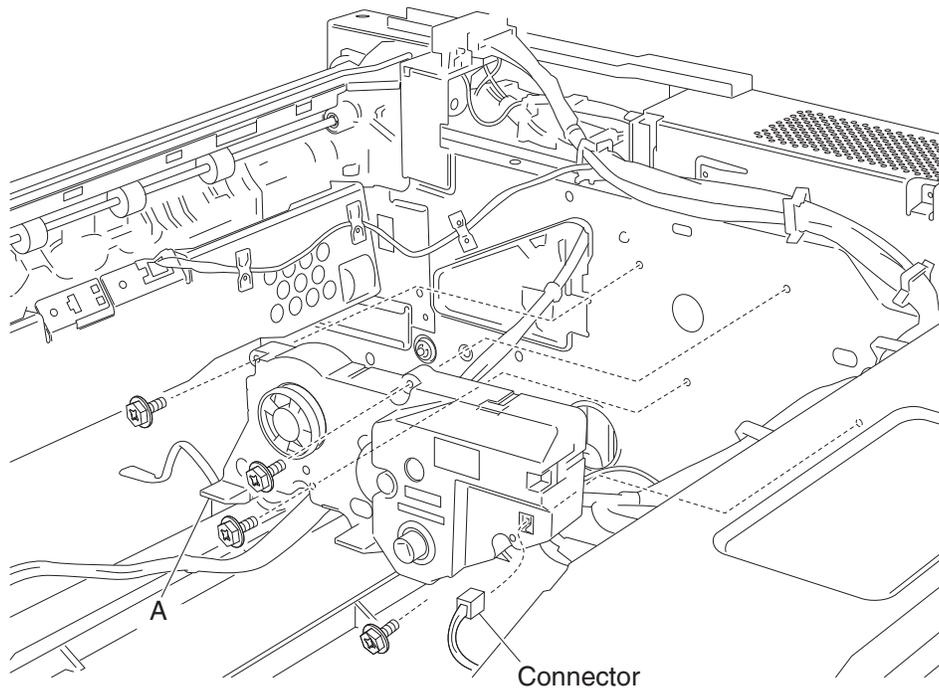
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Toner add motor assembly removal

1. Remove the printer front left cover. See **“Printer front left cover removal”** on page 4-3.
2. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-5.
3. Remove the PC cartridge.
4. Remove the toner cartridge.
5. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-6.
6. Remove the front inner cover. See **“Front inner cover removal”** on page 4-8.
7. Remove the toner cartridge guide assembly. See **“Toner cartridge guide assembly removal”** on page 4-95.
8. Disconnect the connector from the toner add motor assembly (A).
9. Remove the four screws securing the toner add motor assembly (A).
10. Remove the toner add motor assembly (A).



Note: Before reinstalling, ensure the shaft on the toner cartridge guide assembly is inserted into the toner add motor assembly (A).

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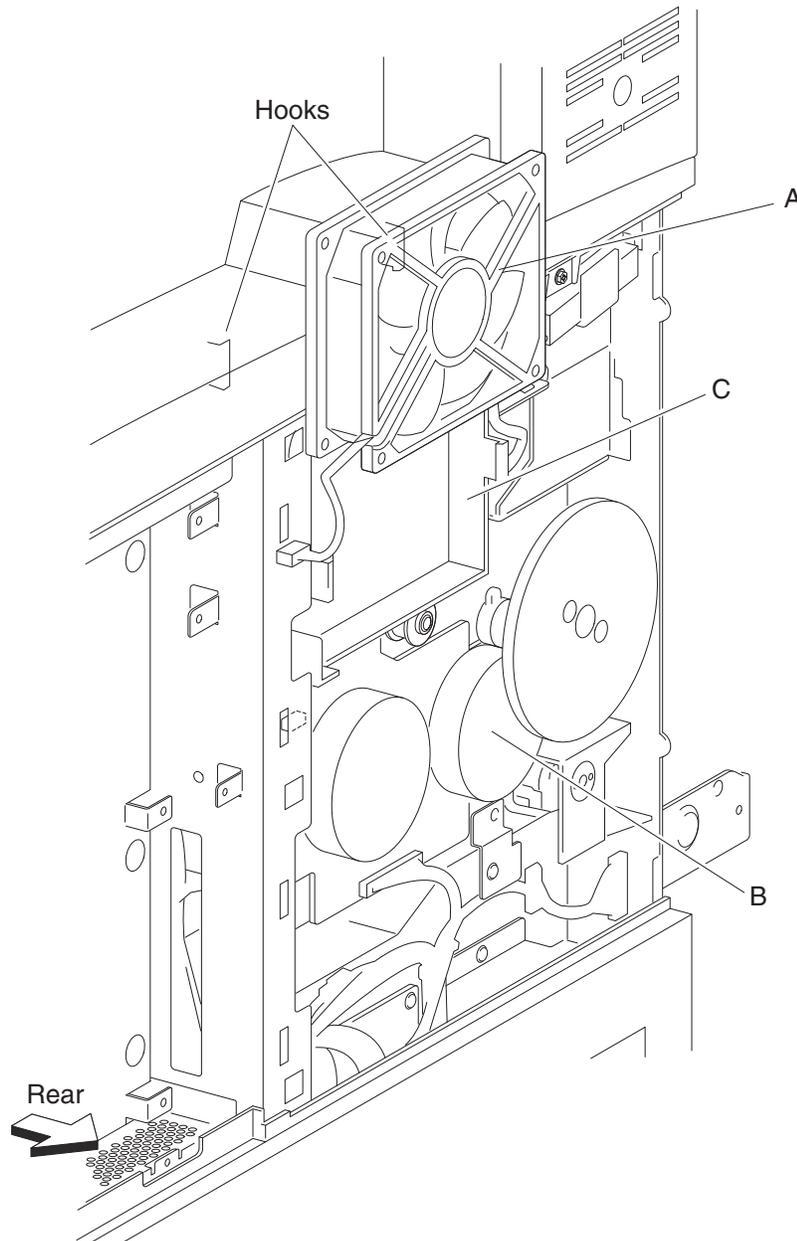
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Fuser cooling fan removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Disconnect the connector from the fuser cooling fan (A) from the dual drive motor assembly (B).
4. Release the two hooks securing the fuser cooling fan (A) to the fan duct (C).
5. Remove the fuser cooling fan (A).



Note: Before reinstalling, the fuser cooling fan (A) must be installed with the center label facing outward.

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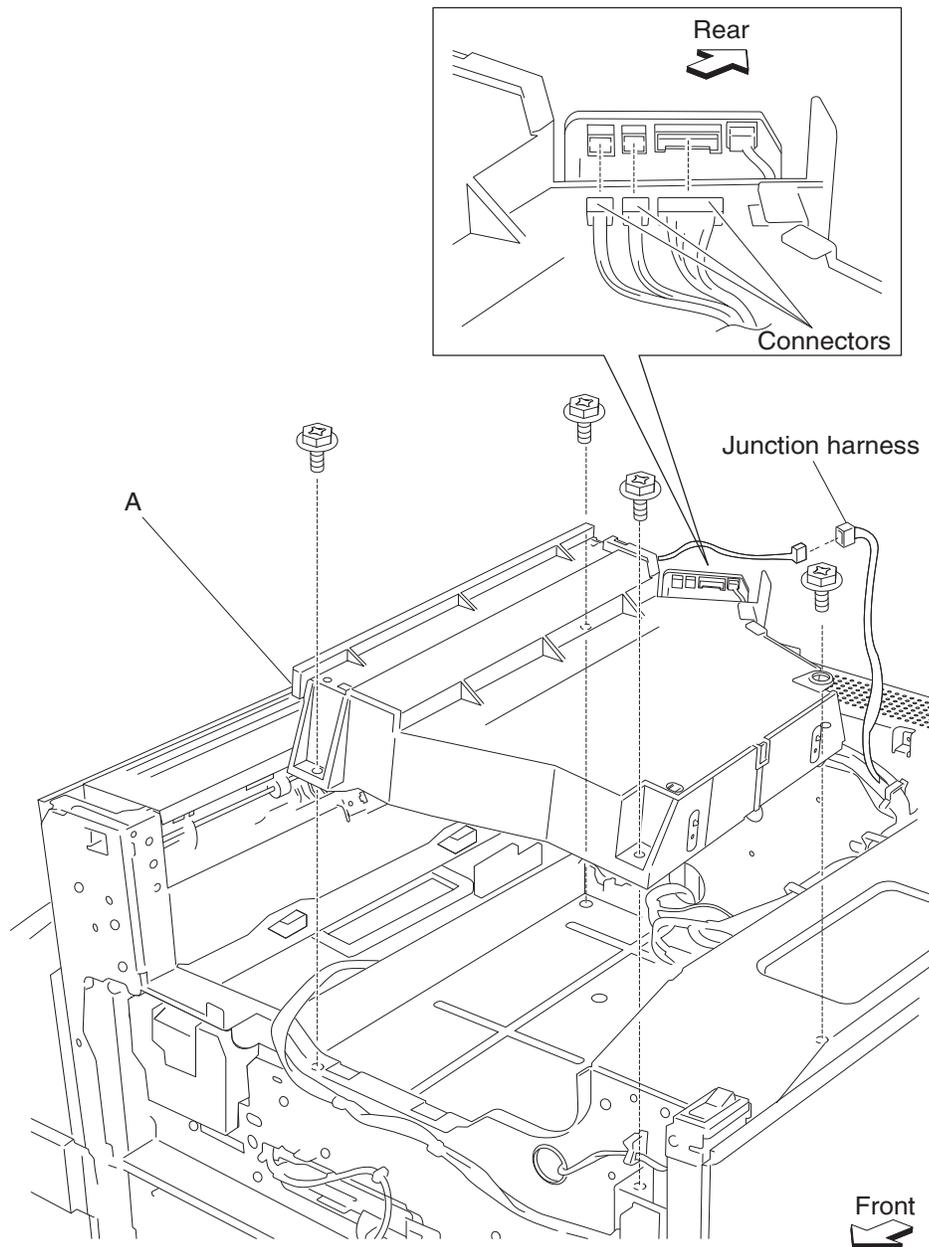
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Printhead assembly removal

1. Remove the top cover assembly. See **"Top cover assembly removal"** on page 4-5.
2. Open the printer front door assembly. See **"Printer front door assembly removal"** on page 4-6.
3. Remove the PC cartridge.
4. Remove the toner cartridge.
5. Remove the printer front door assembly. See **"Printer front door assembly removal"** on page 4-6.
6. Remove the front inner cover. See **"Front inner cover removal"** on page 4-8.
7. Remove the toner cartridge guide assembly. See **"Toner cartridge guide assembly removal"** on page 4-95.
8. Disconnect the three connectors from the printhead assembly (A).
9. Disconnect the connector from the junction harness.
10. Remove the four screws securing the printhead assembly (A).
11. Remove the printhead assembly (A) by lifting it upward.



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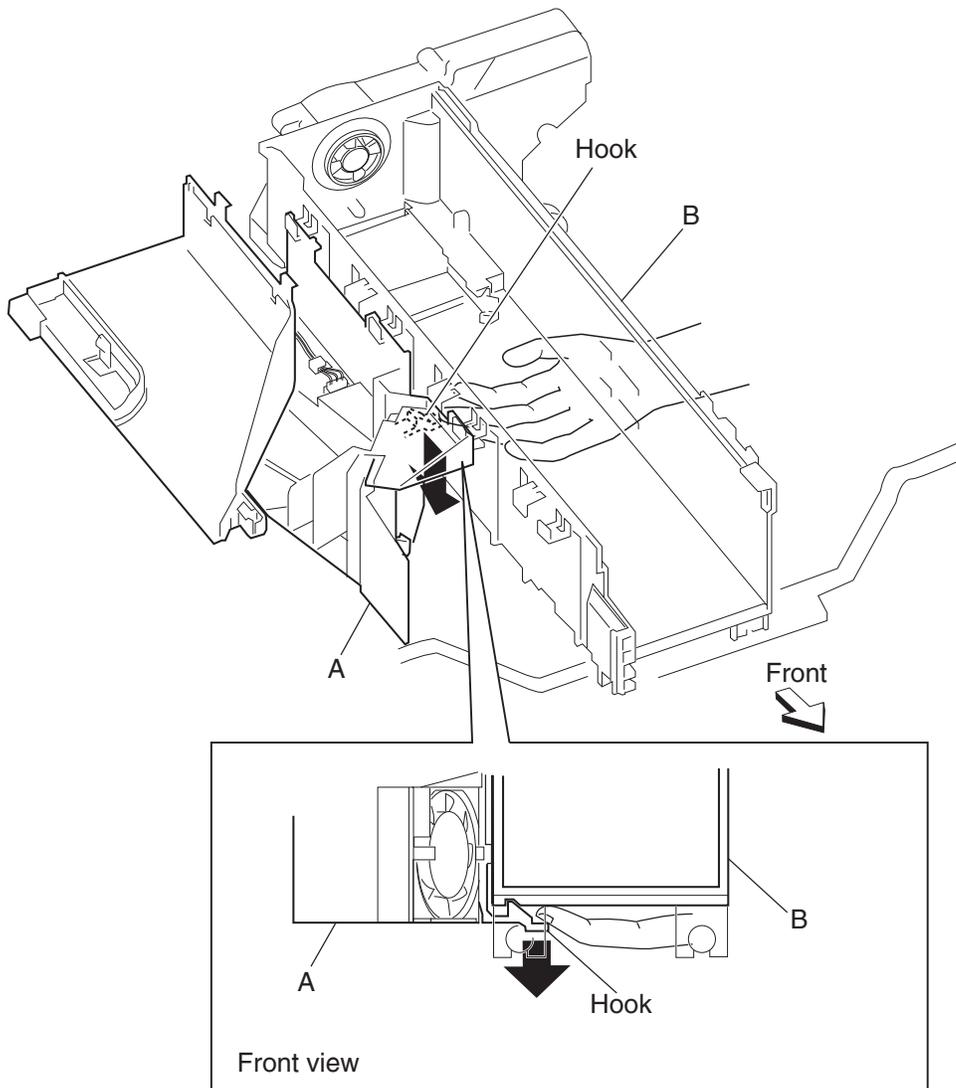
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PC cartridge cooling fan duct removal

1. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-5.
2. Disconnect the harness from the duct connector.
3. Release the connector harness from the clamp on the PC cartridge cooling fan duct (A).
4. Release the hook securing the PC cartridge cooling fan duct (A) to the toner cartridge guide assembly (B).



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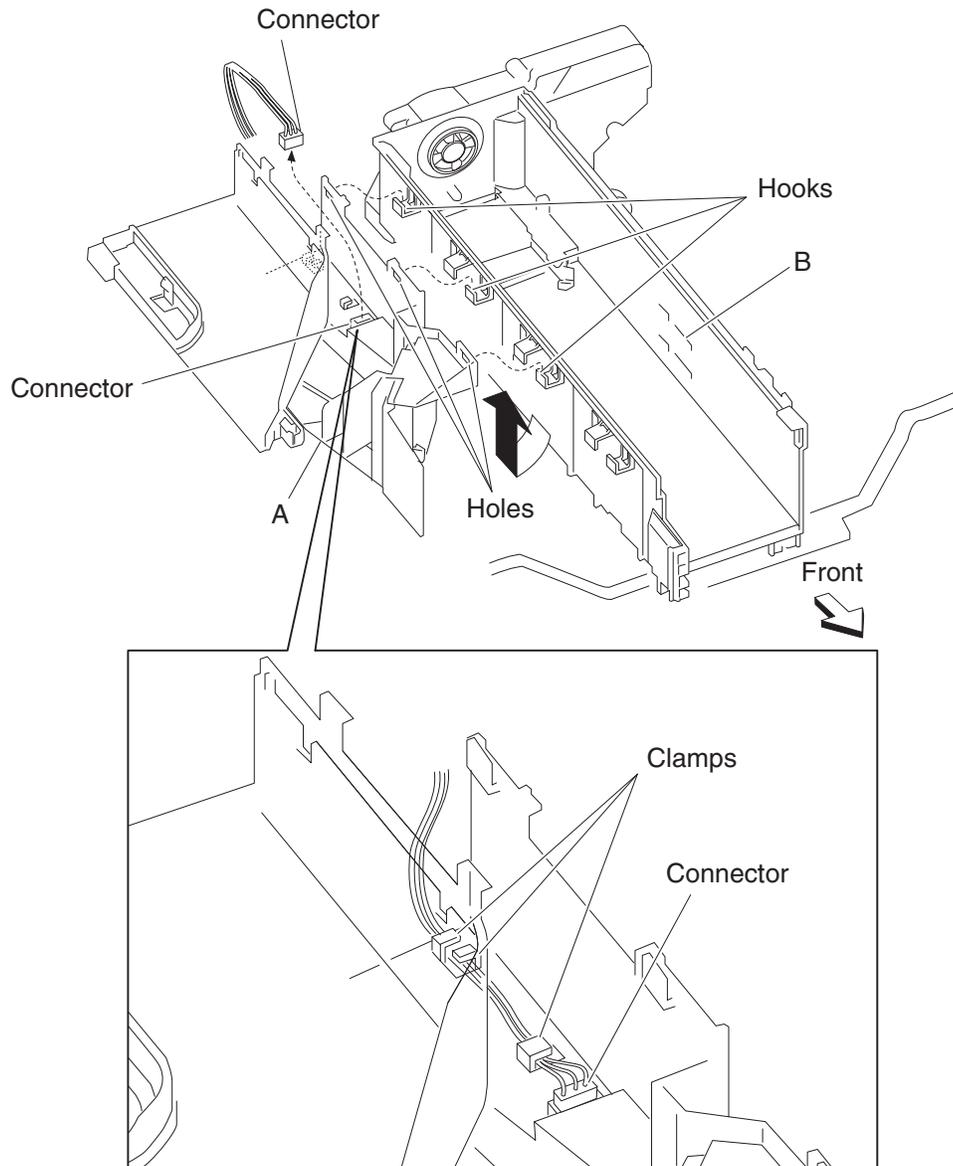


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5. Move the PC cartridge cooling fan duct (A) in the direction of the arrow while lifting the left side, to release the hook securing it to the toner cartridge guide assembly (B).
6. Remove the PC cartridge cooling fan duct (A).



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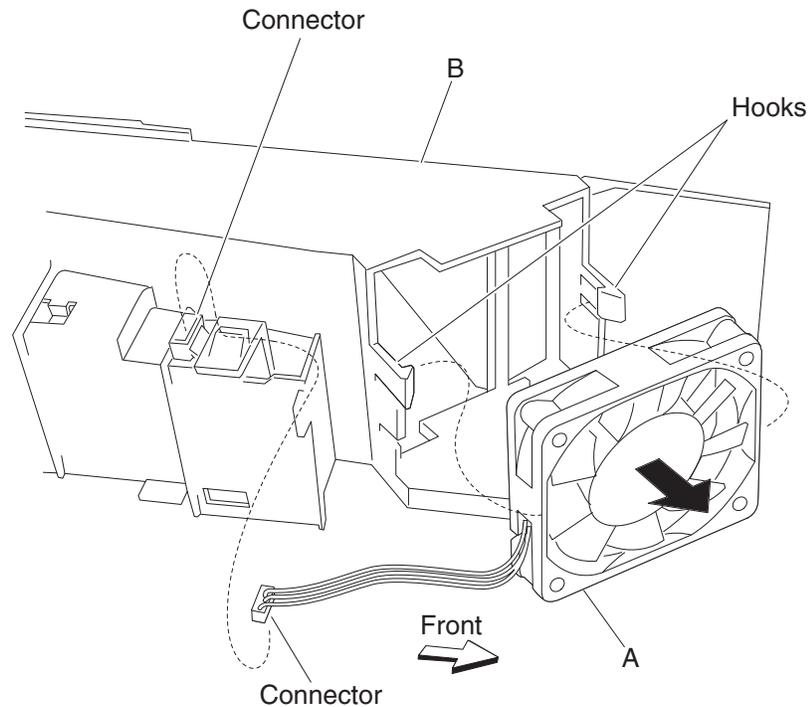
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PC cartridge cooling fan removal

1. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-5.
2. Remove the PC cartridge cooling fan duct. See **“PC cartridge cooling fan duct removal”** on page 4-100.
3. Disconnect the harness of the PC cartridge cooling fan (A) to the PC cartridge cooling fan duct (B).
4. Release two hooks securing the PC cartridge cooling fan (A) to the PC cartridge cooling fan duct (B).
Note: Use care in handling the PC cartridge cooling fan duct hooks, as they easily break.
5. Release the harness of the PC cartridge cooling fan (A) from the slot in the PC cartridge cooling fan duct (B).
6. Remove the PC cartridge cooling fan (A).



Note: Before reinstalling the PC cartridge cooling fan (A), ensure the fan blade is facing toward the front of the machine.

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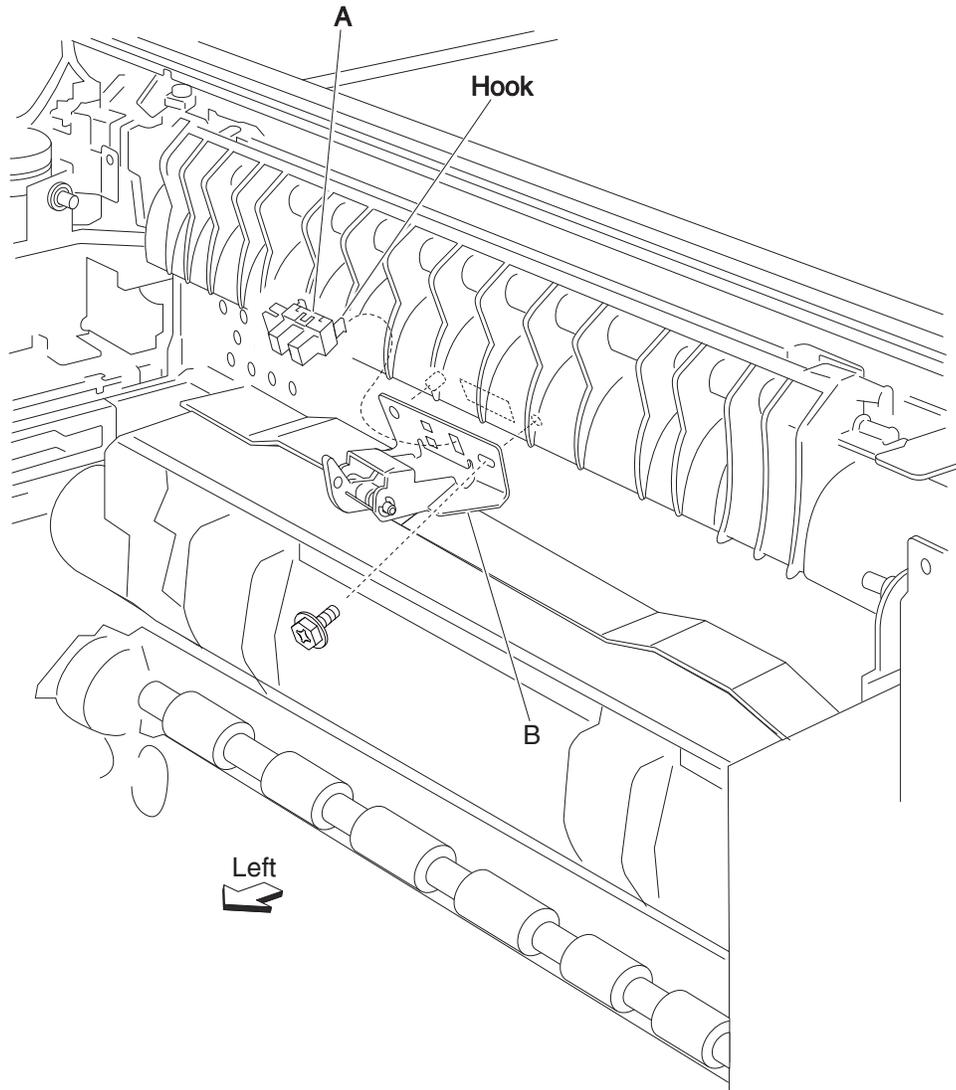
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Sensor (fuser exit) removal

1. Open the printer left door assembly.
2. Remove the fuser unit. See **“Fuser unit assembly removal”** on page 4-104.
3. Disconnect the connector from the sensor (fuser exit) (A).
4. Remove the screw securing the bracket (B).
5. Remove the three hooks securing the sensor (fuser exit) (A) to the bracket (B).
6. Remove the sensor (fuser exit) (A).



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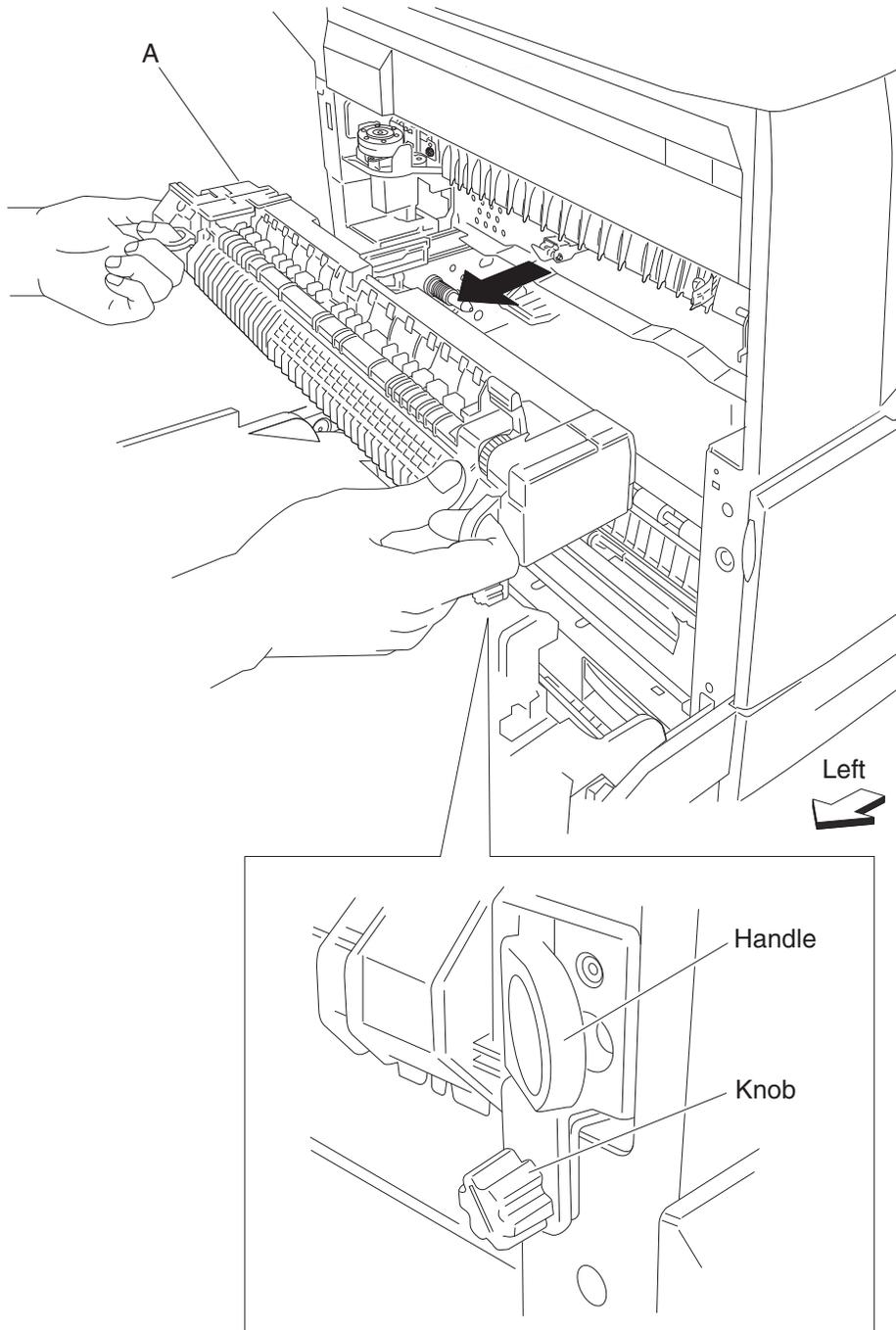
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Fuser unit assembly removal

1. Open the printer left cover assembly.
2. Loosen the two colored knobs securing the fuser unit (A).
3. Pull on the two colored handles to remove the fuser unit (A).



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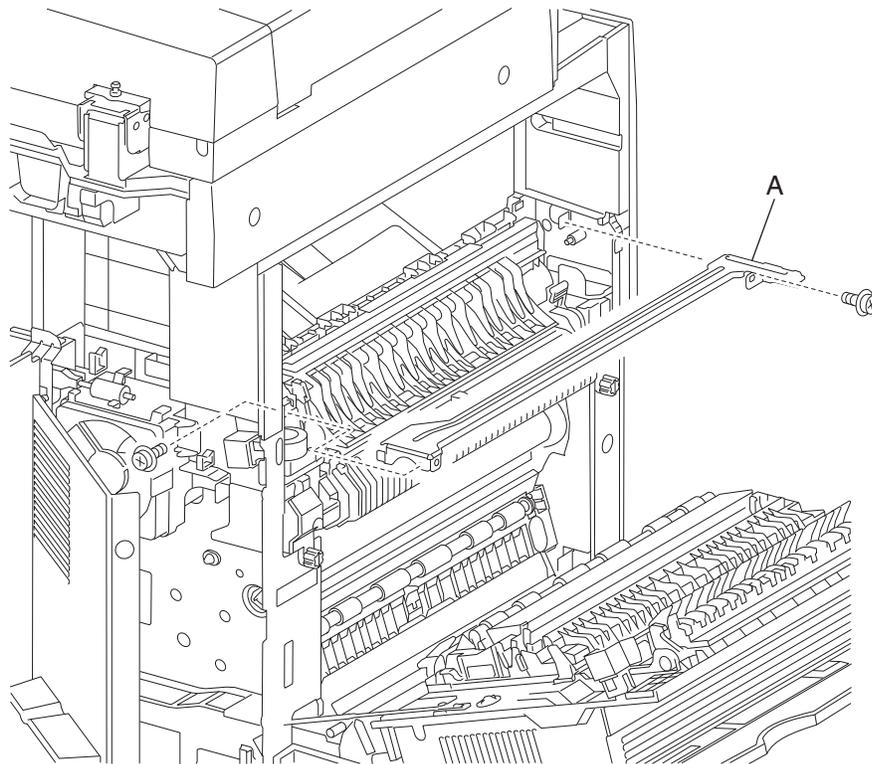
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Exit 1 media shift assembly removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Remove the rear upper cover. See **“Rear upper cover removal”** on page 4-15.
4. Open the printer left door assembly.
5. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
6. Open the printer front door assembly. See **“Printer front door assembly removal”** on page 4-6.
7. Remove the printer front left cover. See **“Printer front left cover removal”** on page 4-3.
8. Remove the two screws securing the bracket (A).
9. Remove the bracket (A) by lifting it upward.
10. Remove the exit 1 drive belt. See **“Exit 1 drive belt removal”** on page 4-113.



Note: Disconnect the two connectors from the sensor (exit 1 media shift) and the sensor (exit 1 bin full).

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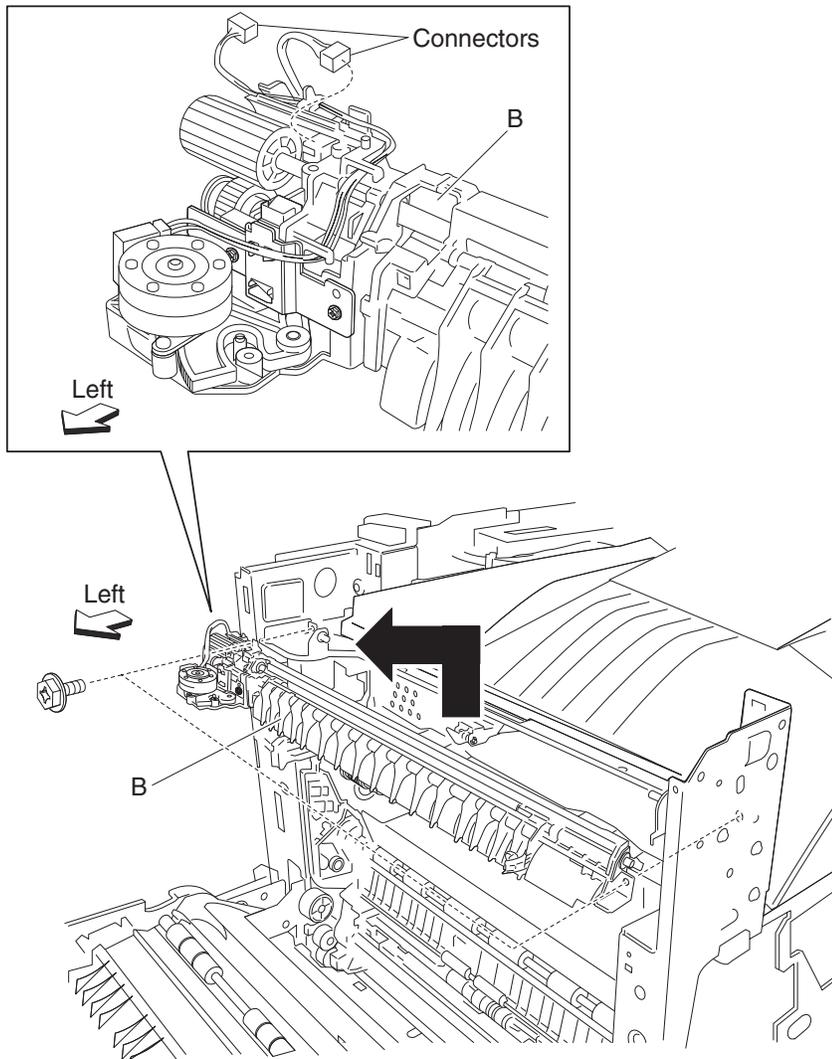


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11. Disconnect the two connectors from the exit 1 media shift assembly (B).
12. Remove the two screws securing the exit 1 media shift assembly (B) to the printer.
13. Remove the exit 1 media shift assembly (B) by lifting it upward and outward in the direction of the arrow.
14. Remove the two screws securing the exit 1 media shift assembly (B).
15. Remove the exit 1 media shift assembly (B) by lifting it upward and outward in the direction of the arrow.



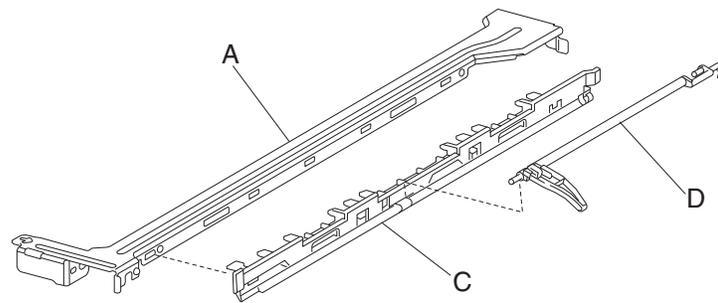
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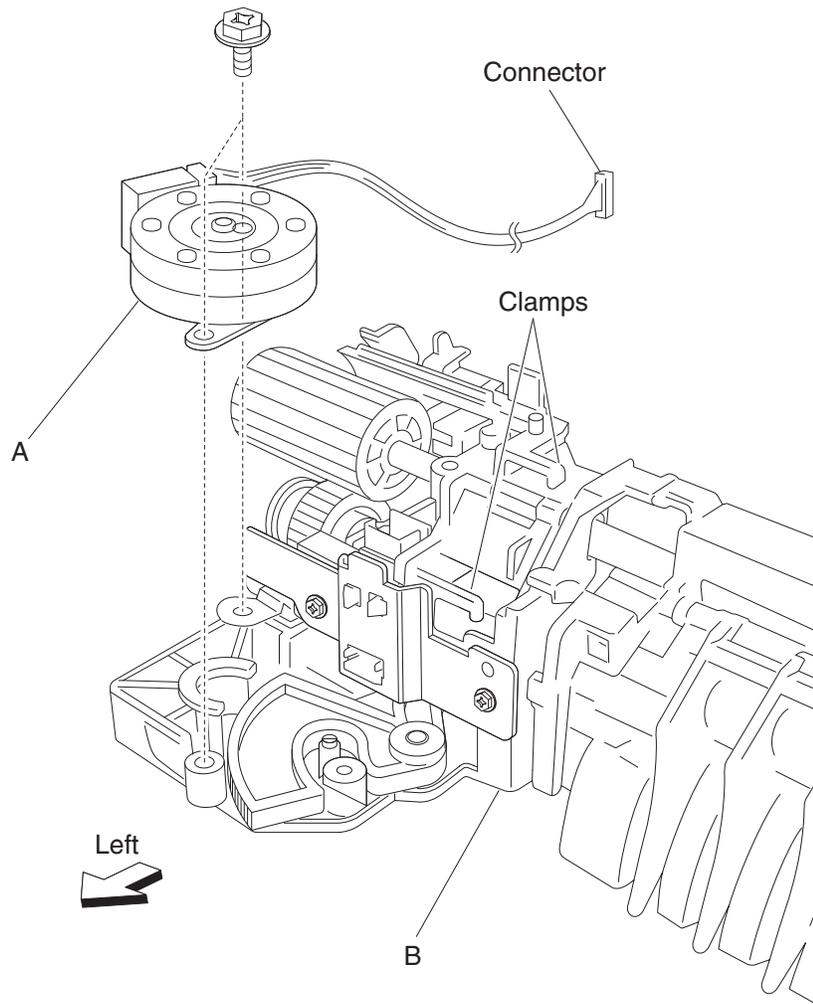
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Reinstallation procedure for the bracket (A):

1. Release the hooks securing the plastic guide (C) that is attached to the bracket (A).
2. Remove the plastic guide (C) from the bracket (A).
3. Install the bracket (A).
4. Install the plastic guide (C) and the standard bin full exit 1 actuator shaft (D) at the same time.
5. Make sure the standard bin full exit 1 actuator shaft (D) operates smoothly without binding.

Media shift motor removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Remove the rear upper cover. See **“Rear upper cover removal”** on page 4-15.
4. Open the printer left door assembly.
5. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
6. Open the printer front door assembly.
7. Remove the printer front left cover. See **“Printer front left cover removal”** on page 4-3.
8. Remove the exit 1 media shift assembly. See **“Exit 1 media shift assembly removal”** on page 4-105.
9. Disconnect the connector from the media shift motor (A).
10. Remove the two screws securing the media shift motor (A) to the exit 1 media shift assembly (B).
11. Remove the media shift motor (A).



Warning: Before reinstalling, secure the media shift motor (A) harness to the clamps on the exit 1 media shift assembly (B) to prevent damage.

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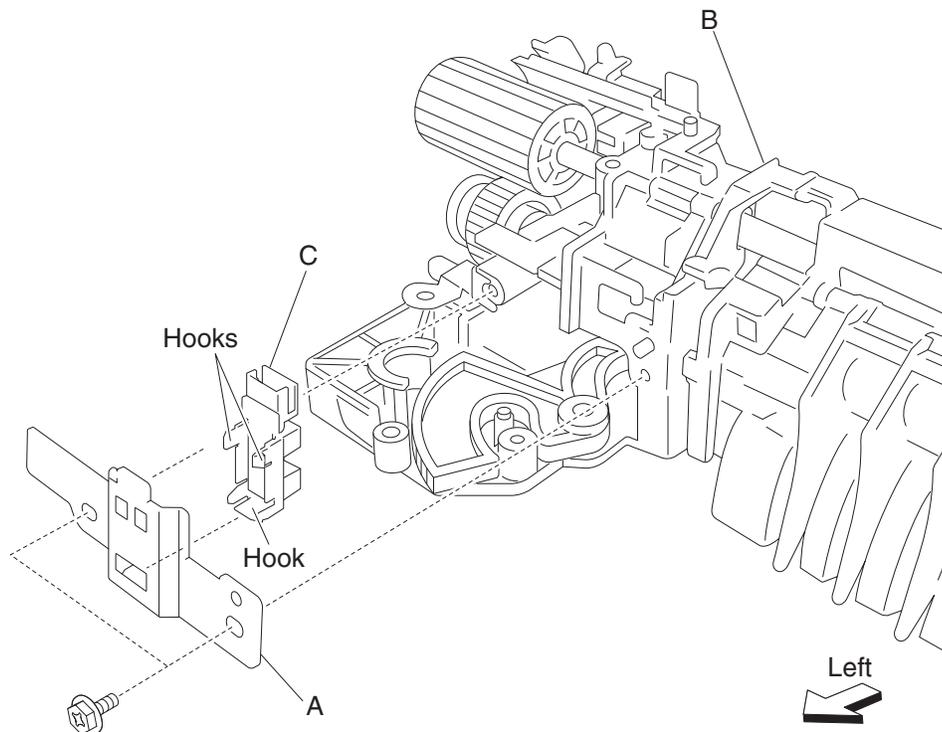
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Sensor (exit 1 media shift) removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover.
3. Remove the rear upper cover. See **“Rear upper cover removal”** on page 4-15.
4. Open the printer left door assembly.
5. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
6. Open the printer front door assembly.
7. Remove the printer front left cover. See **“Printer front left cover removal”** on page 4-3.
8. Remove the exit 1 media shift assembly. See **“Exit 1 media shift assembly removal”** on page 4-105.
9. Remove the media shift motor. See **“Media shift motor removal”** on page 4-108.
10. Remove the two screws securing the bracket (A) to the exit 1 media shift assembly (B).
11. Remove the bracket (A).
12. Release the hooks securing the sensor (exit 1 media shift) (C) to the bracket (A).
13. Remove the sensor (exit 1 media shift) (C).



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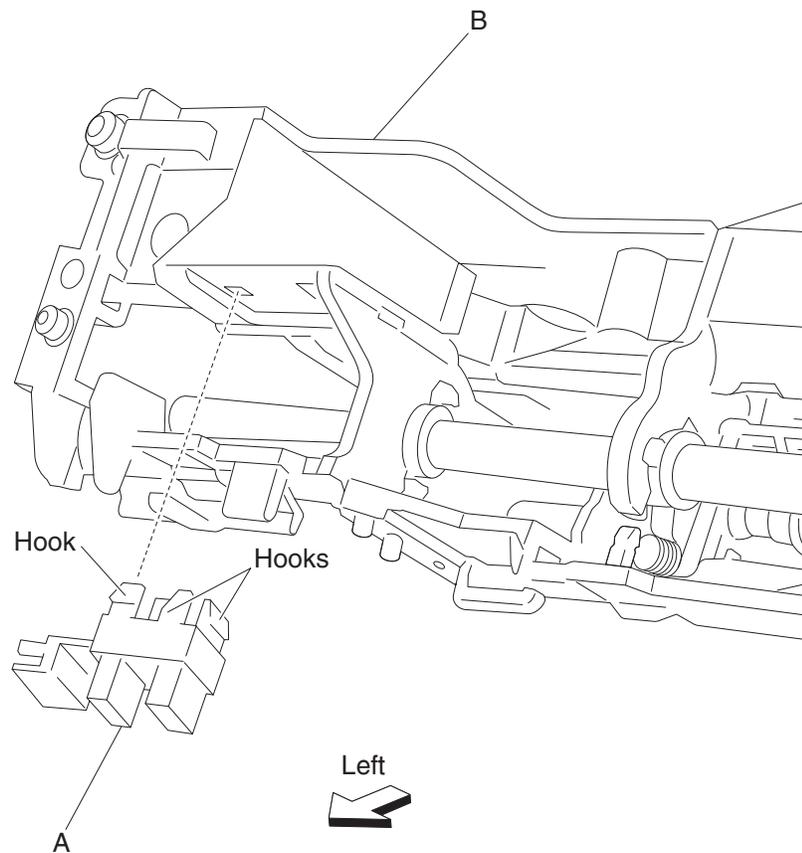
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Sensor (exit 1 bin full) removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal” on page 4-13.**
2. Remove the rear motor cover. See **“Rear motor cover removal” on page 4-11.**
3. Remove the rear upper cover. See **“Rear upper cover removal” on page 4-15.**
4. Open the printer left door assembly.
5. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal” on page 4-322.**
6. Open the printer front door assembly.
7. Remove the printer front left cover. See **“Printer front left cover removal” on page 4-3.**
8. Remove the exit 1 media shift assembly. See **“Exit 1 media shift gear removal” on page 4-111.**
9. Release the hooks securing the sensor (exit 1 bin full) (A) to the exit 1 media shift assembly (B).
10. Remove the sensor (exit 1 bin full) (A).



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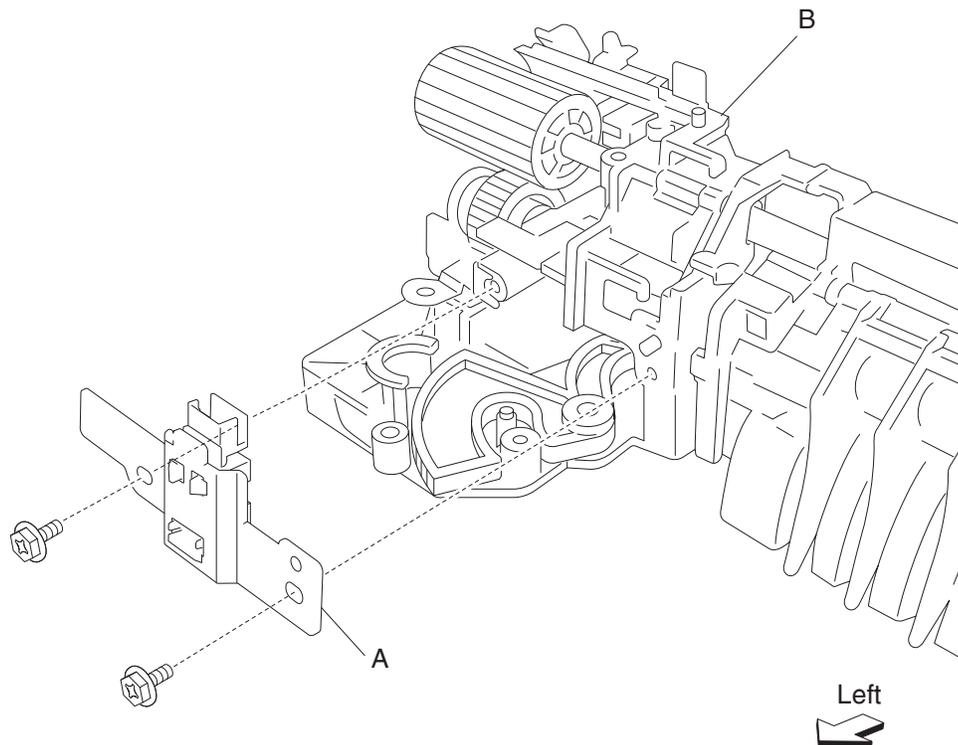
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Exit 1 media shift gear removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Remove the rear upper cover. See **“Rear upper cover removal”** on page 4-15.
4. Open the printer left door assembly.
5. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
6. Open the printer front door assembly.
7. Remove the printer front left cover. See **“Printer front left cover removal”** on page 4-3.
8. Remove the exit 1 media shift assembly. See **“Exit 1 media shift assembly removal”** on page 4-105.
9. Remove the exit 1 media shift motor. See **“Media shift motor removal”** on page 4-108.
10. Remove the 2 screws securing the bracket (A) to the exit 1 media shift assembly (B).
11. Remove the bracket (A) from the exit 1 media shift assembly (B).



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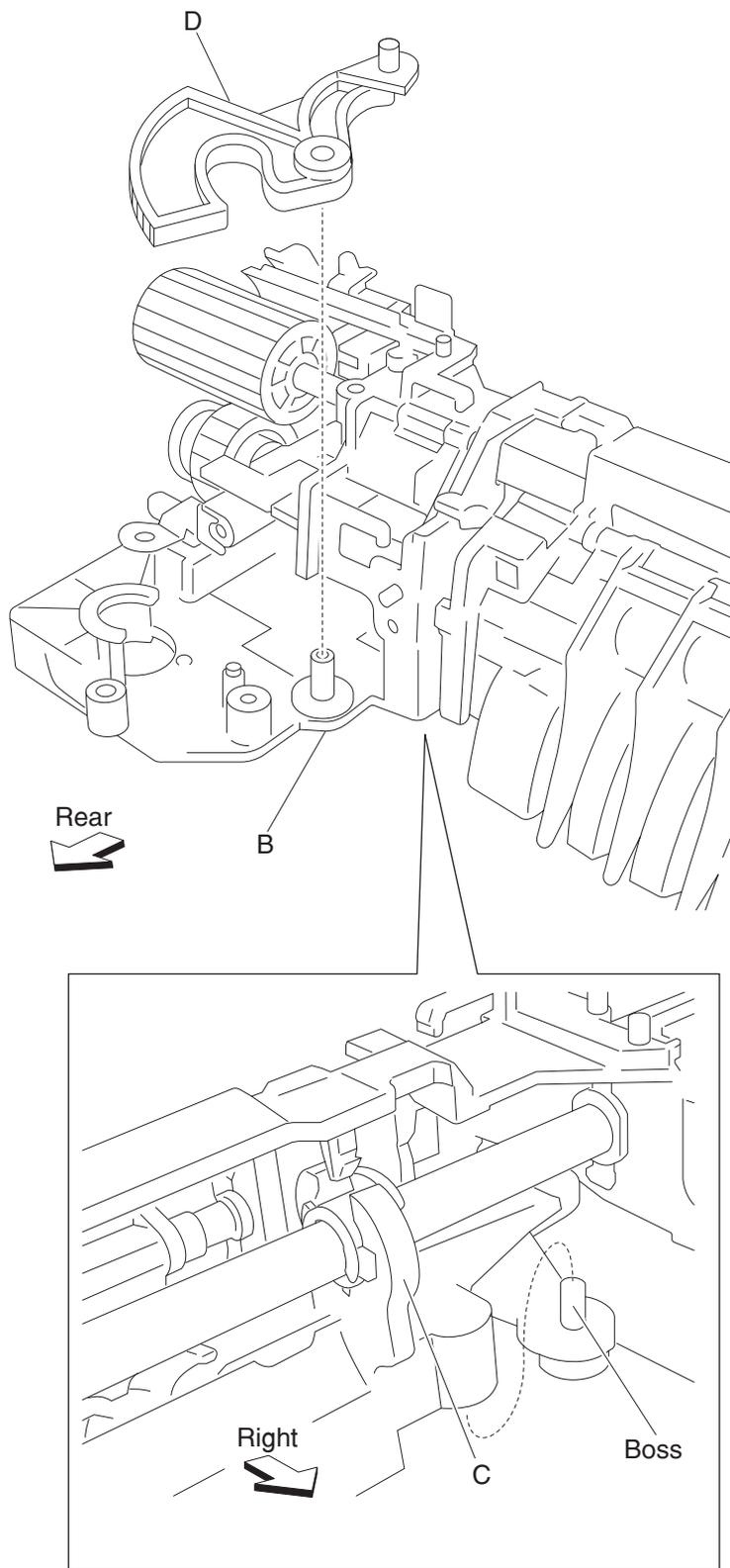


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12. Slide the shift assembly (C) in order to release the shift assembly boss from the exit 1 media shift gear (D).
13. Remove the exit 1 media shift gear (D) by lifting it upward.



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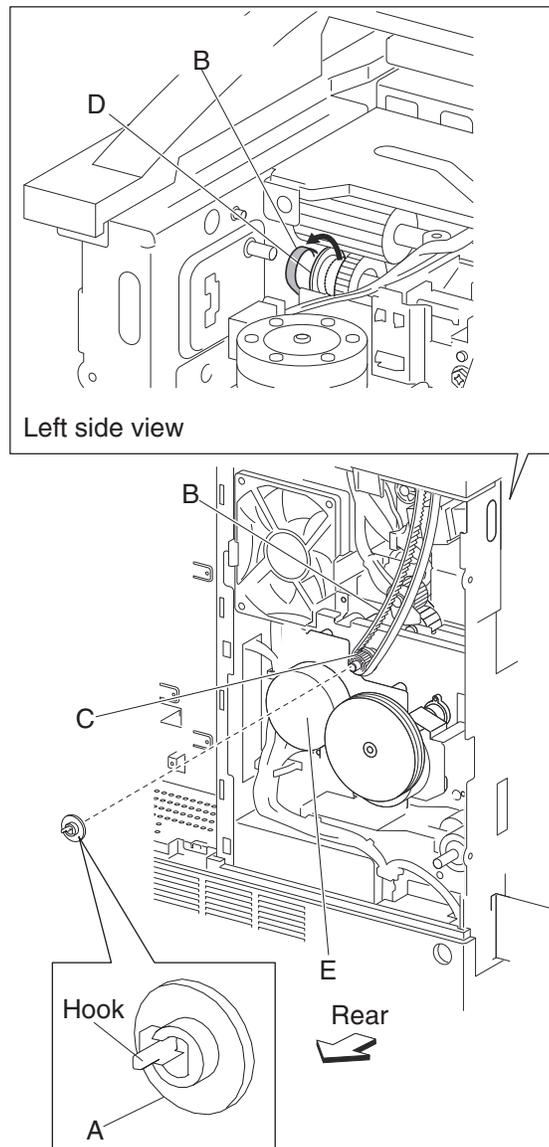
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Exit 1 drive belt removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
 2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
 3. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
 4. Release the hook on the drive belt flange (A).
 5. Remove the drive belt flange (A).
 6. Remove the exit 1 drive belt (B) from the drive pulley - 25 tooth (C).
 7. Remove the exit 1 drive belt (B) from the exit 1 media shift assembly (D).
- Note:** The drive pulley -25 tooth (C) may become detached.



Note: Press on the exit 1 drive belt (B) while slowly turning the motor (E) by hand.

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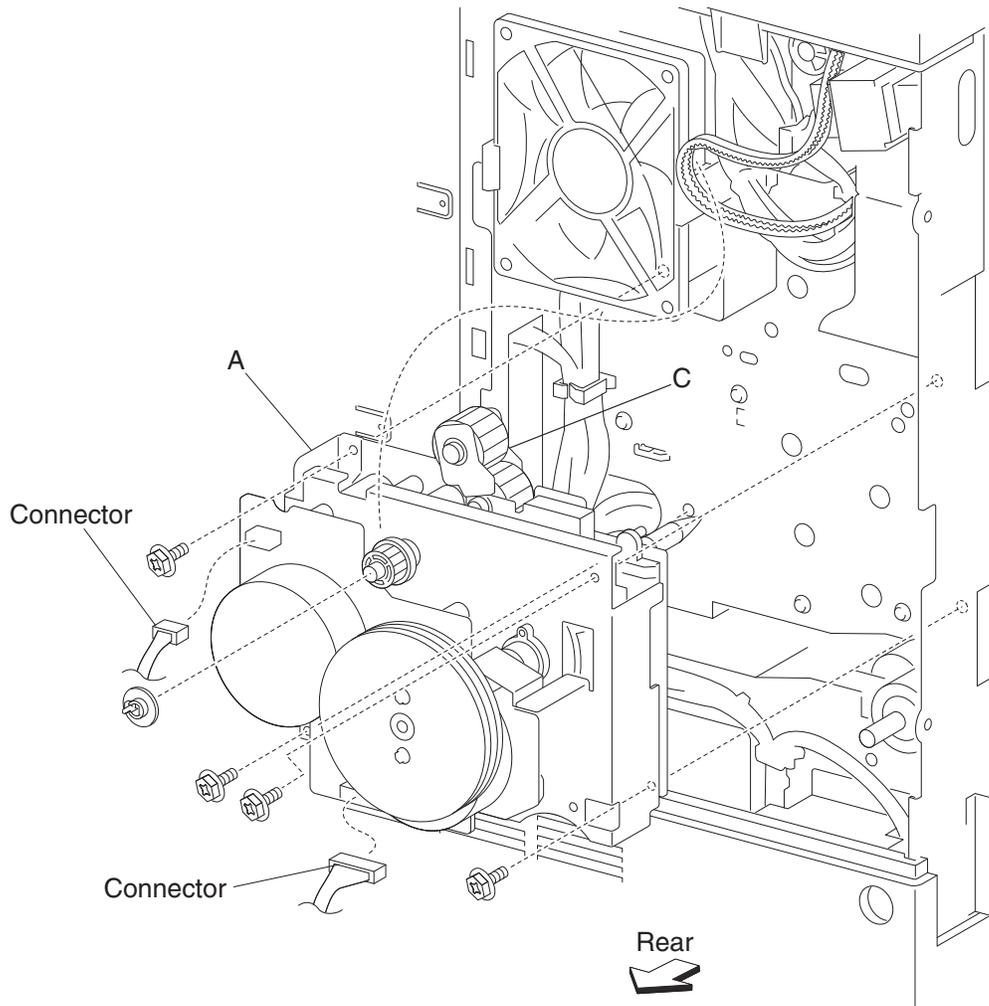
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Dual drive motor assembly removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Open the printer left door assembly.
4. Remove the PC cartridge.
5. Remove the exit 1 drive belt. See **“Exit 1 drive belt removal”** on page 4-113.
6. Disconnect the two harness connectors from the dual drive motor assembly (A).



7. Remove the four screws securing the dual drive motor assembly (A) to the printer.
8. Remove the dual drive motor assembly (A).

Warning: Depress the spring loaded gear (C) while removing the dual drive motor assembly (A) to prevent damage.

Warning: Before reinstalling, depress the spring loaded gear (C) while replacing the dual drive motor assembly (A) to prevent damage.

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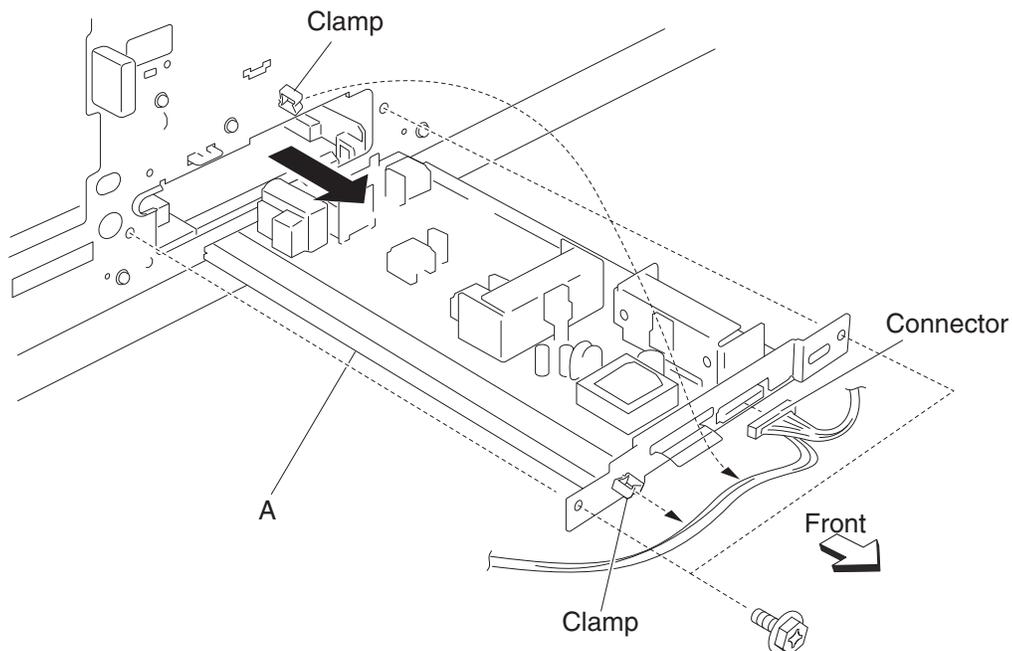


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High voltage power supply (HVPS) card removal



1. Remove the printer front left cover. See **“Printer front left cover removal”** on page 4-3.
2. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-5.
3. Remove the PC cartridge.
4. Remove the printer front door assembly. See **“Printer front door assembly removal”** on page 4-6.
5. Remove the front inner cover. See **“Front inner cover removal”** on page 4-8.
6. Disconnect the connector from the HVPS card assembly (A).
7. Release the harness from the clamps.
8. Remove the two screws securing the HVPS card assembly (A).
9. Remove the HVPS card assembly (A) by sliding it outward in the direction of the arrow.



Note: Before reinstalling, ensure the HVPS (A) is inserted into the side slots properly.

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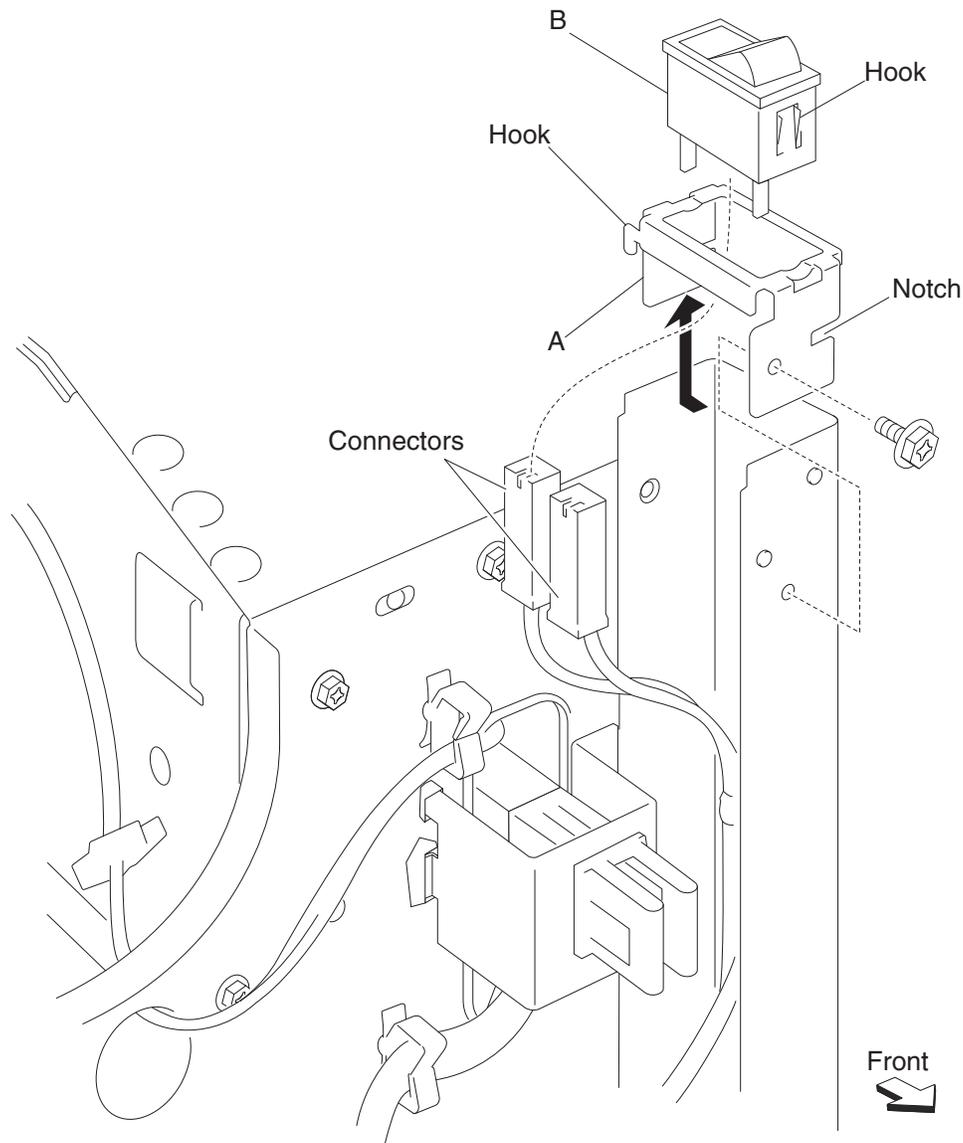


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Switch (main power) removal



1. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-5.
2. Open the printer front door assembly.
3. Remove the right upper cover. See **“Right upper cover removal”** on page 4-9.
4. Remove the screw securing the bracket (A).
5. Slide the bracket (A) to the side and then upward in the direction of the arrow.
6. Remove the bracket (A).
7. Disconnect the four connectors from the switch (main power) (B).
Note: Make note of the proper location of the four connectors.
8. Release the hooks securing the switch (main power) (B) to the bracket (A).
9. Remove the switch (main power) (B).



Warning: Before reinstalling, ensure the four connectors are plugged into their proper location to prevent damage.

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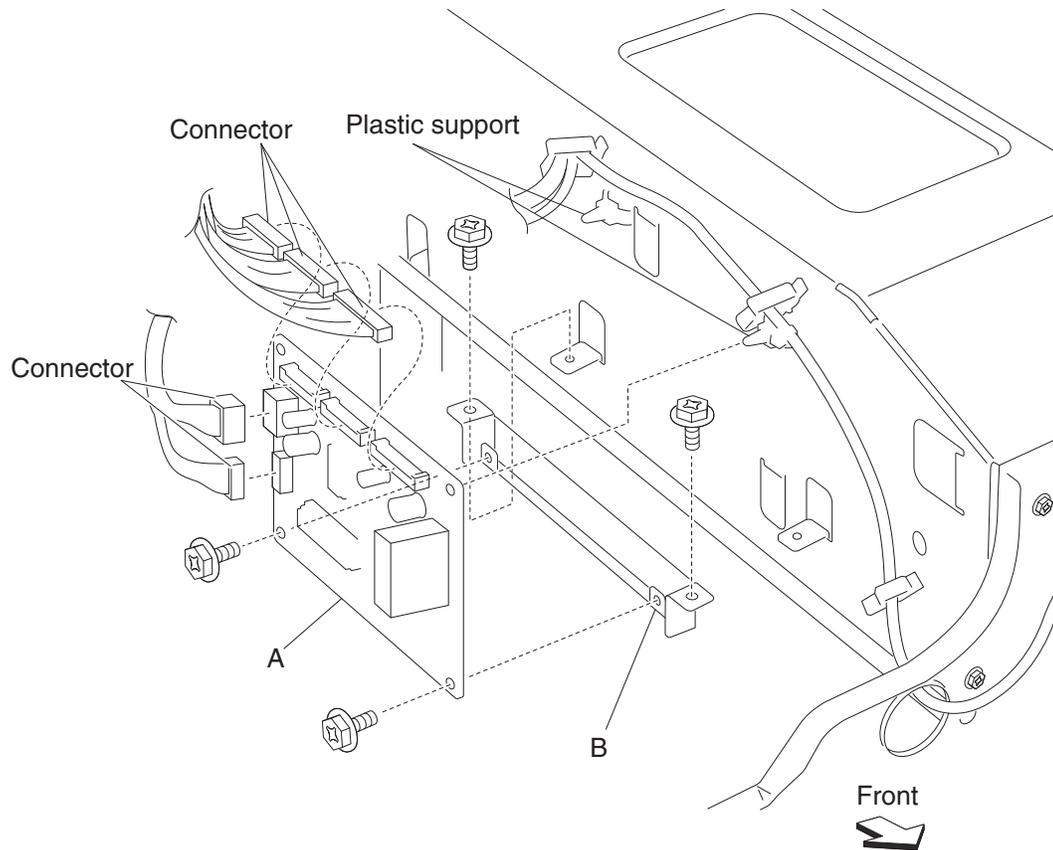
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Exit interface card assembly removal

1. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-5.
2. Disconnect all the connectors from the exit interface card assembly (A).
Note: Connector P430 has a hook that must first be released.
3. Remove the two screws securing the exit interface card assembly (A).
4. Release the plastic supports securing the exit interface card assembly (A).
5. Remove the exit interface card assembly (A) along with the bracket (B).
6. Remove the two screws securing the exit interface card assembly (A) to the bracket (B).



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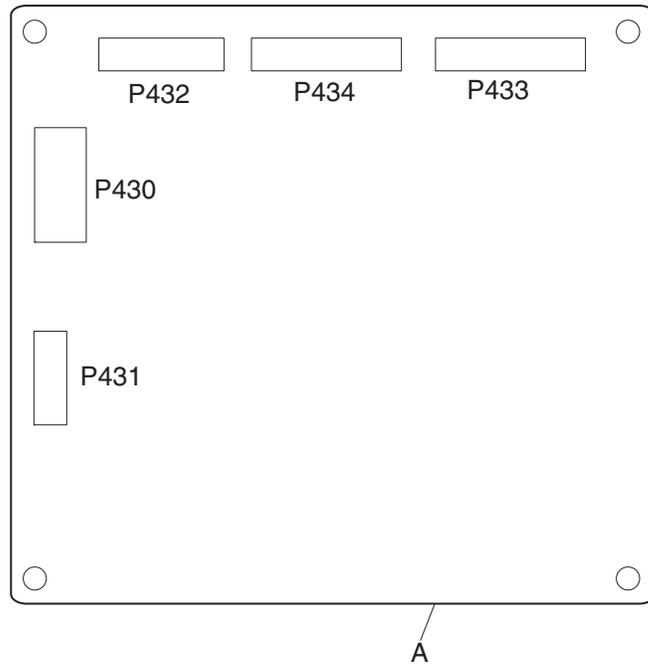


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7. Remove the exit 2 card assembly (A).



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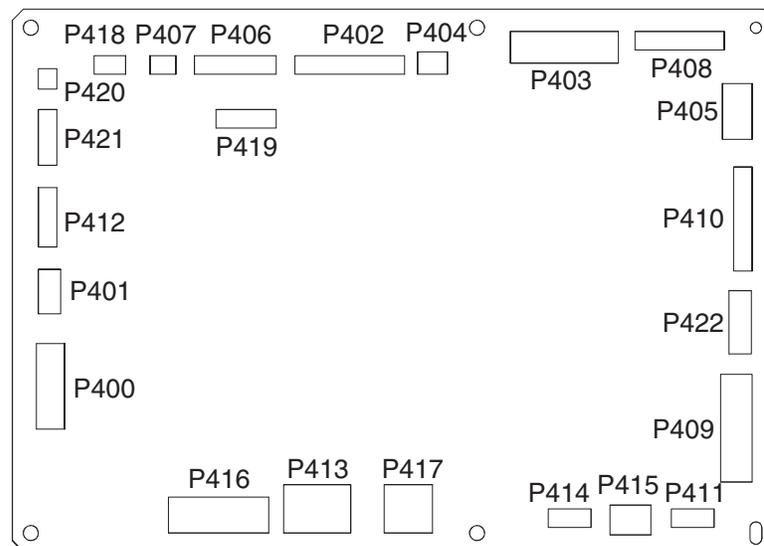
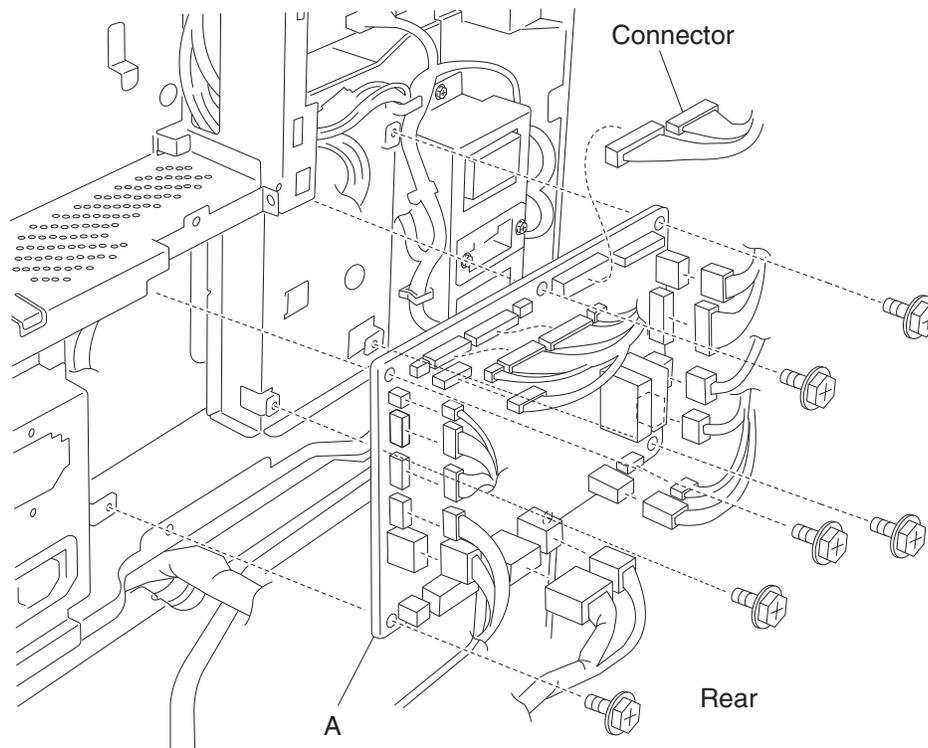
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Printer engine card assembly removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Remove the rear lower cover. See **“Rear lower cover removal”** on page 4-12.
4. Disconnect all the connectors from the engine controller card assembly (A).
Note: Connectors P405, P414, P416, and P400 have a hook that must be released.
5. Remove the six screws securing the printer engine card assembly (A).
6. Remove the printer engine card assembly (A).



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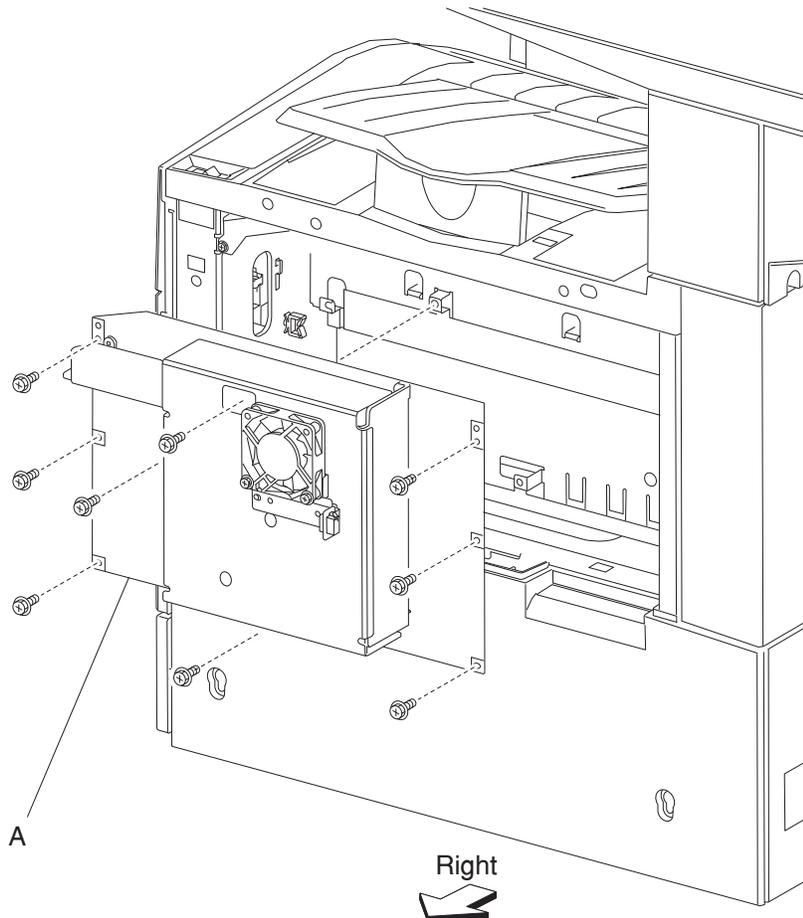
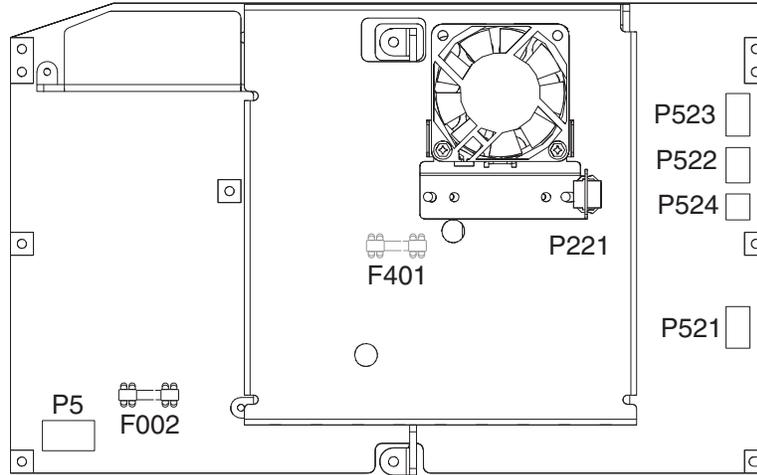


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LVPS card assembly removal



1. Remove the right upper cover. See **“Right upper cover removal”** on page 4-9.
2. Disconnect the connectors from the LVPS card assembly (A).
Note: The connectors P5, P521, P522, and P524 have hooks that must first be released.
3. Remove the nine screws securing the LVPS card assembly (A) to the printer.
4. Remove the LVPS card assembly (A).
Note: Grasp the card by the edge; avoid touching the bottom of the LVPS assembly (A).



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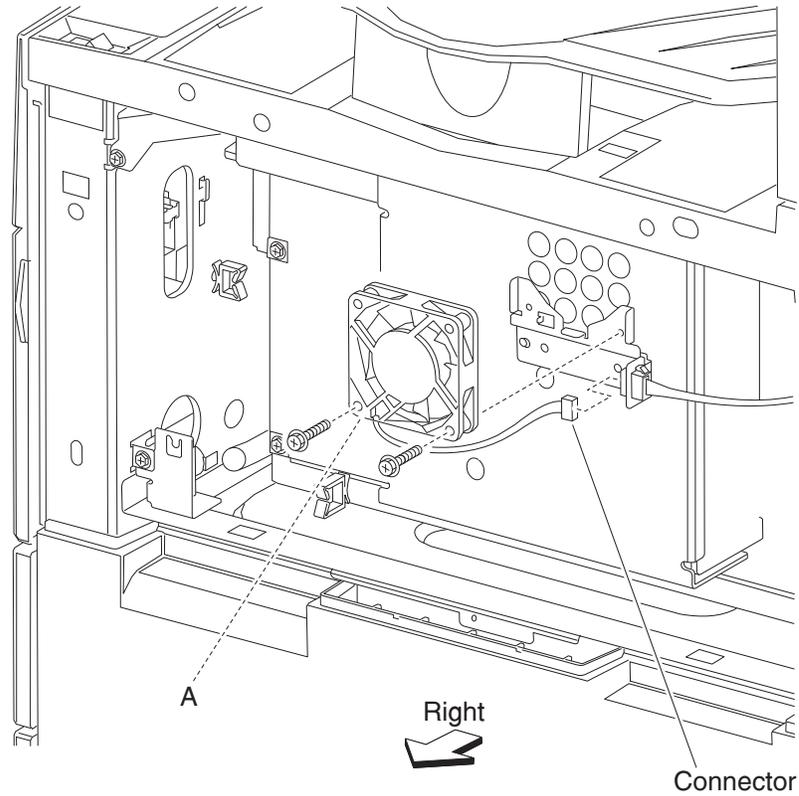
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LVPS cooling fan removal

1. Remove the right upper cover. See **“Right upper cover removal”** on page 4-9.
2. Disconnect the connector from the LVPS cooling fan (A).
3. Remove the two screws securing the LVPS cooling fan to the machine.
4. Remove the LVPS cooling fan (A).



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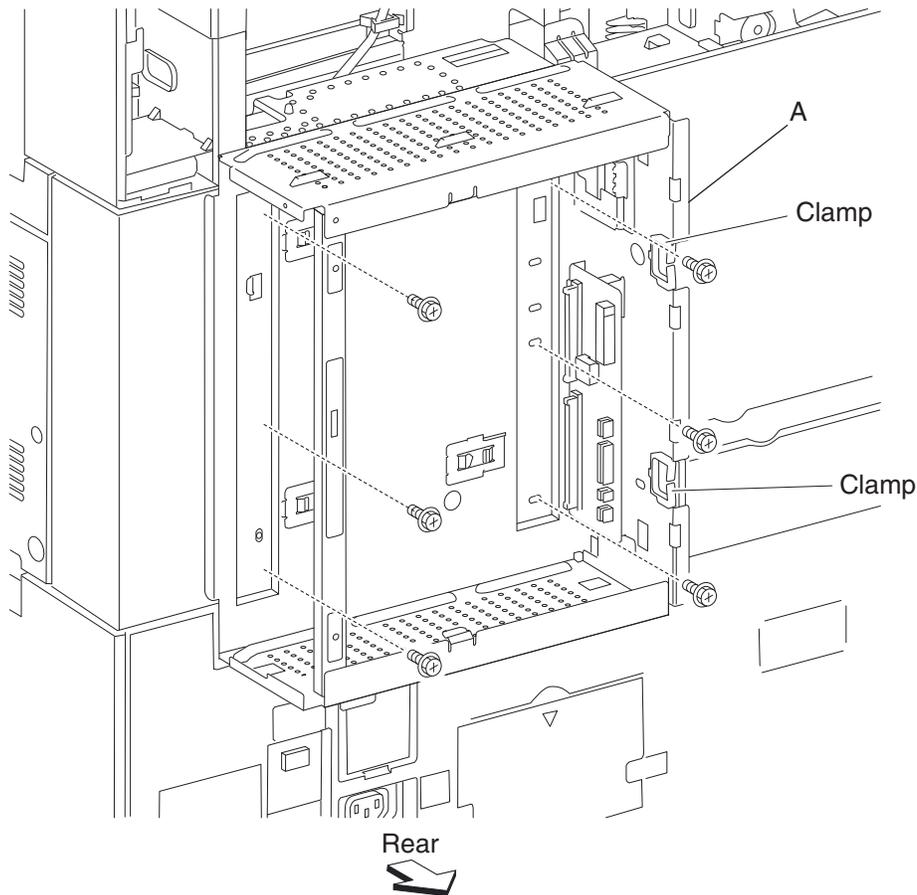
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AC drive card assembly removal

1. Remove the RIP card chassis bracket. See **“RIP card chassis bracket removal”** on page 4-127.
2. Remove the controller box side cover. See **“Controller box side cover removal”** on page 4-18.
3. Remove all harnesses from the clamps on the controller cage (A).
4. Remove the six screws securing the controller cage (A) to the printer.
5. Move the controller cage (A) leftward and outward.
6. Remove the controller cage (A).



7. Remove the seven connections to the AC drive card assembly (B).
8. Remove the six screws securing the AC drive card assembly (B) to the printer.
Note: Connectors P1, P4, P6, and P7 have a hook that must be released.

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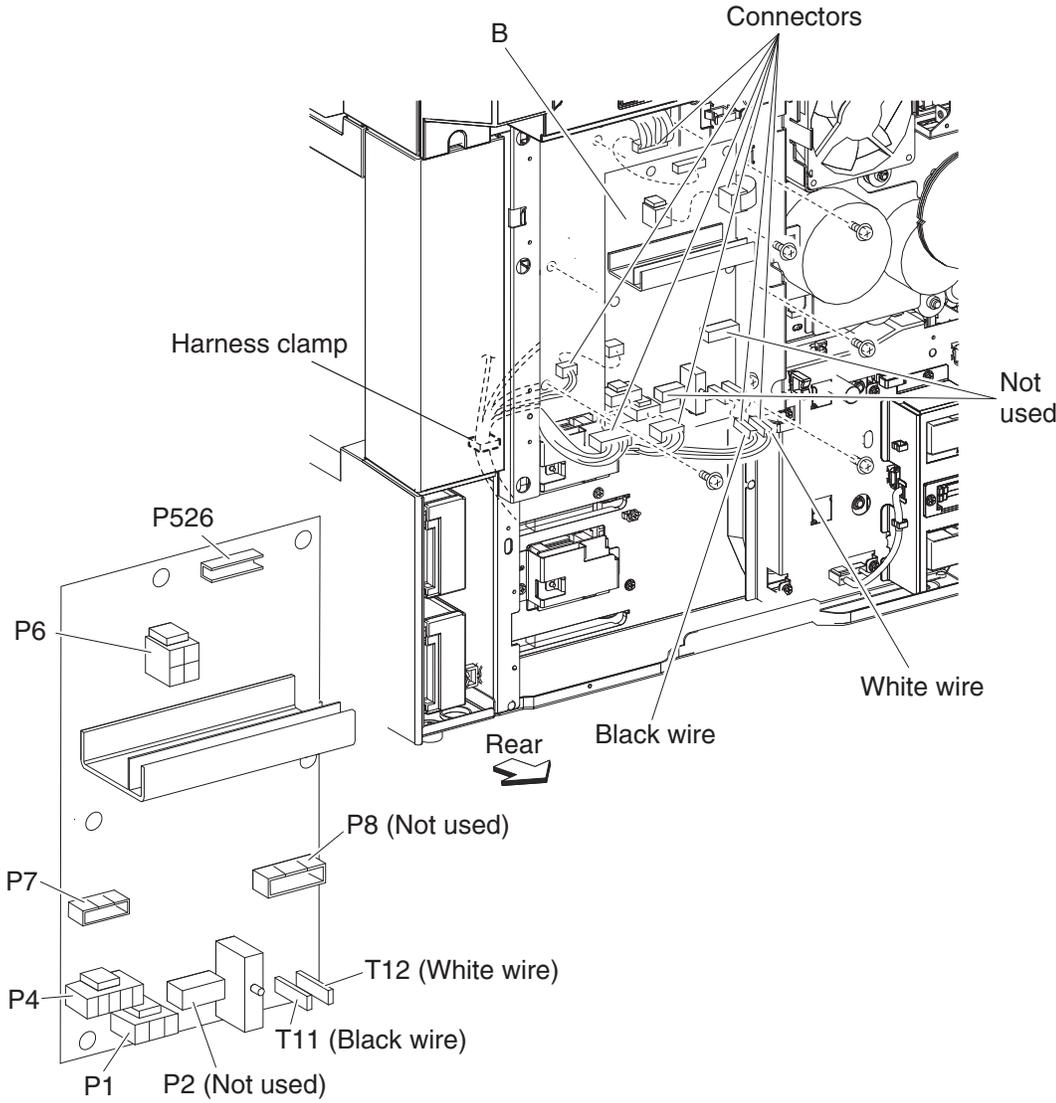


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- 9. Remove the AC drive card assembly (B).
Note: Before reinstalling, ensure that all electrical connections are properly connected.



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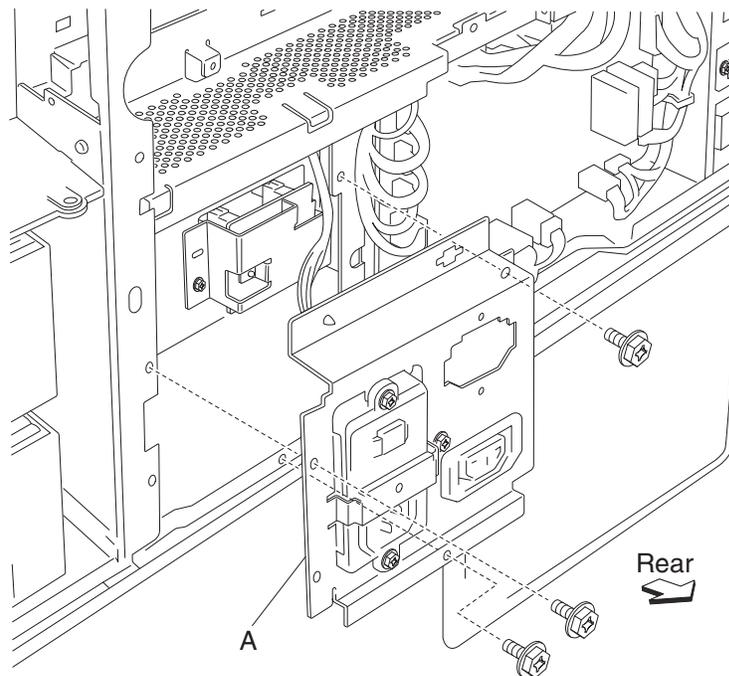
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AC power input socket assembly removal



1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Remove the rear lower cover. See **“Rear lower cover removal”** on page 4-12.
4. Remove the top cover assembly. See **“Top cover assembly removal”** on page 4-5.
5. Remove the right upper cover. See **“Right upper cover removal”** on page 4-9.
6. Remove the three screws securing the AC power input socket assembly (A).
7. Release the harness from the clamp.
8. Remove the AC power bracket assembly (A).



Warning: Before reinstalling, ensure all connectors are plugged into their proper location to prevent damage.

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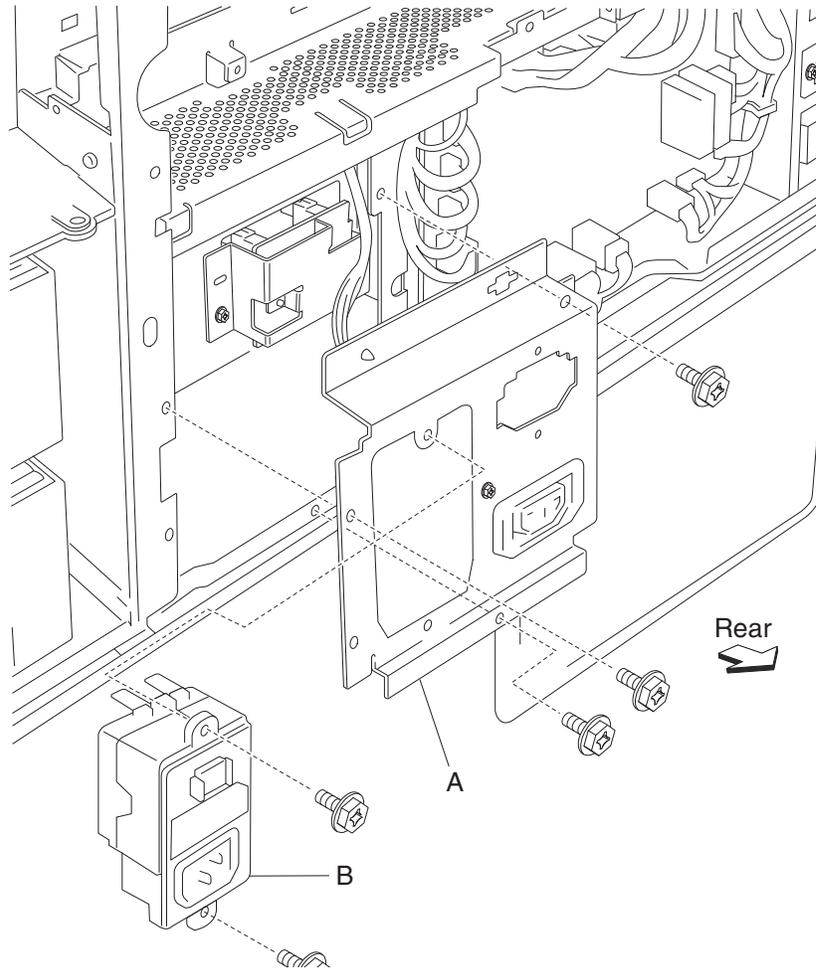


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AC power input socket removal



1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Remove the rear lower cover. See **“Rear lower cover removal”** on page 4-12.
4. Remove the three screws securing the bracket (A).
5. Disconnect the two connectors to the AC power input socket (B).
6. Remove the two screws securing the AC power input socket (B) to the bracket (A).
7. Remove the AC GFI breaker (B).



Warning: Before reinstalling, ensure all connectors are plugged into their proper location to prevent damage.

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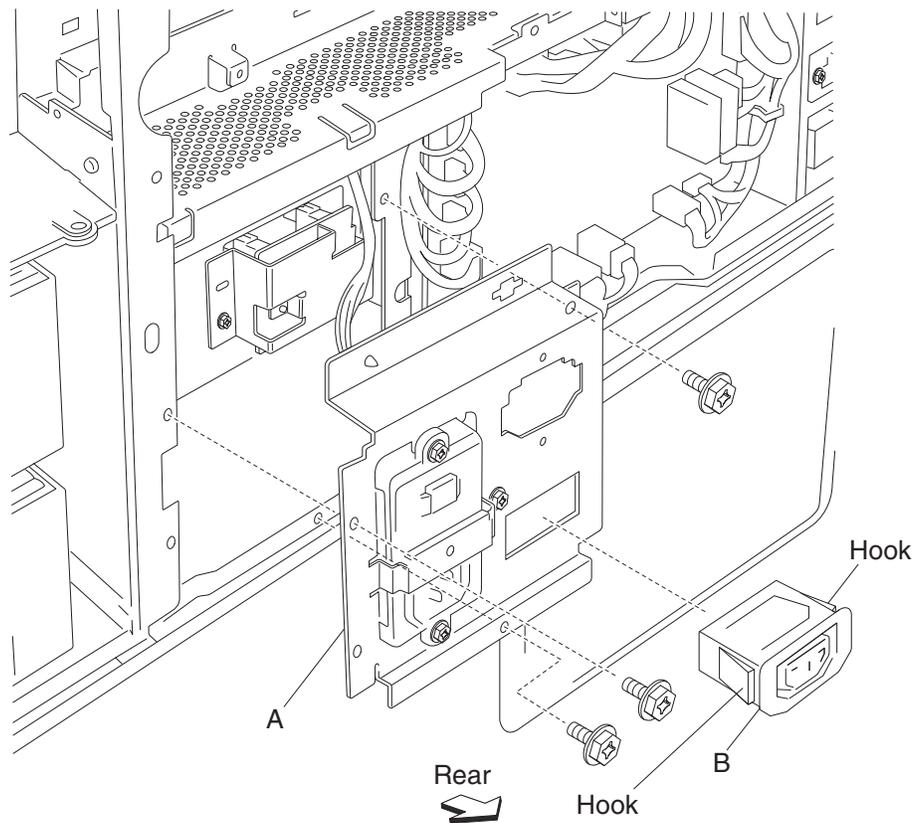


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Finisher AC output removal



1. Remove the RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
3. Remove the rear lower cover. See **“Rear lower cover removal”** on page 4-12.
4. Remove the printer engine card assembly. See **“Printer engine card assembly removal”** on page 4-119.
5. Remove the three screws securing the bracket (A).
6. Disconnect the three connectors to the finisher AC output (B).
7. Release the two hooks securing the finisher AC output (B) to the bracket (A).
8. Remove the finisher AC output (B).



Warning: Before reinstalling, ensure all connectors are plugged into their proper location to prevent damage.

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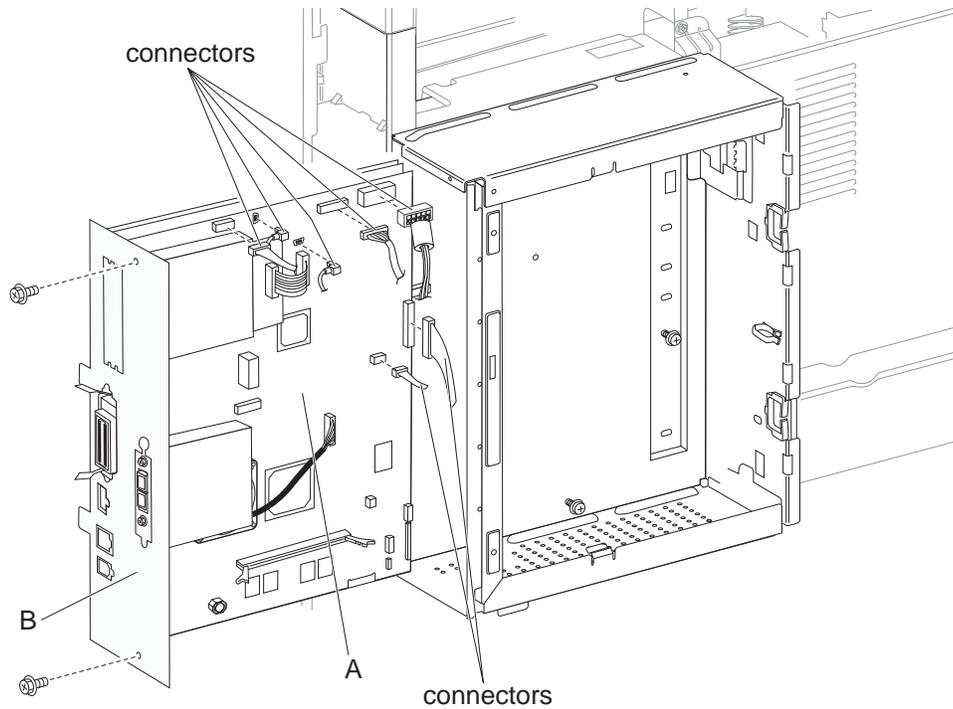


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RIP card chassis bracket removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Disconnect the seven connections from the RIP card assembly (A).
3. Remove the two screws securing the RIP card chassis bracket (B) to the frame.
4. Slide the RIP card chassis bracket (B) to the left and out of the frame.

Warning: Do not drop the RIP card chassis bracket, or damage will occur.



5. Remove the RIP card chassis bracket assembly.

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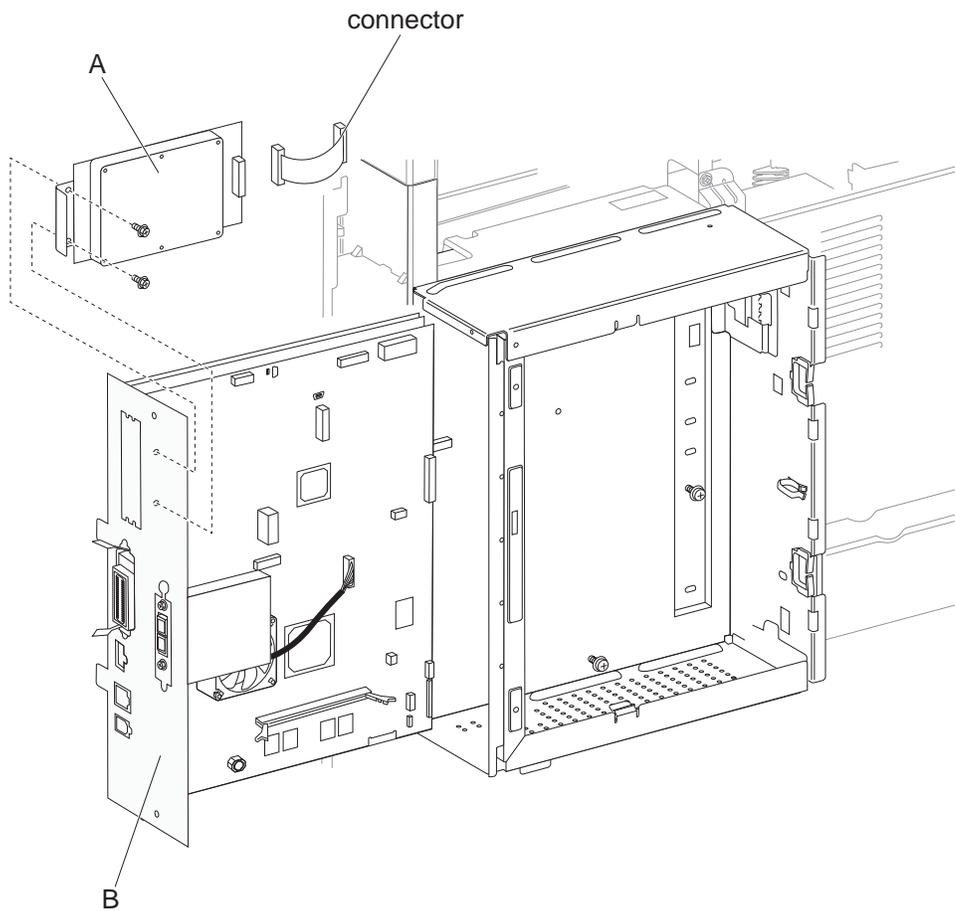
Hard drive removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the RIP card chassis bracket. See **“RIP card chassis bracket removal”** on page 4-127.

Warning: Do not drop the RIP card chassis bracket, or damage will occur.

3. Remove the connector from the hard drive (A).
4. Remove the two screws securing the hard drive (A) to the RIP card chassis bracket (B).
5. Pull the hard drive (A) to release the three locator snaps.
6. Remove the hard drive (A).

Warning: Do not drop the hard drive, or damage will occur.



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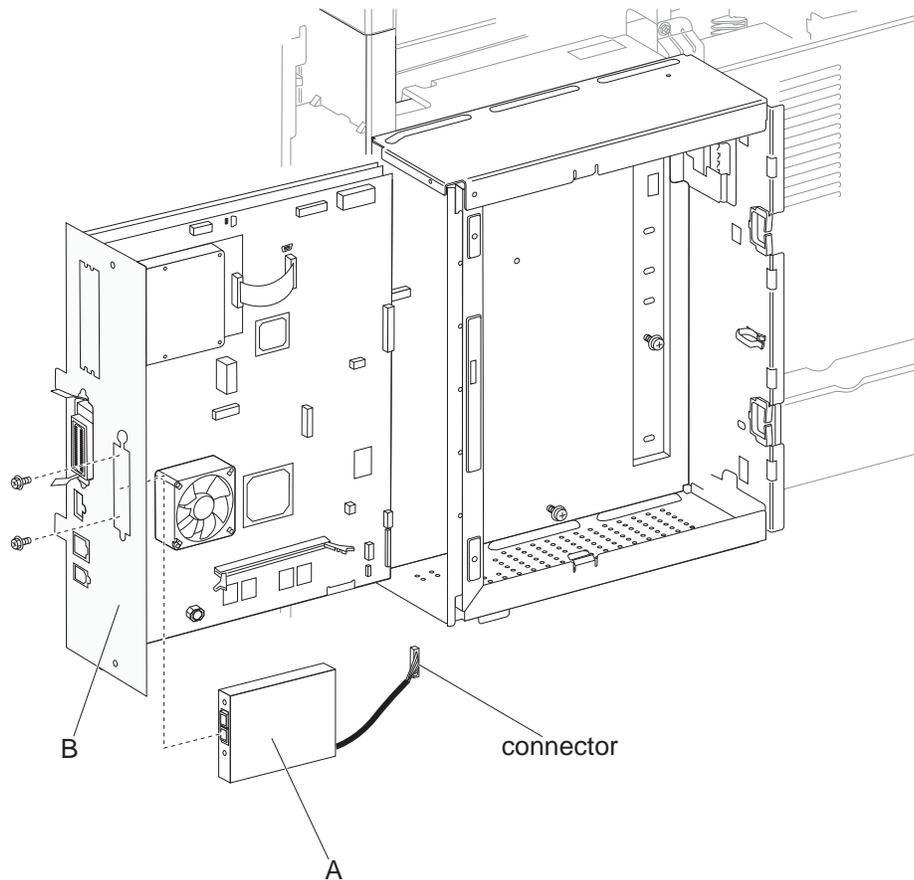
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Fax interface card assembly removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Disconnect the connection from the fax interface assembly (A).
3. Remove the two screws securing the fax interface card (A) to the side of the RIP card chassis bracket (B).
4. Remove the fax interface card assembly (A).



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RIP card assembly removal

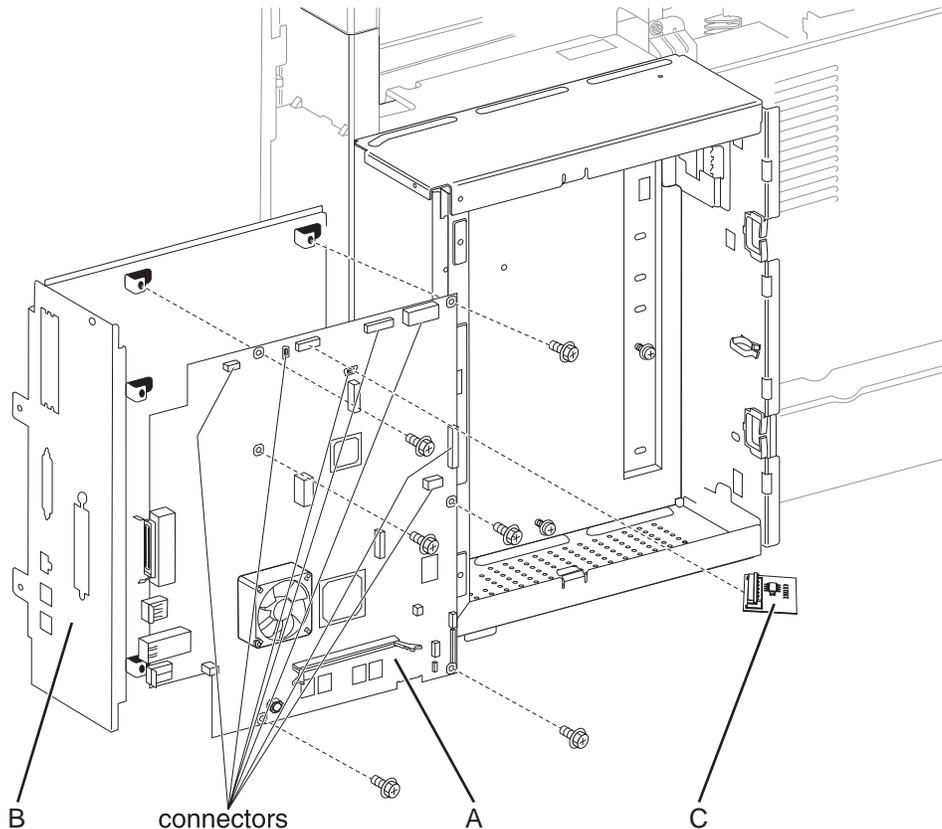


CAUTION—POTENTIAL INJURY:

There is a danger of explosion if a lithium battery is incorrectly replaced. Replace it only with the same or an equivalent type of lithium battery. Do not recharge, disassemble, or incinerate a lithium battery. Discard used batteries according to the manufacturer's instructions and local regulations.

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Remove the RIP card chassis bracket. See **“RIP card chassis bracket removal”** on page 4-127.
3. Remove the hard drive. See **“Hard drive removal”** on page 4-128.
4. Remove the fax interface card assembly. See **“Fax interface card assembly removal”** on page 4-129.
5. Disconnect the seven connections from the RIP card assembly (A).
6. Loosen the two thumbscrews from the side of the RIP card chassis bracket (B).
7. Remove the six screws securing the RIP card assembly (A) to the face of the RIP card chassis bracket (B).
8. Remove the NVRAM card (C).
9. Remove the RIP card assembly (A).

Important: The replacement RIP card assembly does not contain a NVRAM card. Remove the NVRAM card from the old RIP card and install on the replacement RIP card to restore the NVRAM settings..



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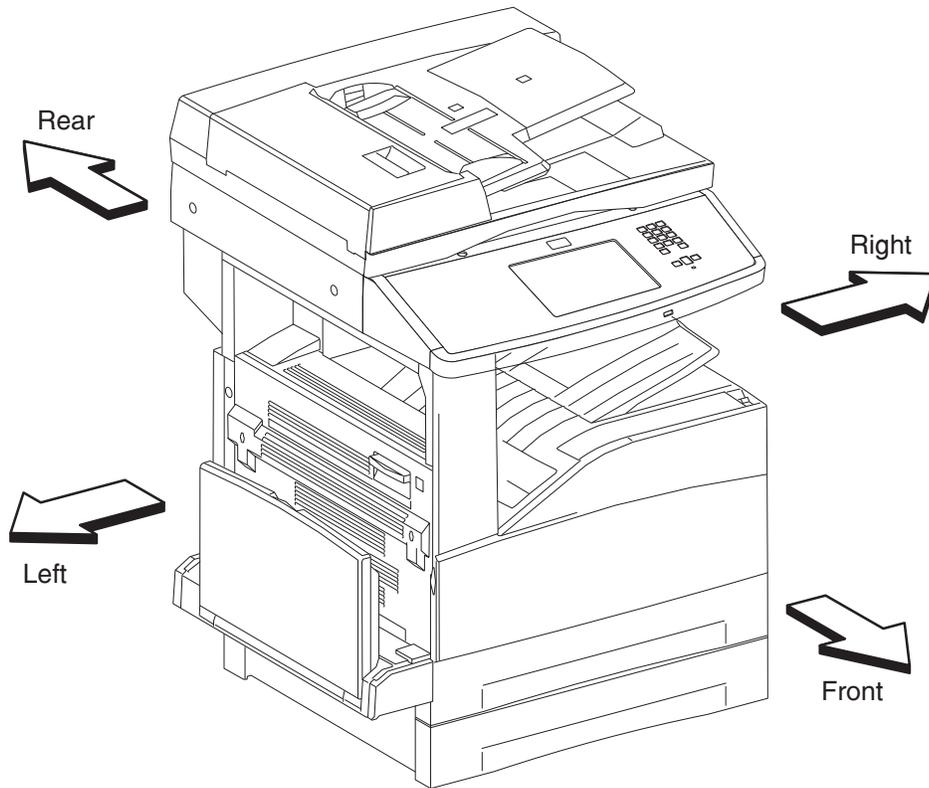


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Scanner removals



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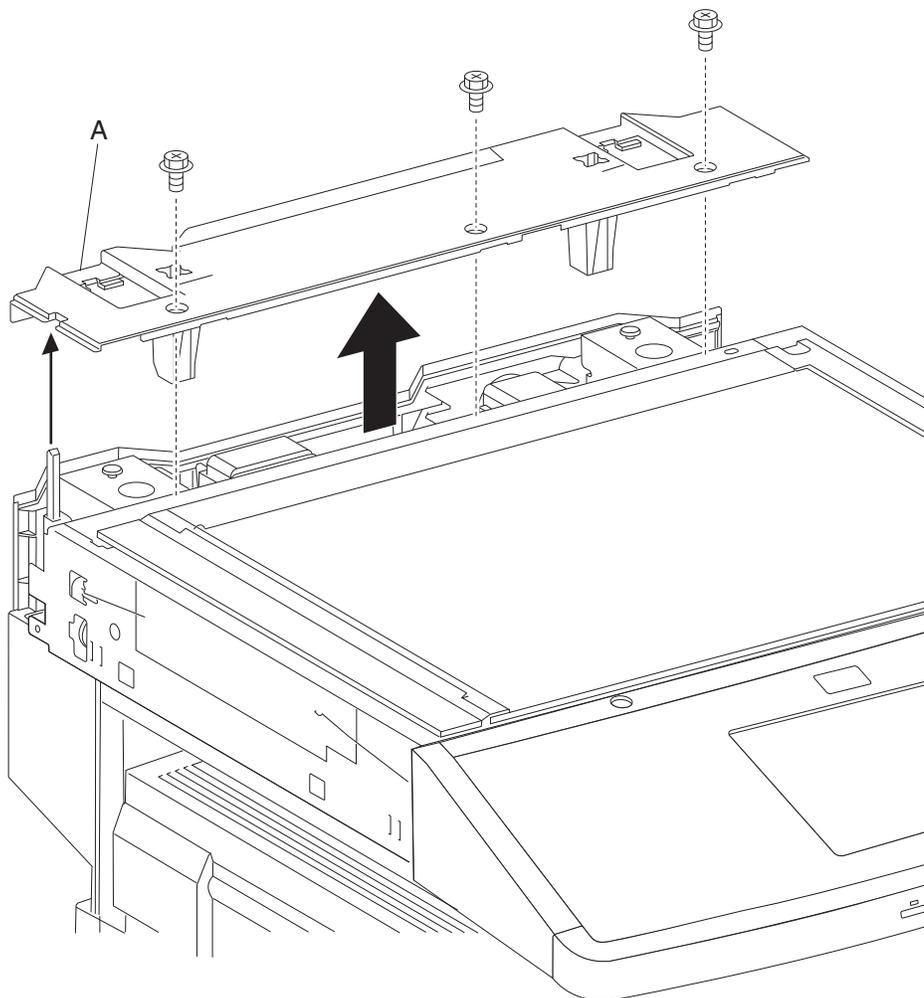
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Scanner top rear cover removal

1. Remove the ADF unit assembly. See **“ADF unit assembly removal”** on page 4-167.
2. Remove the rear upper cover. See **“Rear upper cover removal”** on page 4-15.
3. Remove the scanner left cover. See **“Scanner left cover removal”** on page 4-133.
4. Remove the scanner right cover. See **“Scanner right cover removal”** on page 4-134.
5. Remove the three screws securing the scanner top rear cover (A) to the scanner unit assembly.
6. Lift the scanner top rear cover (A) upward.
7. Remove the scanner top rear cover (A).



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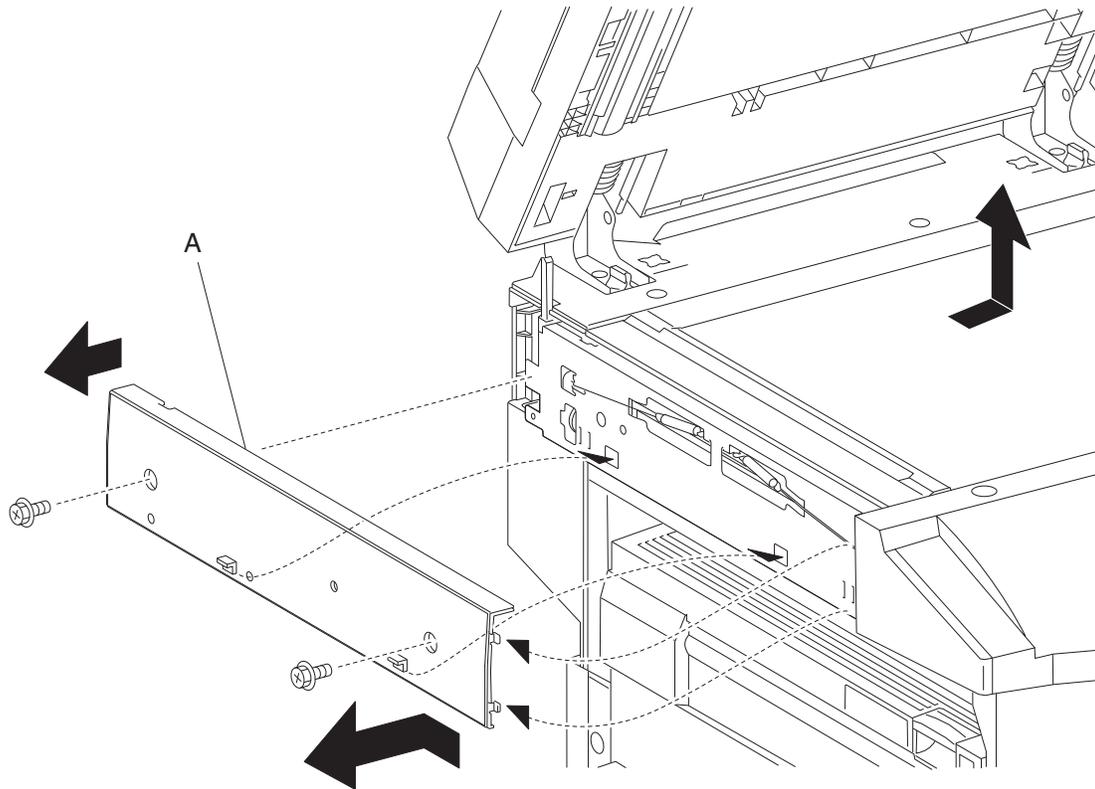
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Scanner left cover removal

1. Remove the two screws securing the scanner left cover (A) to the scanner unit assembly.
2. Disengage the rear side of scanner left cover (A) from the scanner unit assembly, and shift the scanner left cover (A) rearward.
3. Release the two hooks securing the front side of scanner left cover (A), and remove the scanner left cover (A).



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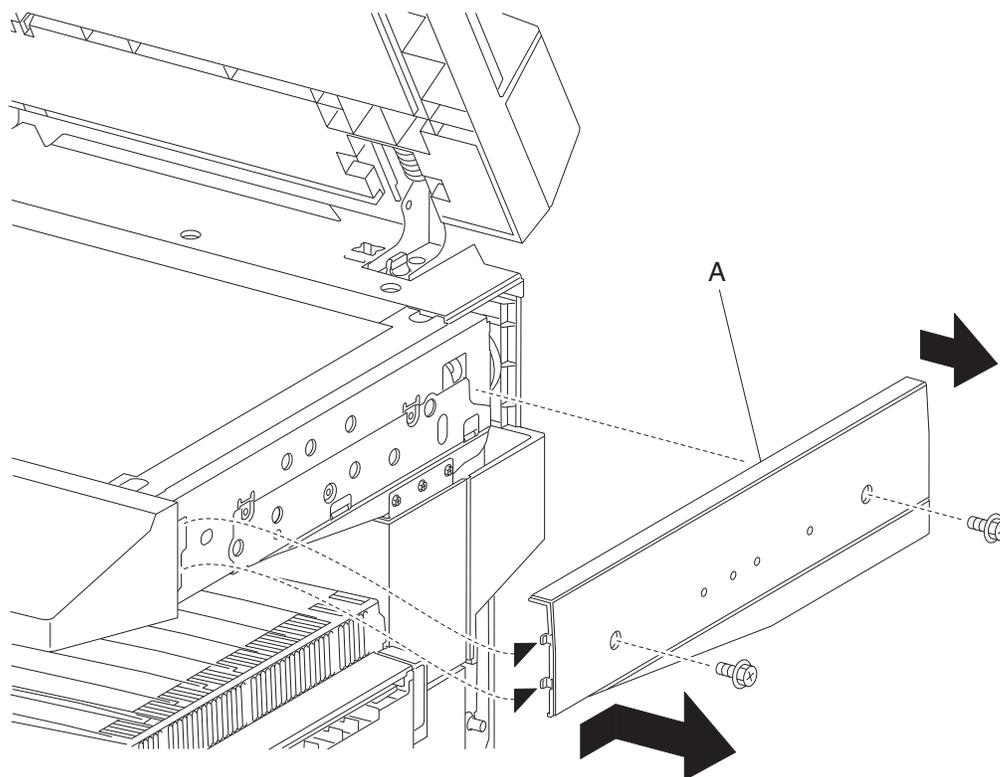
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Scanner right cover removal

1. Remove the two screws securing the scanner right cover (A) to the scanner unit assembly.
2. Disengage the rear side of scanner right cover (A) from the scanner unit assembly, and shift the scanner right cover (A) rearward.
3. Release the two hooks securing the front side of the scanner right cover (A), and remove the scanner right cover (A).



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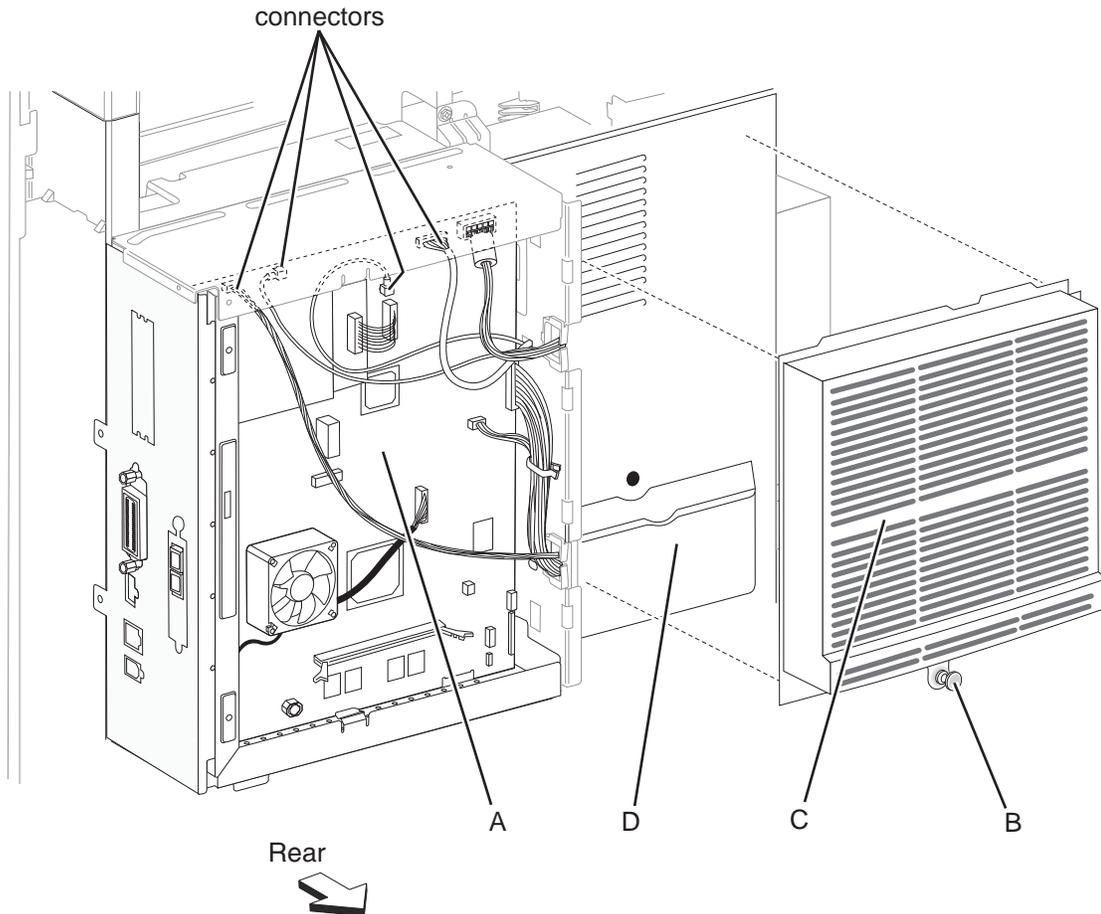
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Operator panel assembly removal

1. Remove the rear RIP card cover. See **“Rear RIP card cover removal”** on page 4-13.
2. Disconnect the four connectors from the RIP card assembly (A).
3. Pull the stud (B) securing the filter (C) away from the rear motor cover (D).
4. Remove the filter (C).



5. Remove the rear motor cover. See **“Rear motor cover removal”** on page 4-11.
6. Remove the controller box side cover. See **“Controller box side cover removal”** on page 4-18.
7. Remove the rear upper cover. See **“Rear upper cover removal”** on page 4-15.

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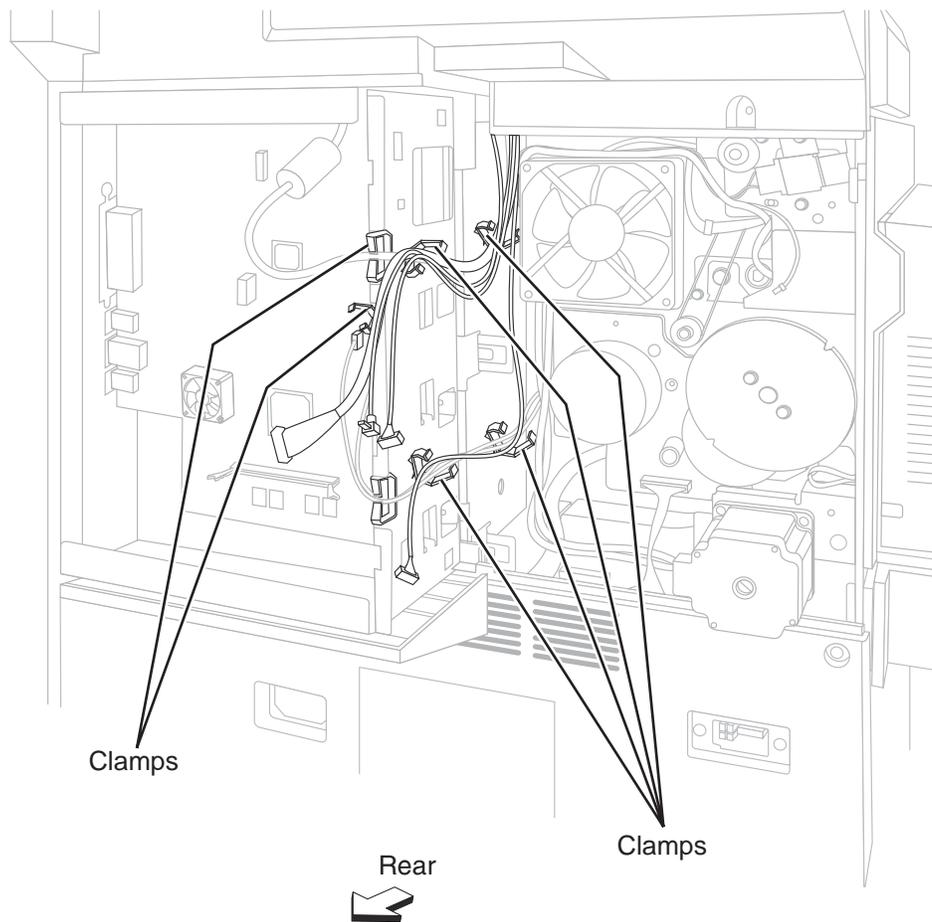


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8. Release the operator panel cable and the USB-Smart card-LED cable assembly from the clamps.



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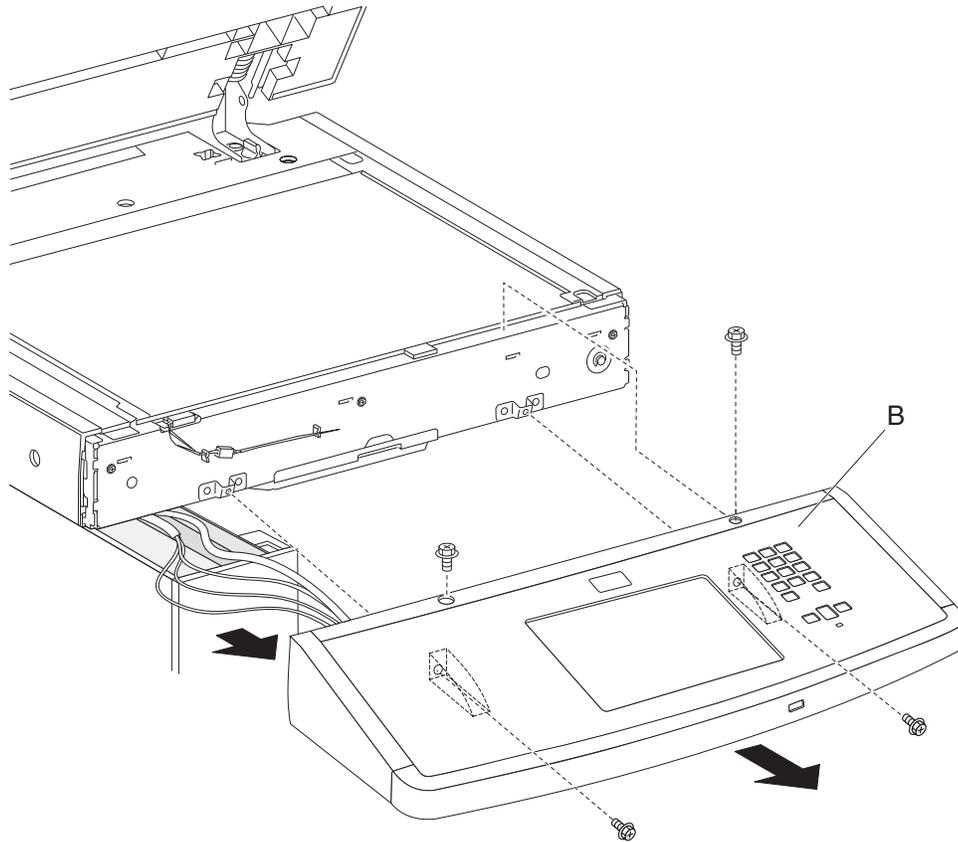
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9. Remove the four screws securing the operator panel assembly (B) to the scanner unit assembly.

Warning: Do not drop the operator panel assembly (B), or damage will occur.



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10. Guide the operator panel cable and the USB-Smart card-LED cable assembly through the rear of the printer so that they can be pulled through from the front.

Note: First pull the operator panel cable out from the harness guide (C), and then remove the remaining three cables.

11. Remove the operator panel assembly (B).

Reinstallation procedure for the operator panel assembly (B):

- 1.** Guide the operator panel cable through the harness guide (C) so that it can be pulled through the rear of the printer, and then guide the three remaining cables.
- 2.** Reroute the cables, and ensure that they are reinserted into their appropriate clamps.
- 3.** Ensure that all connections are properly reconnected.

Warning: Be careful not to damage the cables by pulling too hard, or cutting the cable insulation.

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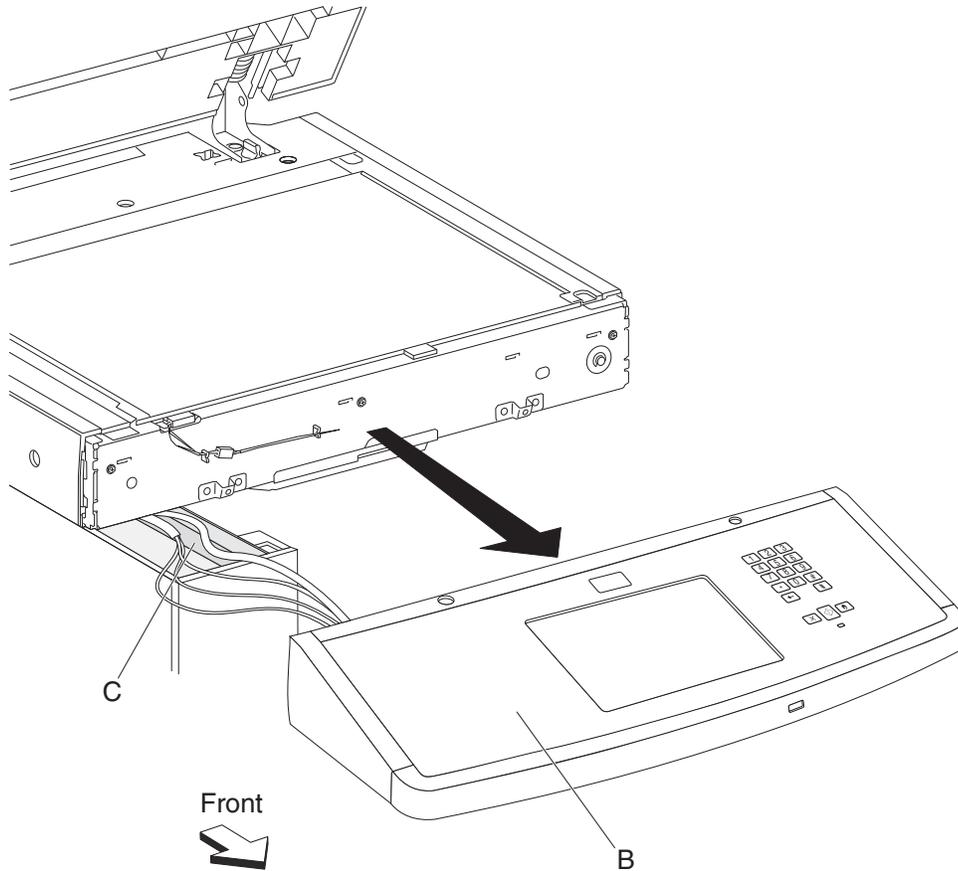
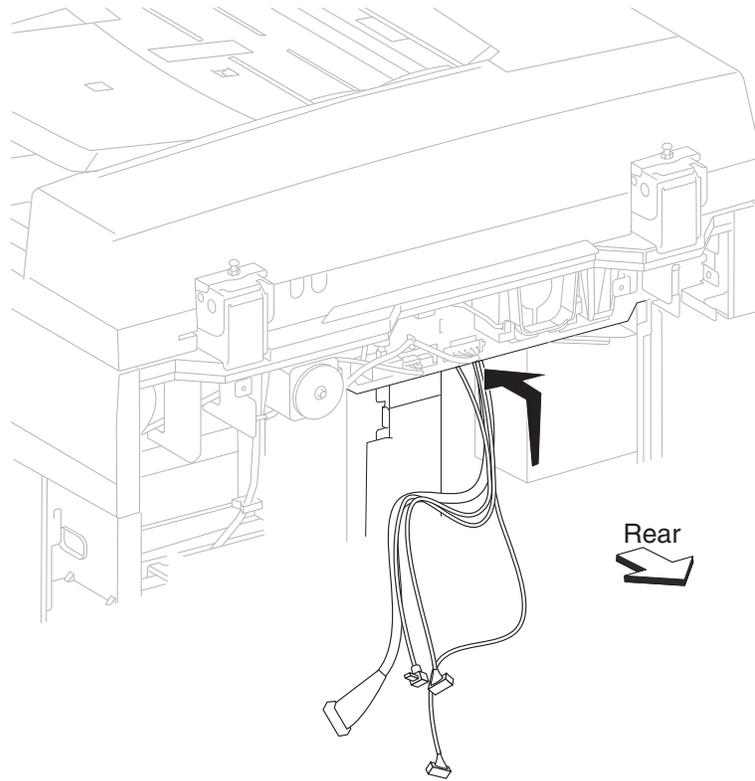
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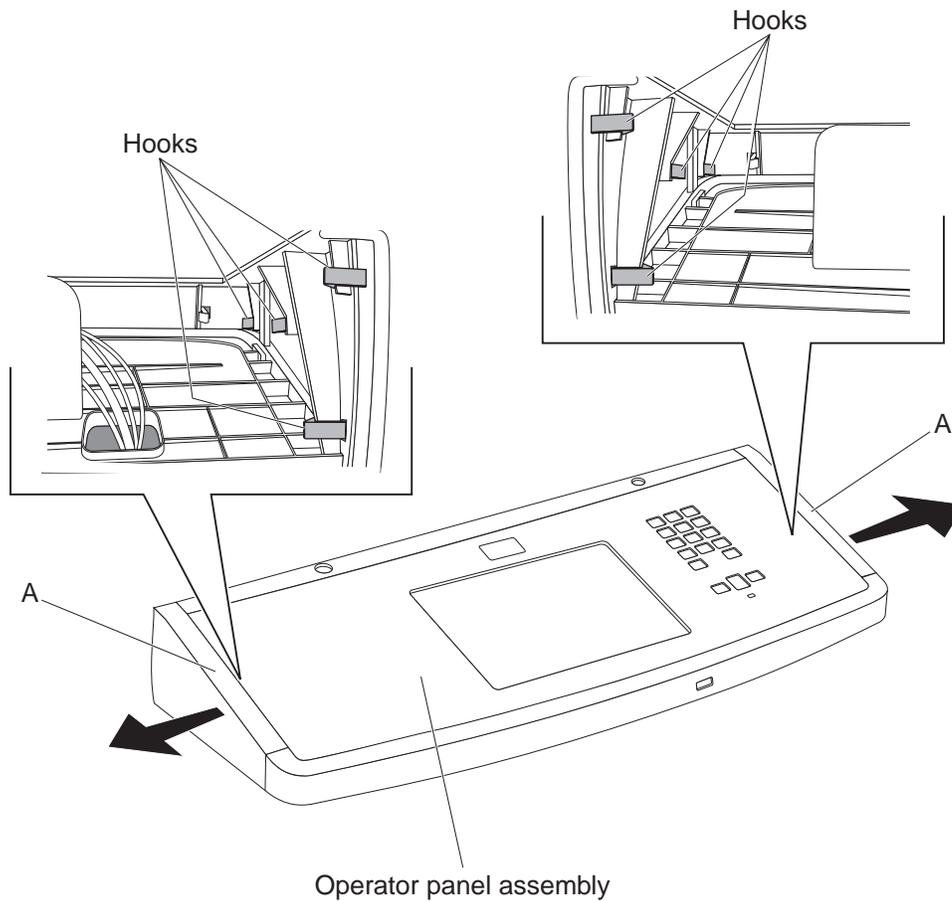


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Operator panel cover assembly removal

1. Remove the operator panel assembly. See **“Operator panel assembly removal”** on page 4-135.
2. Release the hooks accessible on the rear end to dislodge the operator panel side covers (A).
Note: Use a prying tool to release the hooks that are difficult to access. The hooks are easier to release if done in sequence starting from the least accessible hook and ending on the nearest hook.
3. Remove the operator panel side covers (A).



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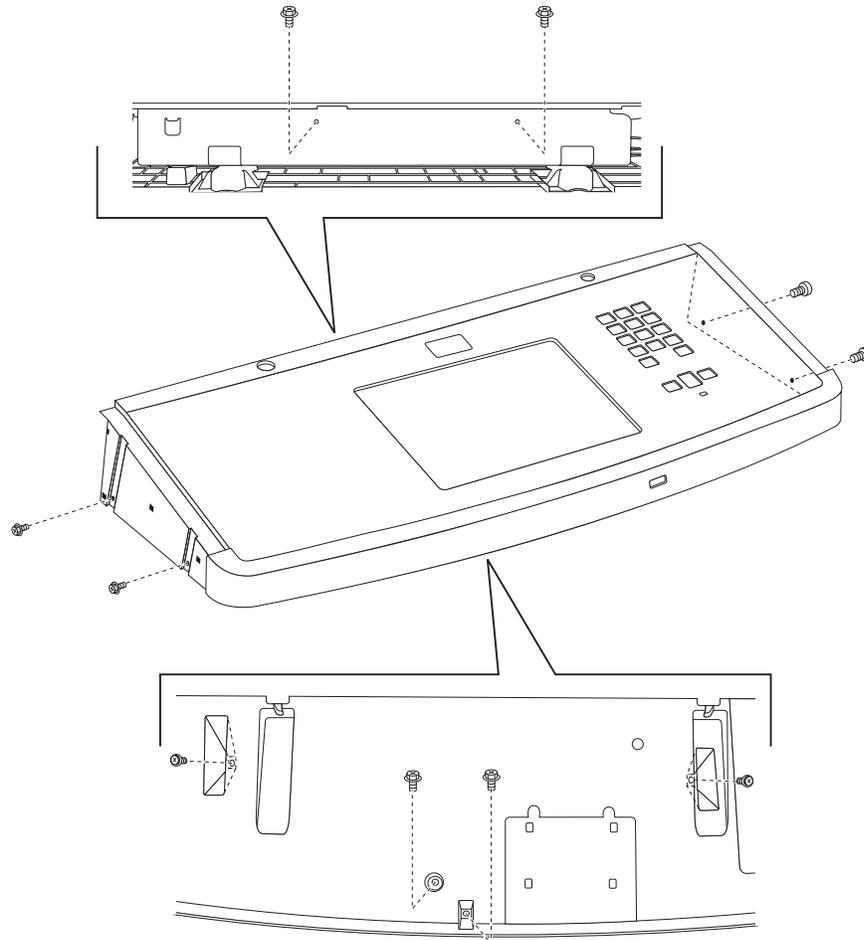


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4. Remove the four screws from the left and right sides of the operator panel assembly.
5. Remove the two screws from the rear side of the operator panel assembly.
6. Remove the four screws from the bottom side of the operator panel assembly.



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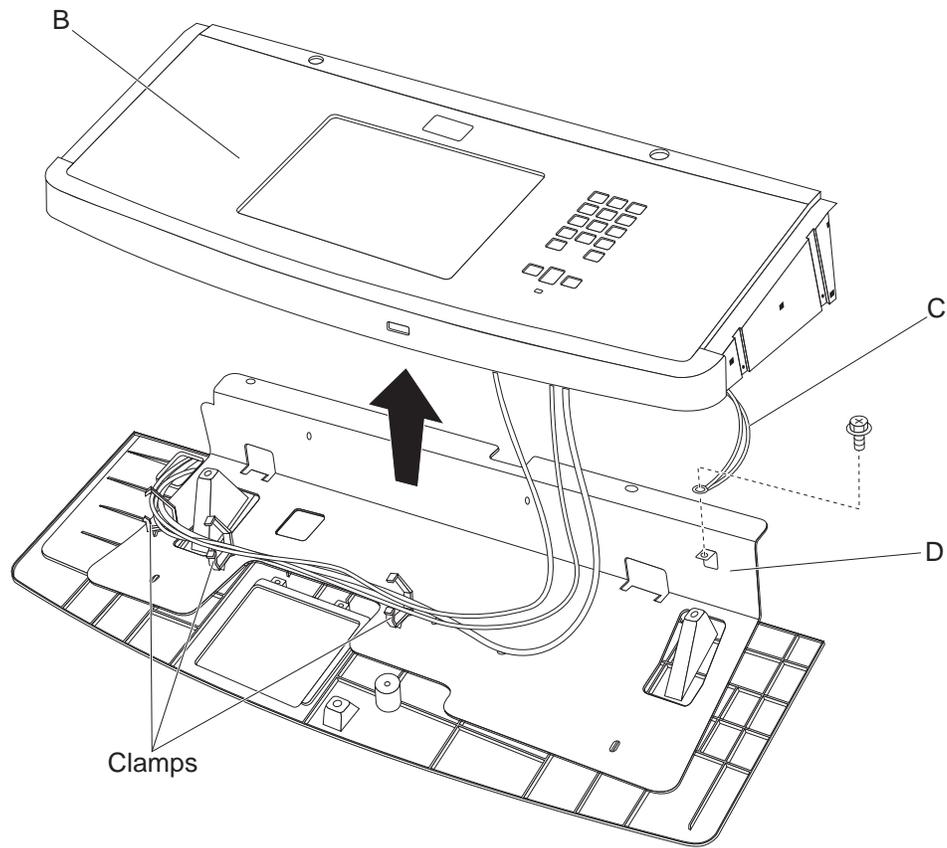


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7. Lift the operator panel top cover assembly (B), and remove the screw securing the green ground wire (C) to the rear frame (D).
8. Release the clamps holding the cables.



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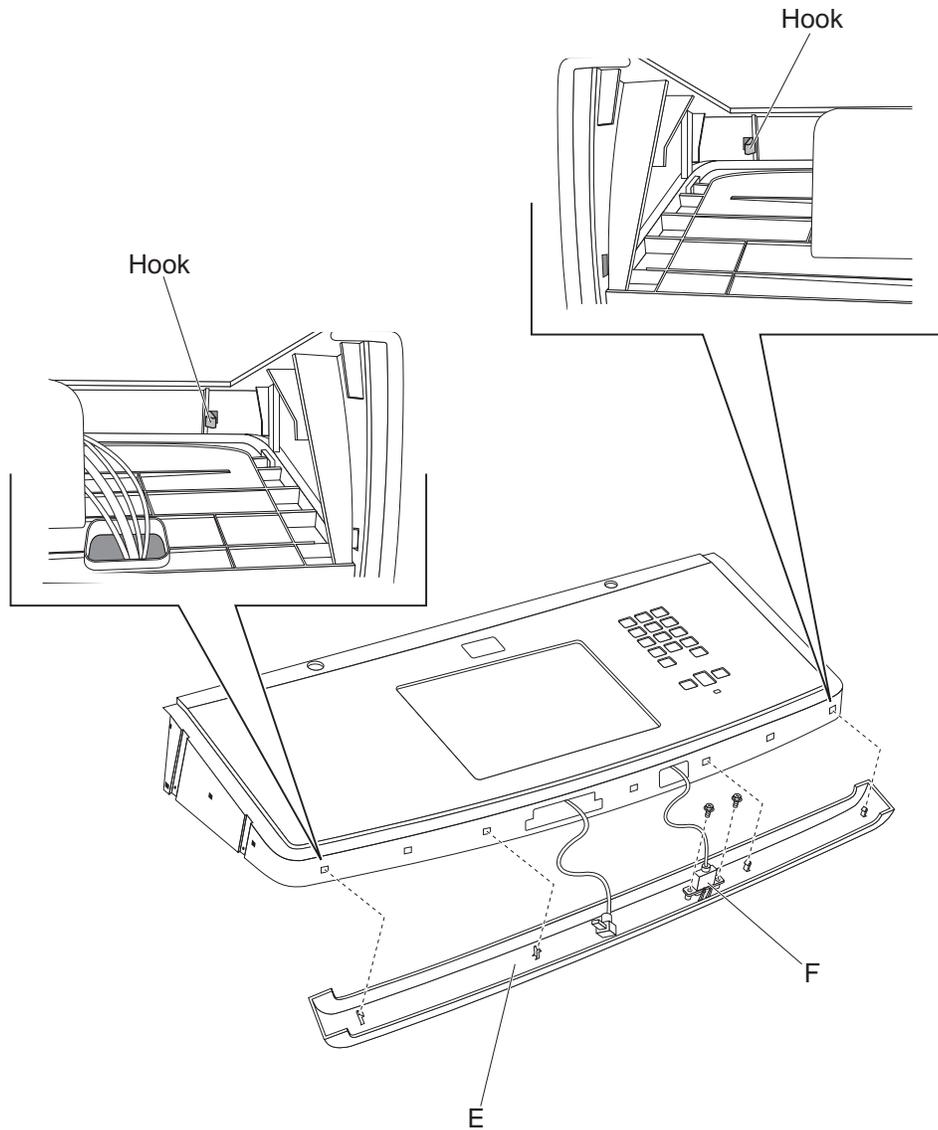


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9. Push the hooks accessible on the rear end to dislodge the operator panel front cover (E).
- Note:** Use a prying tool to release hooks that are difficult to access.
10. Remove the two screws securing the USB cable (F) to the operator panel front cover (E).
 11. Remove the operator panel front cover (E).



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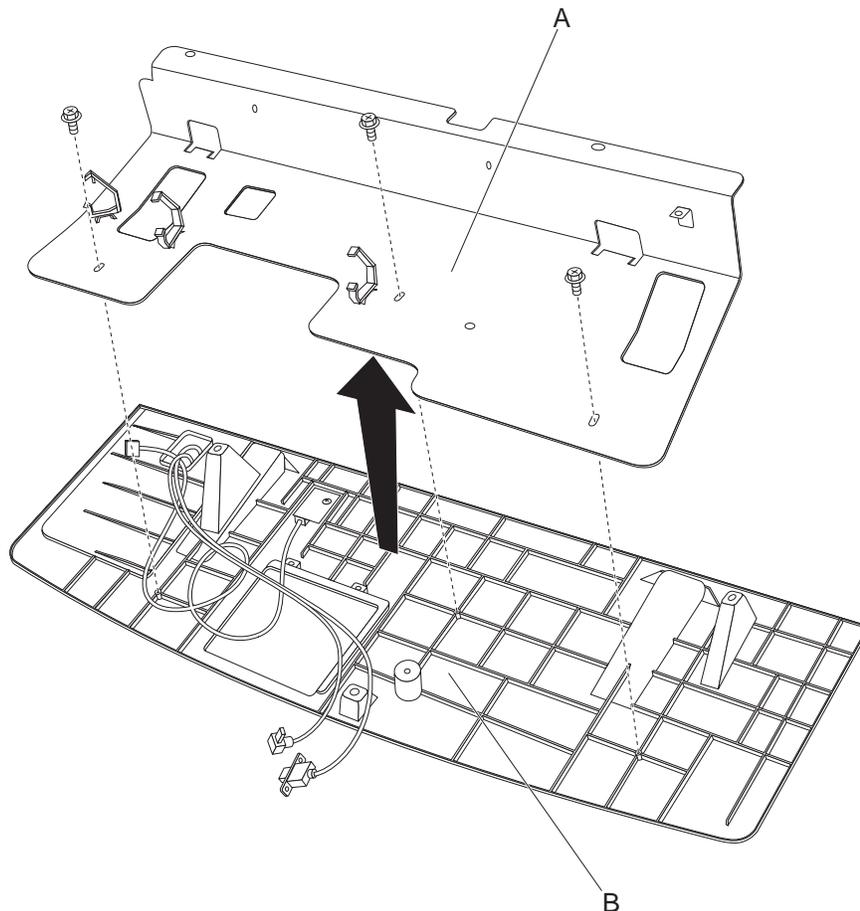
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USB-Smart card-LED cable assembly removal

1. Remove the operator panel assembly. See **“Operator panel assembly removal” on page 4-135.**
2. Remove the operator cover assembly. See **“Operator panel cover assembly removal” on page 4-140.**
3. Release the Smart card cable and the USB cable from the operator panel top cover.
4. Remove the three screws securing the rear frame (A) to the operator panel bottom cover (B).
5. Lift the rear frame (A), and remove.



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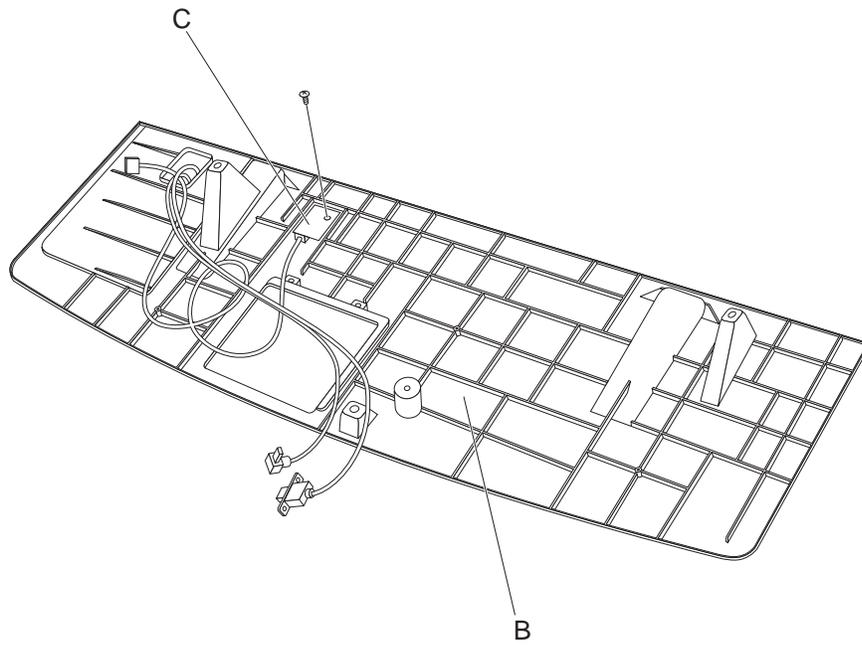


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6. Remove the screw securing the LED card (C).
7. Remove the USB-Smart card-LED cable assembly from the operator panel bottom cover (B).



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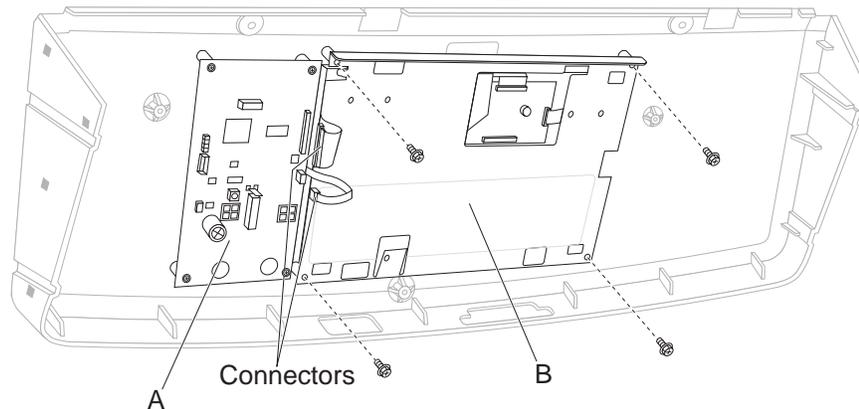
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Operator panel user touch screen removal

1. Remove the operator panel assembly. See **“Operator panel assembly removal” on page 4-135.**
2. Remove the operator panel cover assembly. See **“Operator panel cover assembly removal” on page 4-140.**
3. Disconnect the two connectors from the operator panel controller card (A).
4. Remove the four screws securing the operator panel user touch screen (B) to the top cover.
5. Remove the operator panel user touch screen (B).

Note: Before reinstalling the operator panel user touch screen (B), ensure that all connections are properly replaced.

Note: Before reinstalling the operator panel assembly, ensure that all ground wires are properly replaced.



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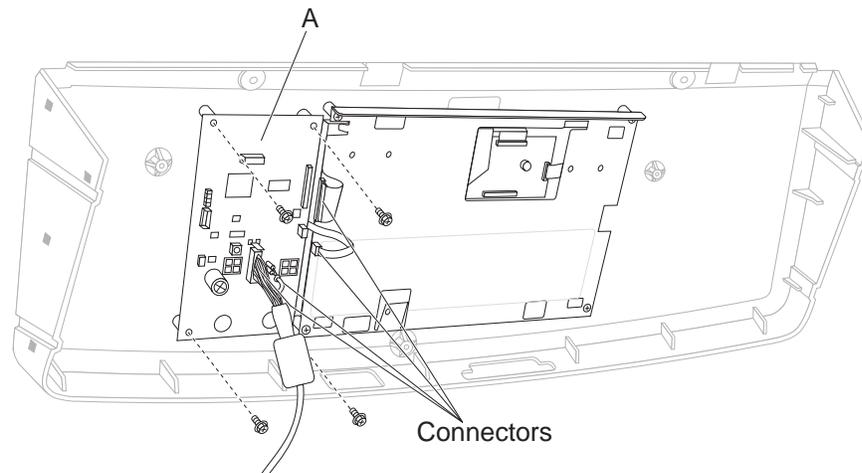
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Operator panel controller card removal

1. Remove the operator panel assembly. See **“Operator panel assembly removal” on page 4-135.**
2. Remove the operator panel cover assembly. See **“Operator panel cover assembly removal” on page 4-140.**
3. Disconnect all the connectors from the operator panel controller card (A).
4. Remove the four screws securing the operator panel controller card (A) to the top cover.
5. Remove the operator panel controller card (A).

Note: Before reinstalling the operator panel controller card (A), ensure that all connections are properly replaced.

Note: Before reinstalling the operator panel assembly, ensure that all ground wires are properly replaced.



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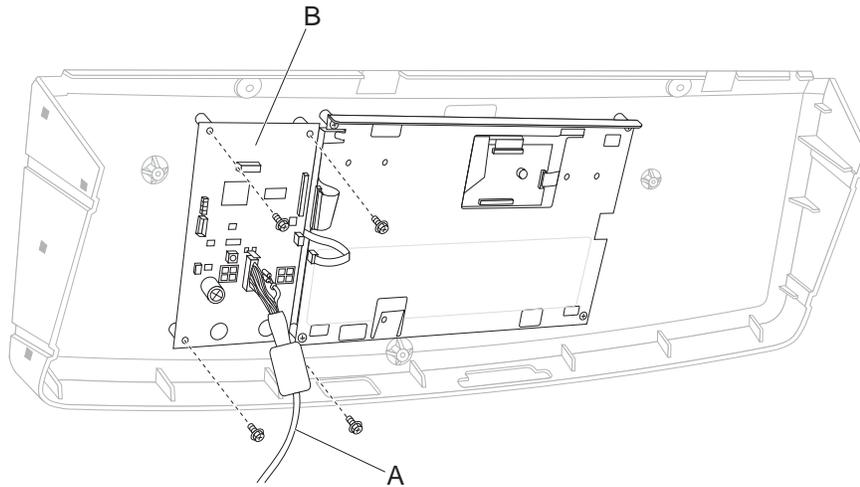
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Operator panel cable removal

1. Remove the operator panel assembly. See **“Operator panel assembly removal” on page 4-135.**
2. Remove the operator panel cover assembly. See **“Operator panel cover assembly removal” on page 4-140.**
3. Disconnect the operator panel cable (A) from the operator panel controller card (B).



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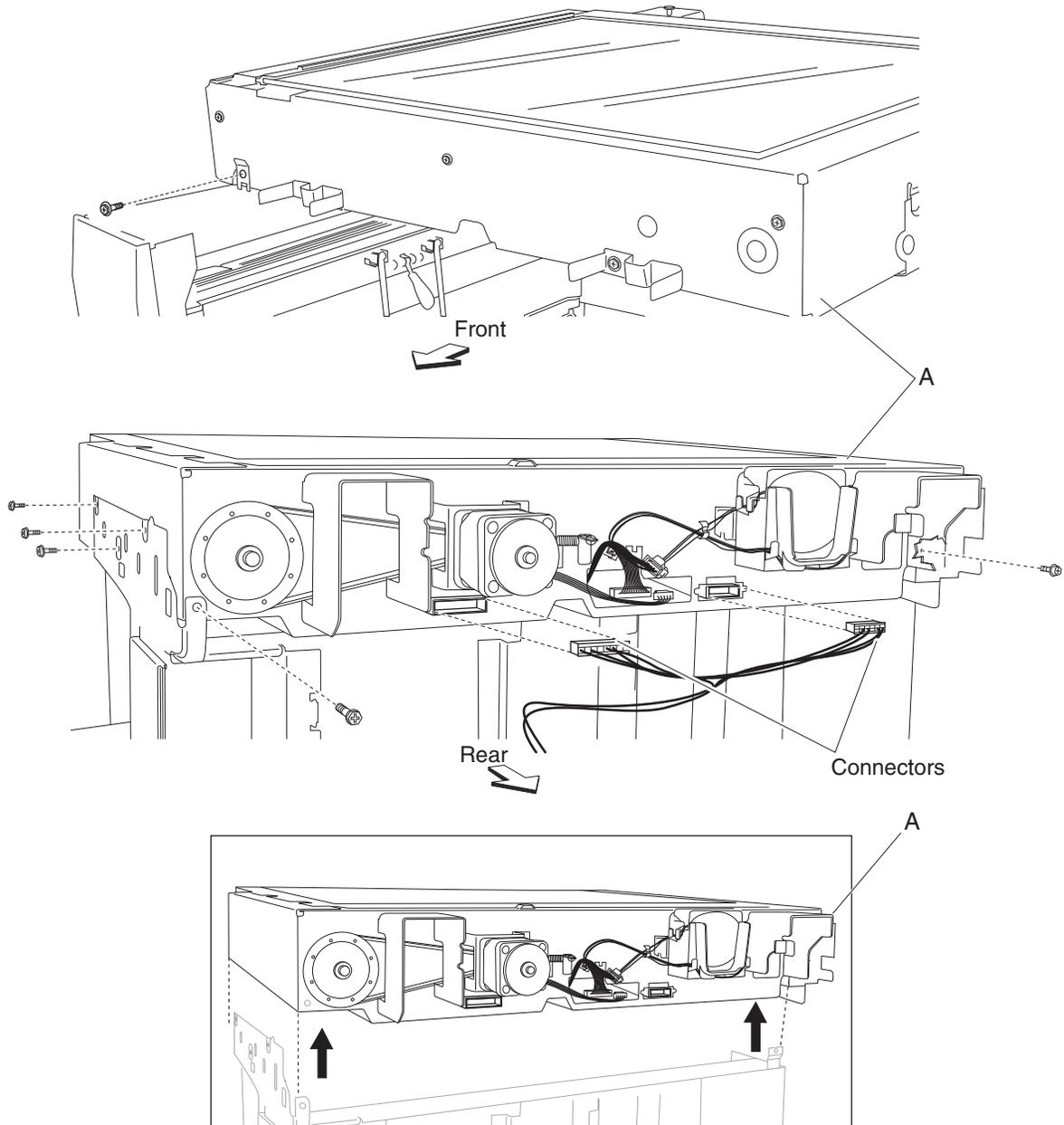
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Scanner unit assembly removal

1. Remove the ADF unit assembly. See **“ADF unit assembly removal”** on page 4-167.
2. Remove the operator panel assembly. See **“Operator panel assembly removal”** on page 4-135.
3. Remove the scanner left cover. See **“Scanner left cover removal”** on page 4-133.
4. Remove the scanner right cover. See **“Scanner right cover removal”** on page 4-134.
5. Remove the rear upper cover. See **“Rear upper cover removal”** on page 4-15.
6. Remove the scanner top rear cover. See **“Scanner top rear cover removal”** on page 4-132.
7. Remove the two power connections from the rear of the scanner unit assembly (A).
8. Remove the six screws securing the scanner unit assembly (A) to the machine.
9. Remove the scanner unit assembly (A).



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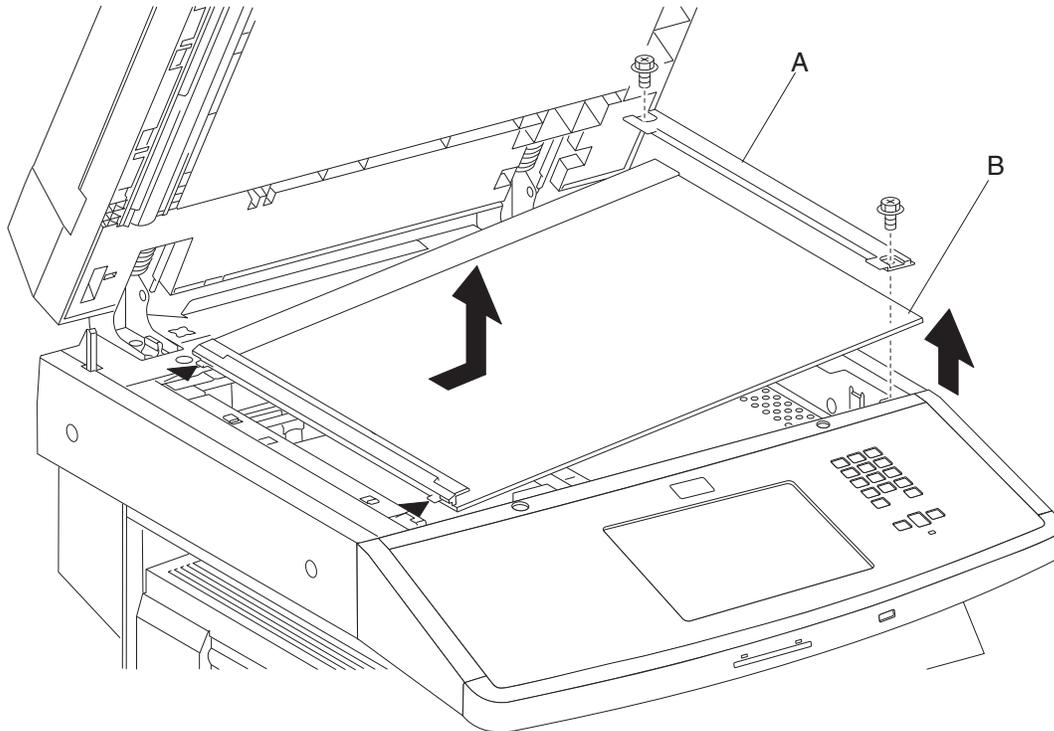
Large platen glass removal

1. Remove the two screws securing the large platen glass retainer (A) to the scanner unit assembly.
2. Remove the large platen glass retainer (A).
3. Gently lift the large platen glass (B) upward, and move it rightward in the direction of the arrow.
4. Remove the large platen glass (B).

Warning: Do not drop the large platen glass (B), or damage will occur.

CAUTION: Avoid touching the underside of the large platen glass (B).

Note: Before reinstalling the large platen glass (B), clean the underside with glass cleaner, and then install the large platen glass assembly (B). After installation, clean the top of the large platen glass (B) with glass cleaner.



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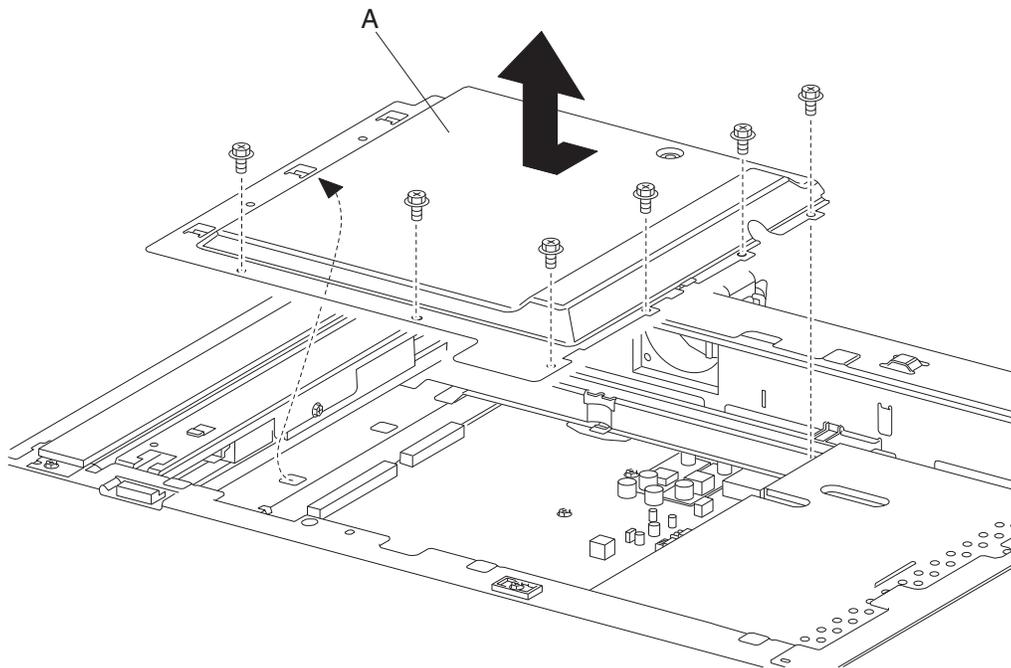
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Scanner controller card assembly removal

1. Remove the rear upper cover. See **“Rear upper cover removal”** on page 4-15.
2. Remove the scanner top rear cover. See **“Scanner top rear cover removal”** on page 4-132.
3. Remove the large platen glass. See **“Large platen glass removal”** on page 4-150.
4. Gently move the scanner carriage assembly completely to the left to provide access to the screws.
5. Remove the six screws securing the cover (A) to the scanner unit assembly.
6. Move the cover (A) forward then upward in the direction of the arrow.
7. Remove the cover (A).
8. Remove the four card mounting screws (B) securing the scanner controller card assembly (C) from the rear of the scanner unit assembly.
9. Disconnect all connections from the scanner controller card assembly (C).
10. Remove the eleven screws securing the scanner controller card assembly (C) to the scanner unit assembly.
11. Remove the scanner controller card assembly (C).



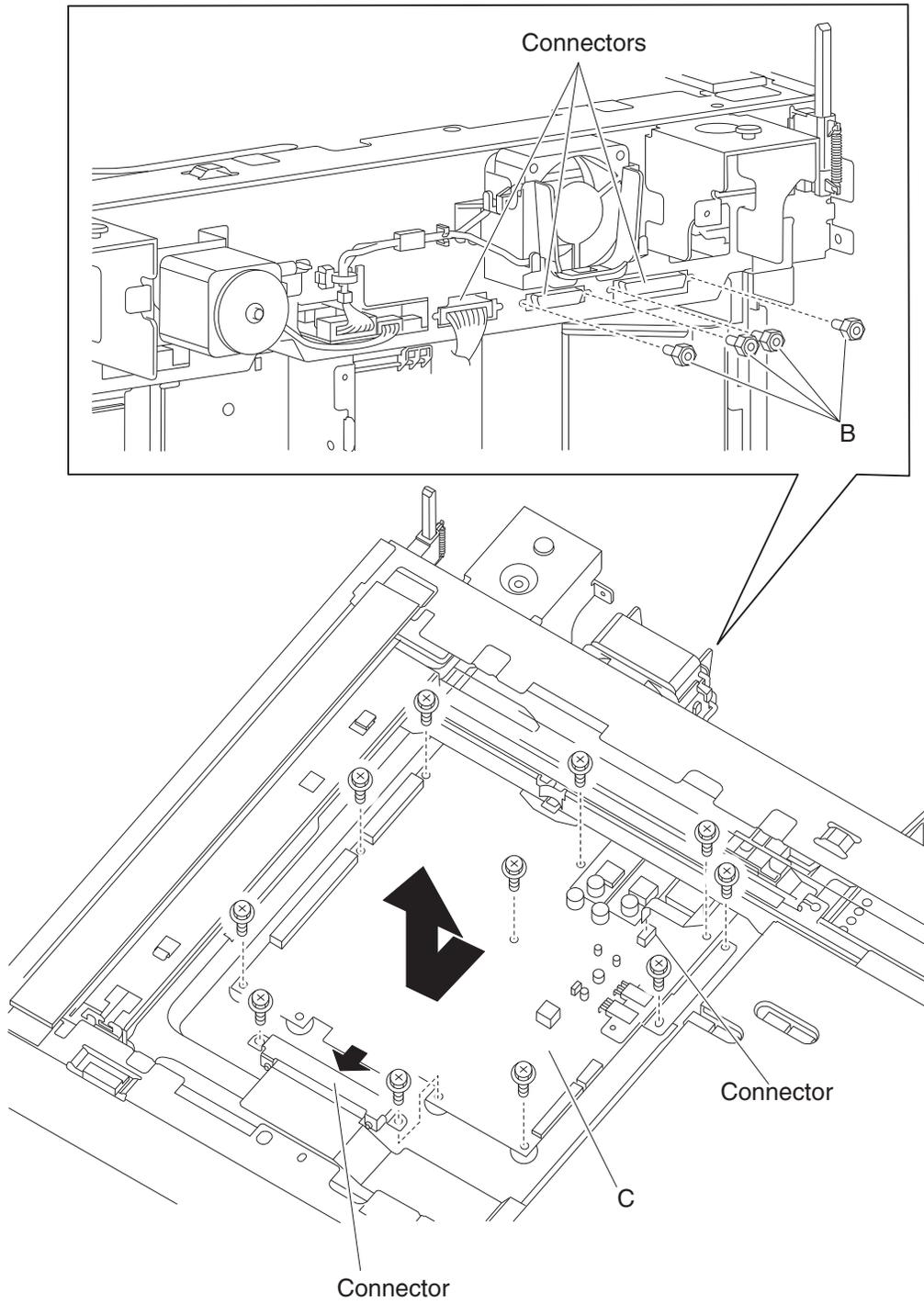
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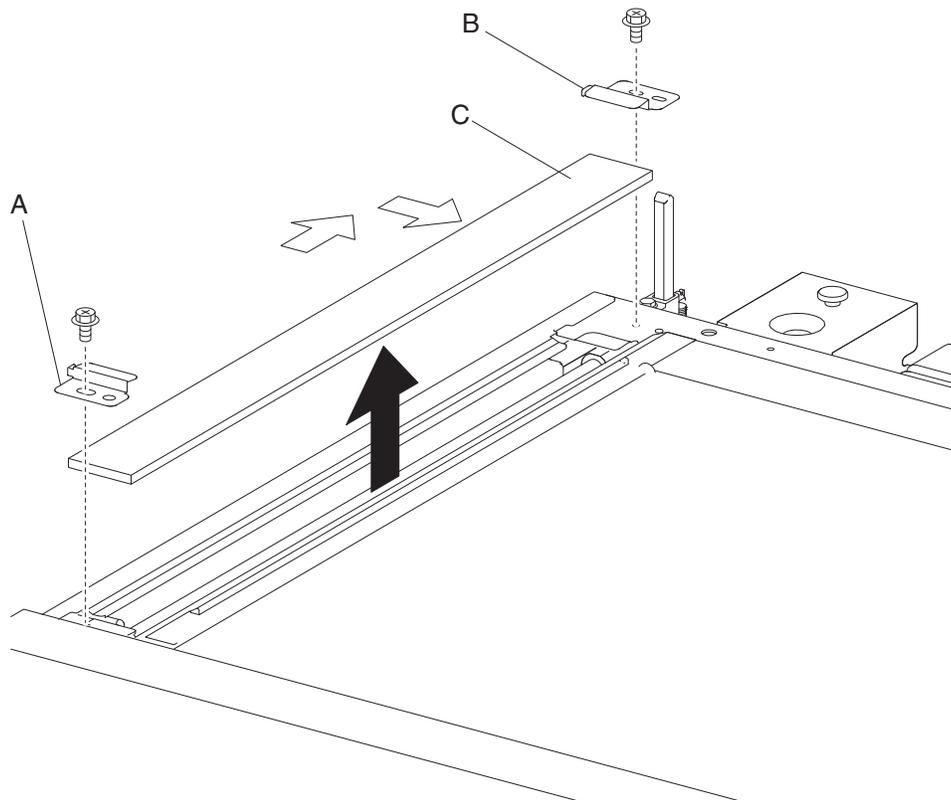
Small platen glass removal

1. Remove the ADF unit assembly. See **“ADF unit assembly removal” on page 4-167.**
2. Remove the operator panel assembly. See **“Operator panel assembly removal” on page 4-135.**
3. Remove the scanner left cover. See **“Scanner left cover removal” on page 4-133.**
4. Remove the scanner right cover. See **“Scanner right cover removal” on page 4-134.**
5. Remove the scanner top rear cover. See **“Scanner top rear cover removal” on page 4-132.**
6. Remove the screw securing the small platen glass front retainer (A) to the scanner unit assembly.
7. Remove the small platen glass front retainer (A).
8. Remove the screw securing the small platen glass rear retainer (B) to the scanner unit assembly.
9. Remove the small platen glass rear retainer (B).
10. Remove the small platen glass (C).

Warning: Do not drop the small platen glass (C), or damage will occur.

CAUTION: Avoid touching the underside of the small platen glass (C).

Note: Before reinstalling the small platen glass (C), clean the underside of the small platen glass (C) with glass cleaner, then install the small platen glass assembly (C). After installation, clean the top of the small platen glass (C) with glass cleaner.



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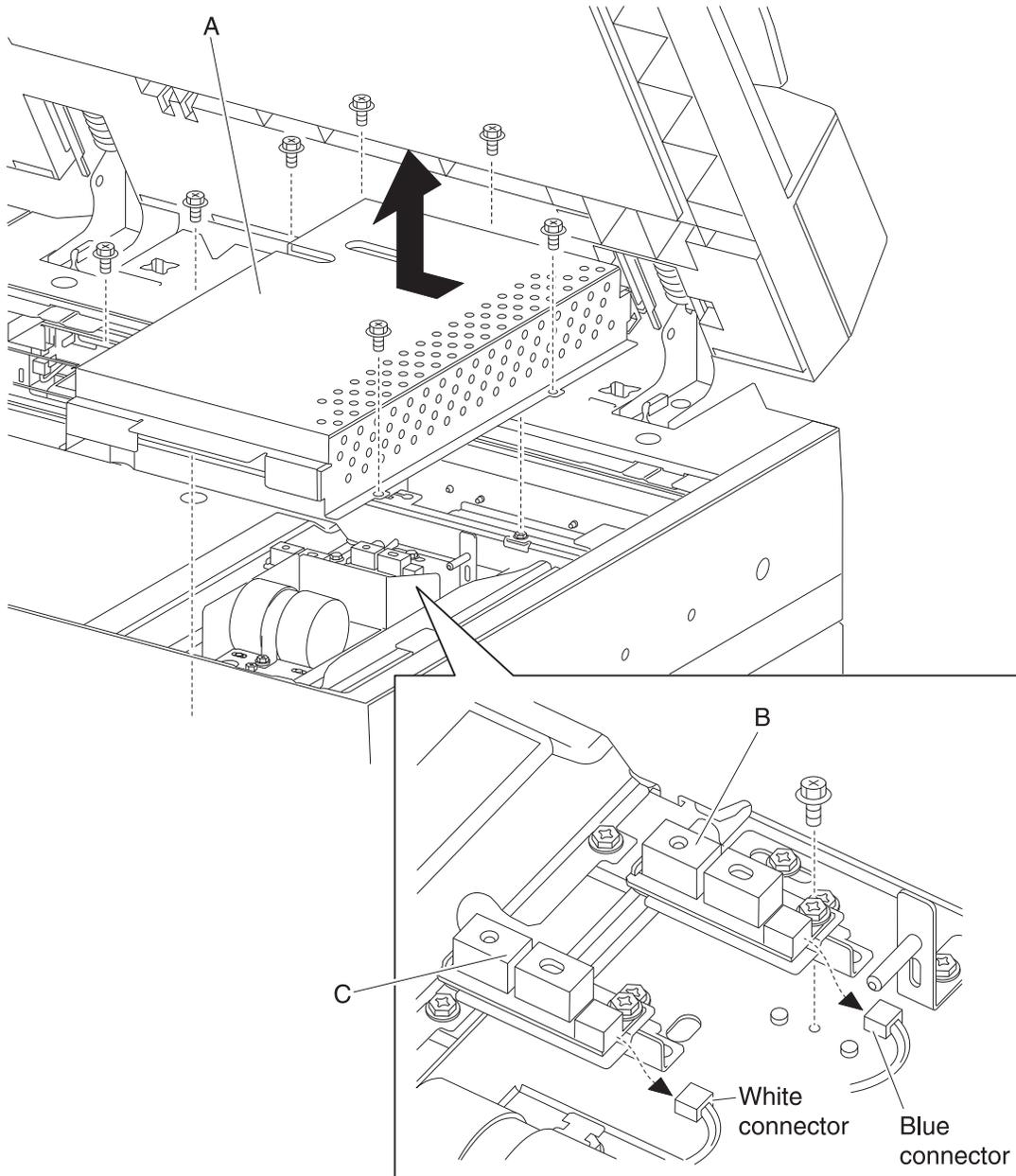
CCD card/lens assembly removal

1. Remove the large platen glass. See **“Large platen glass removal”** on page 4-150.
2. Remove the eight screws securing the cover (A) to the scanner unit assembly.
3. Remove the cover (A).
4. Disconnect the connections to the sensor (platen length APS 1) (B) and the sensor (platen length APS 2) (C).
5. Disconnect the CCD ribbon cable assembly (D) from the CCD card/lens assembly (E).

Warning: Do not remove or disturb any red painted screws or optical misalignment will occur.

6. Remove the four screws securing the CCD card/lens assembly (E) to the scanner unit assembly.
7. Remove the CCD card/lens assembly (E).

Note: Ensure that the white connector is plugged into the sensor (platen length APS 1) (B).



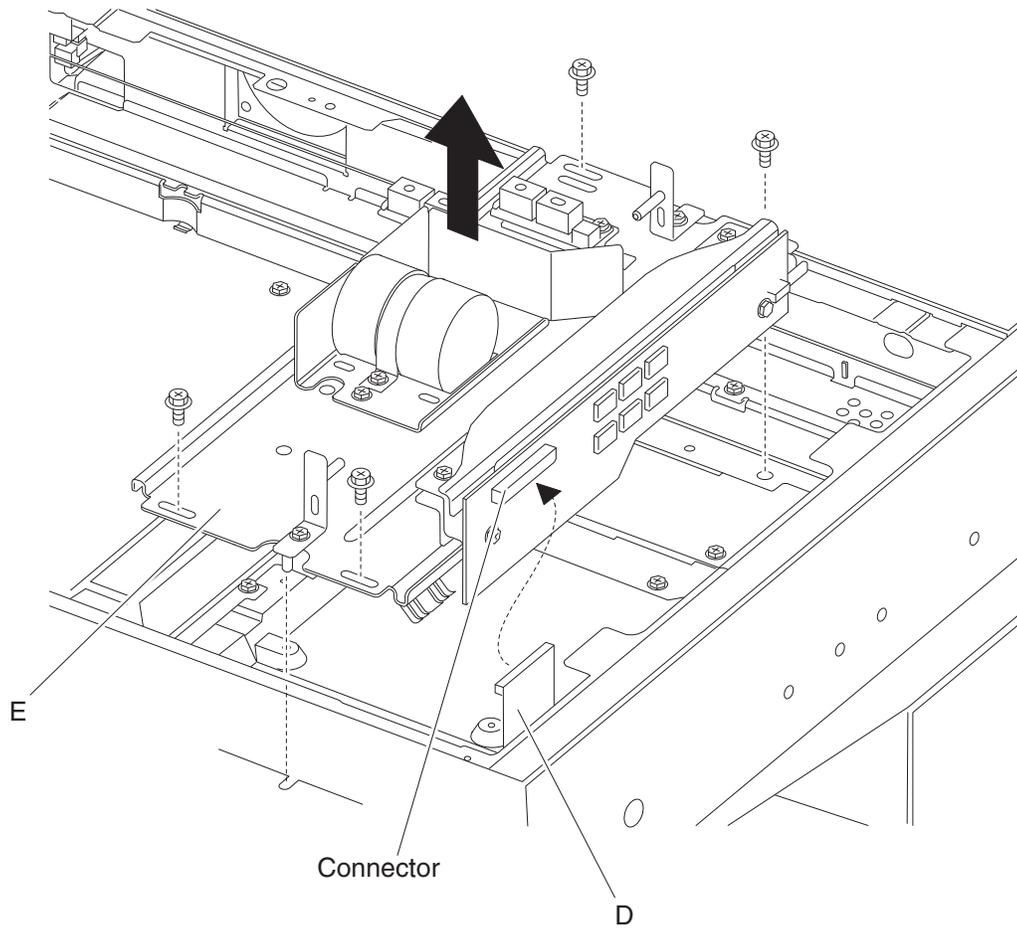
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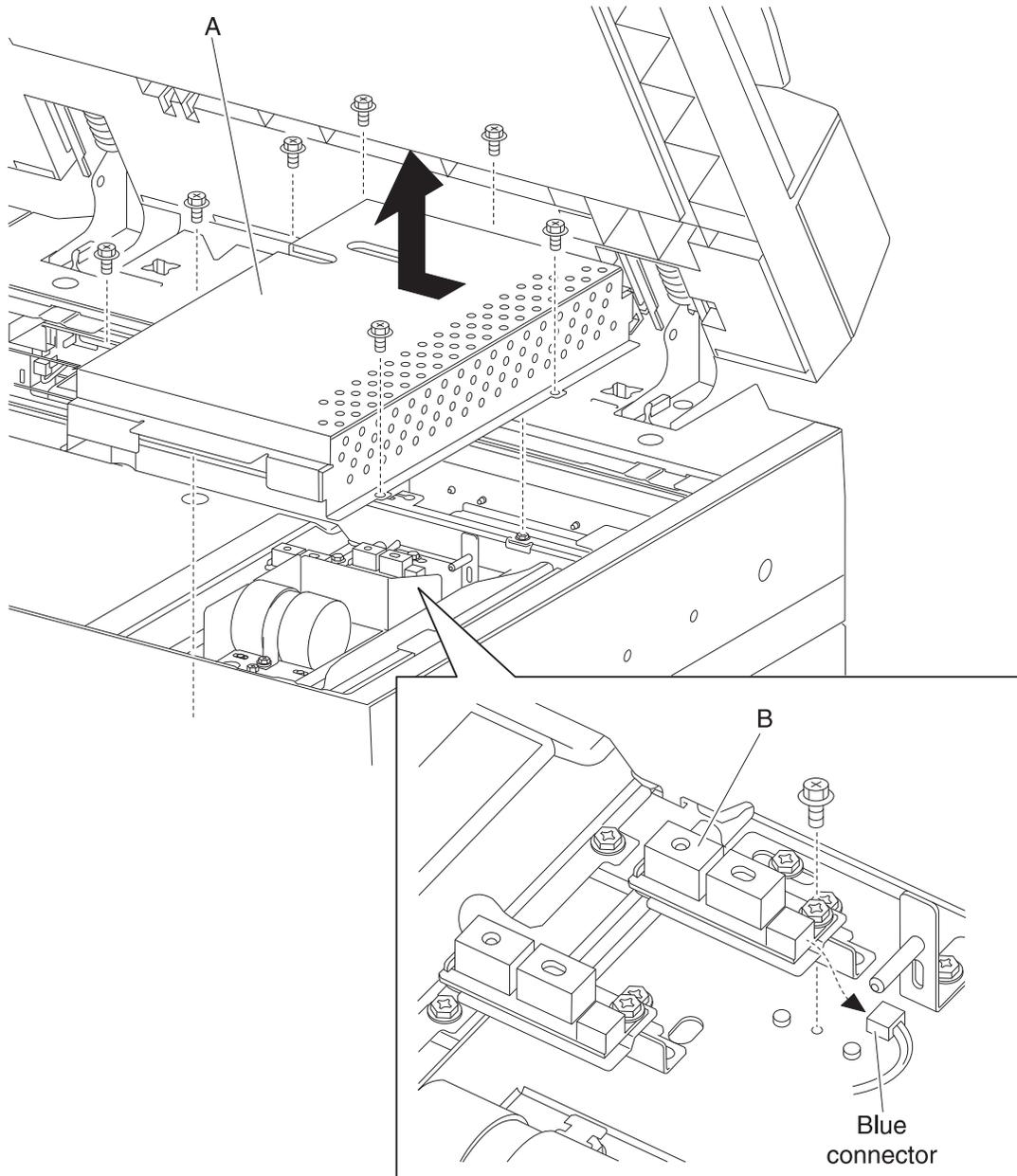


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Sensor (platen length APS 1) removal

1. Remove the large platen glass. See **“Large platen glass removal”** on page 4-150.
2. Remove the eight screws securing the cover (A) to the scanner unit assembly.
3. Remove the cover (A).
4. Disconnect the sensor (platen length APS 1) (B).
5. Remove the screw securing the sensor (platen length APS 1) (B).
6. Remove the sensor (platen length APS 1) (B).

Note: Ensure that the blue connector is plugged into the sensor (platen length APS 1) (B).



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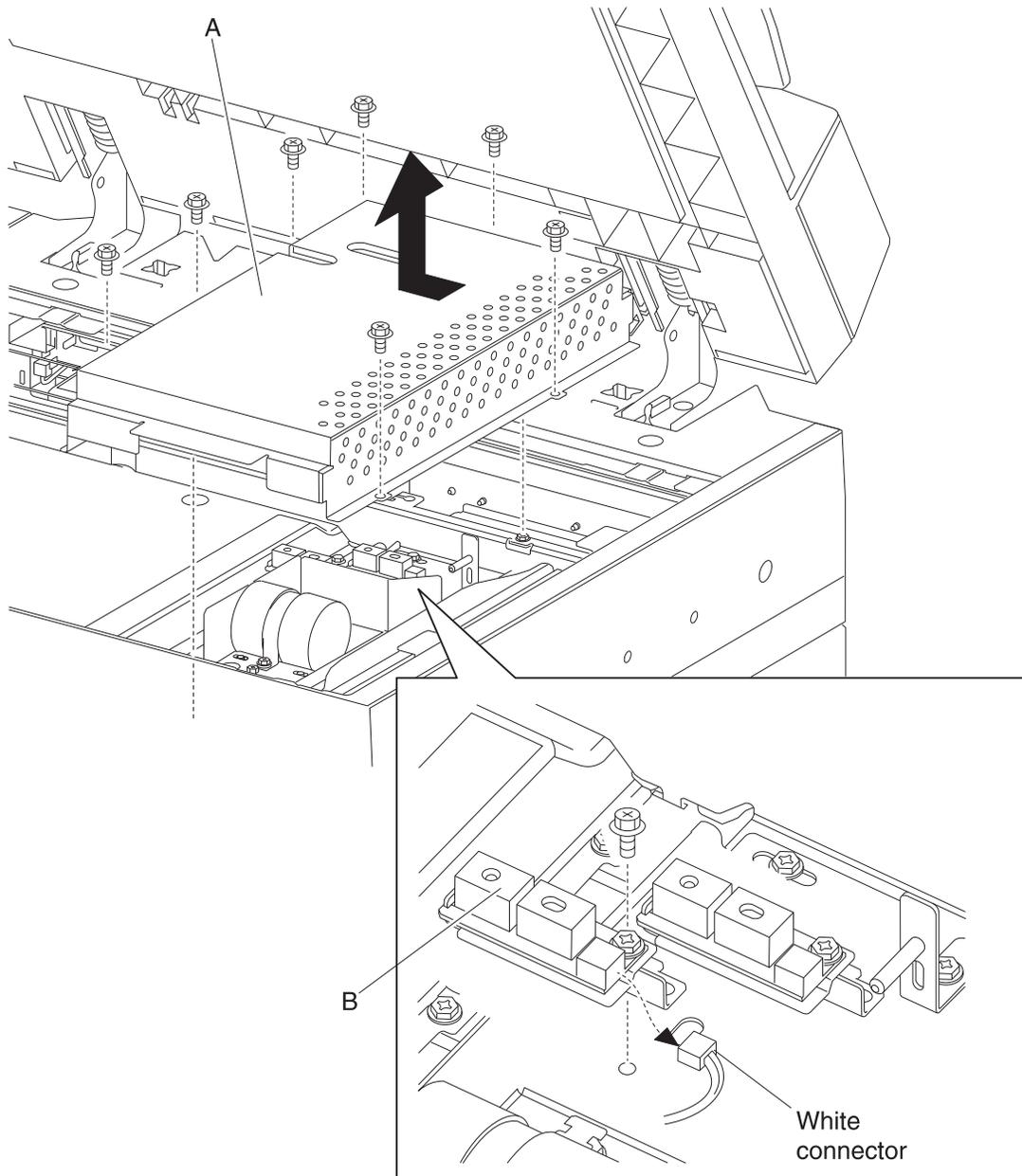


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Sensor (platen length APS 2) removal

1. Remove the large platen glass. See **“Large platen glass removal”** on page 4-150.
2. Remove the eight screws securing the cover (A) to the scanner unit assembly.
3. Remove the cover (A).
4. Disconnect the sensor (platen length APS 2) (B).
5. Remove the screw securing the sensor (platen length APS 2) (B).
6. Remove the sensor (platen length APS 2) (B).

Note: Ensure that the white connector is plugged into the sensor (platen length APS 2) (B).



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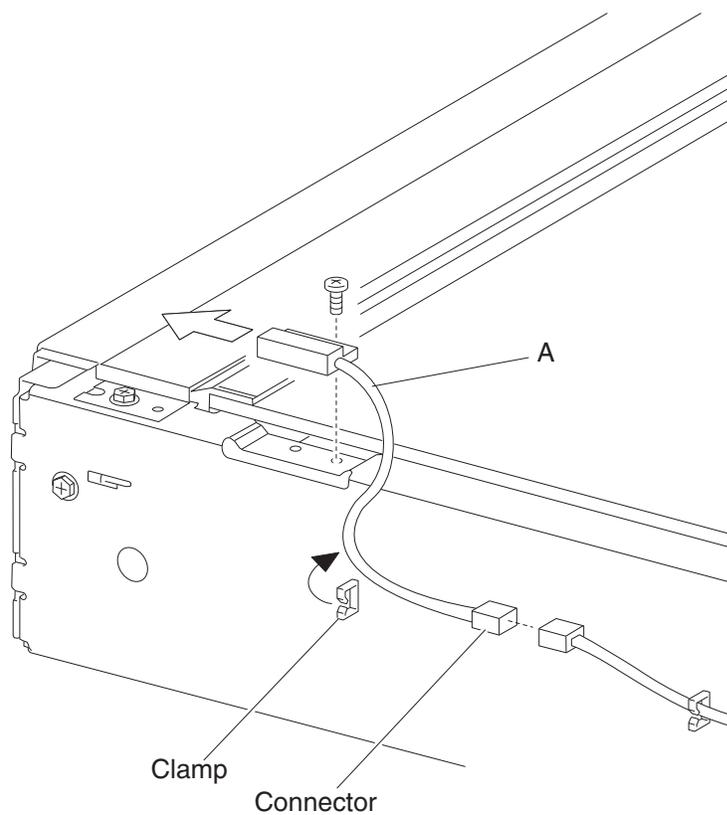
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Switch (platen interlock) removal

1. Remove the operator panel assembly. See **“Operator panel assembly removal”** on page 4-135.
2. Disconnect the connector from the switch (platen interlock) (A).
3. Release the harness of the switch (platen interlock) (A) from the clamp.
4. Remove the screw securing the switch (platen interlock) (A) to the scanner unit assembly.
5. Remove the switch (platen interlock) (A).



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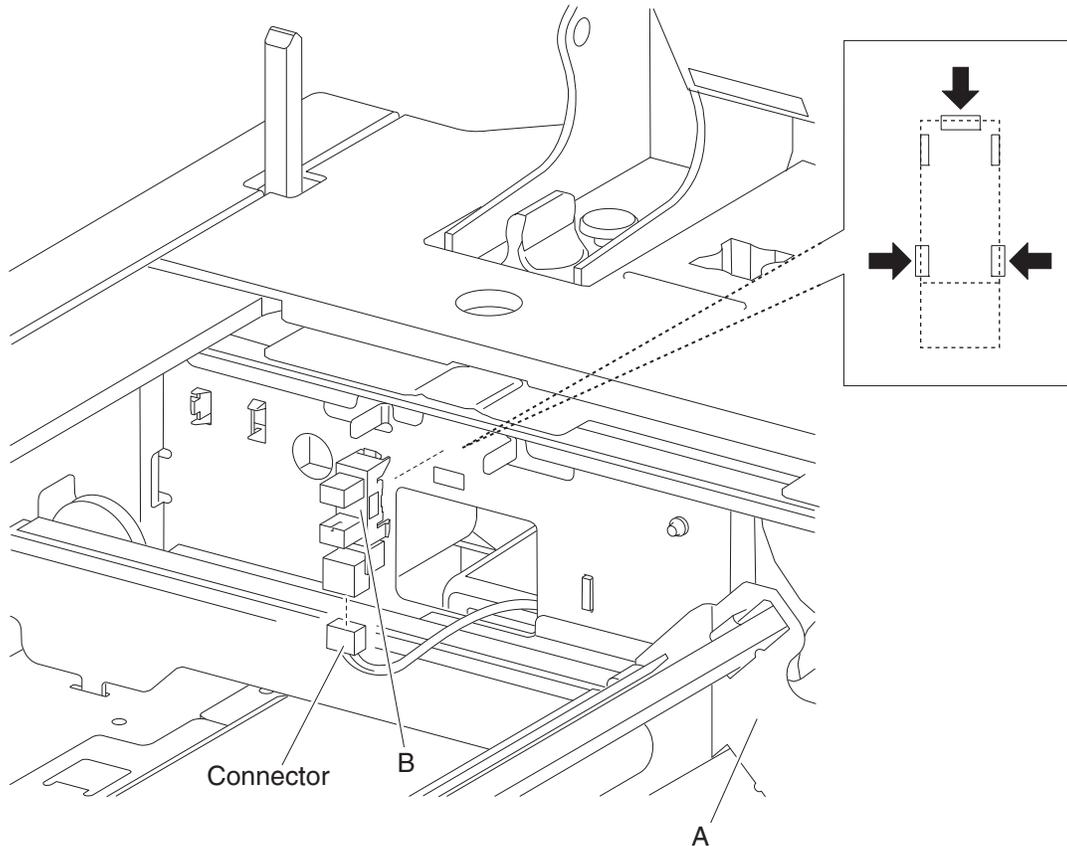
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Sensor (scanner HP) removal

1. Remove the scanner top rear cover. See **“Scanner top rear cover removal”** on page 4-132.
2. Remove the large platen glass. See **“Large platen glass removal”** on page 4-150.
3. Gently move the scanner carriage (A) rightward to provide access to the sensor (scanner HP) (B).
4. Release the hooks securing the sensor (scanner HP) (B) to the scanner unit assembly.
5. Disconnect the connector from the sensor (scanner HP) (B).
6. Remove the sensor (scanner HP) (B).



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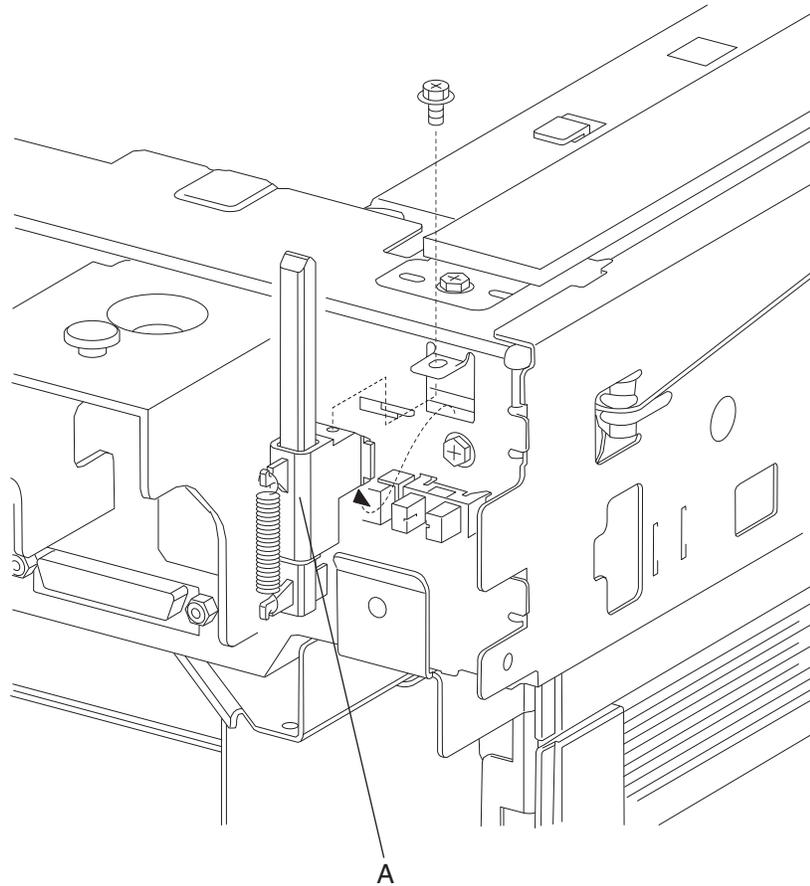
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ADF angle actuator assembly removal

1. Remove the ADF unit assembly. See **“ADF unit assembly removal” on page 4-167.**
2. Remove the scanner left cover. See **“Scanner left cover removal” on page 4-133.**
3. Remove the scanner right cover. See **“Scanner right cover removal” on page 4-134.**
4. Remove the scanner top rear cover. See **“Scanner top rear cover removal” on page 4-132.**
5. Remove the large platen glass. See **“Large platen glass removal” on page 4-150.**
6. Remove the one screw securing the ADF angle actuator assembly (A) to the scanner unit assembly.
7. Remove the ADF angle actuator assembly (A).



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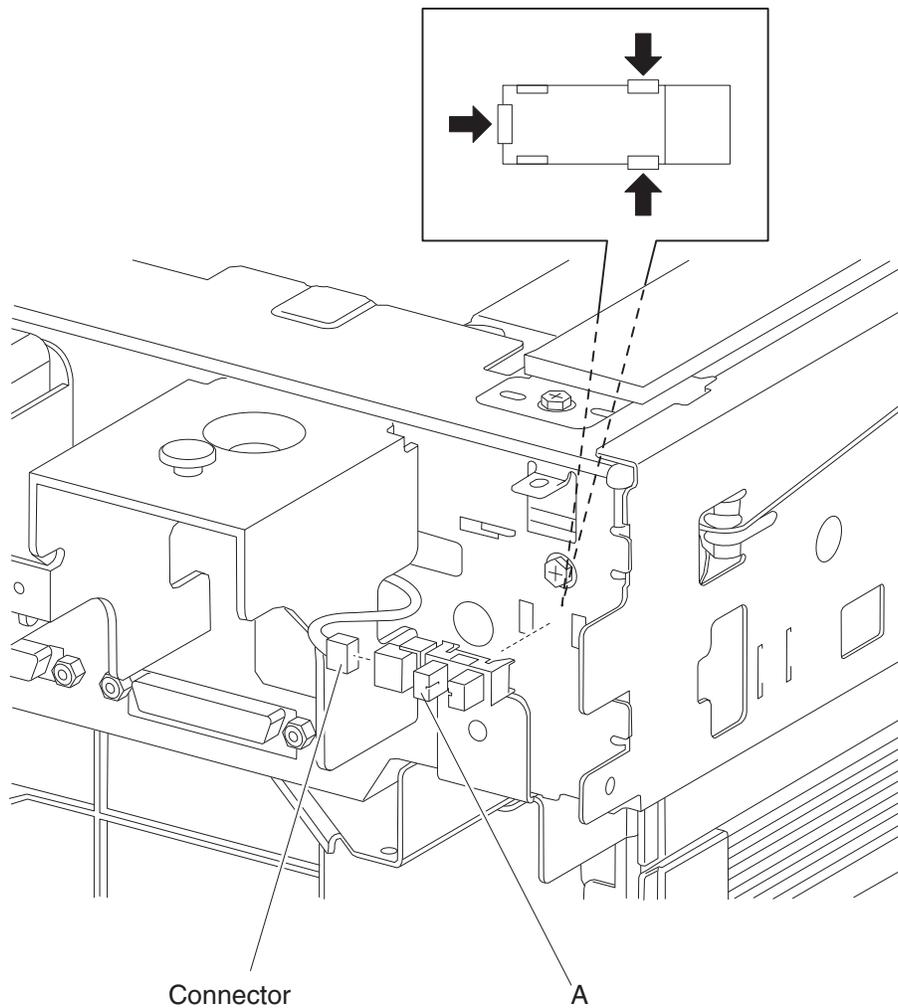
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Sensor (ADF angle) removal

1. Remove the ADF unit assembly. See **“ADF unit assembly removal” on page 4-167.**
2. Remove the scanner left cover. See **“Scanner left cover removal” on page 4-133.**
3. Remove the scanner right cover. See **“Scanner right cover removal” on page 4-134.**
4. Remove the scanner top rear cover. See **“Scanner top rear cover removal” on page 4-132.**
5. Remove the large platen glass. See **“Large platen glass removal” on page 4-150.**
6. Remove the ADF angle actuator assembly. See **“ADF angle actuator assembly removal” on page 4-160.**
7. Release the hooks securing the sensor (ADF angle) (A) to the scanner unit assembly.
8. Disconnect the connector from the sensor (ADF angle) (A).
9. Remove the sensor (ADF angle) (A).



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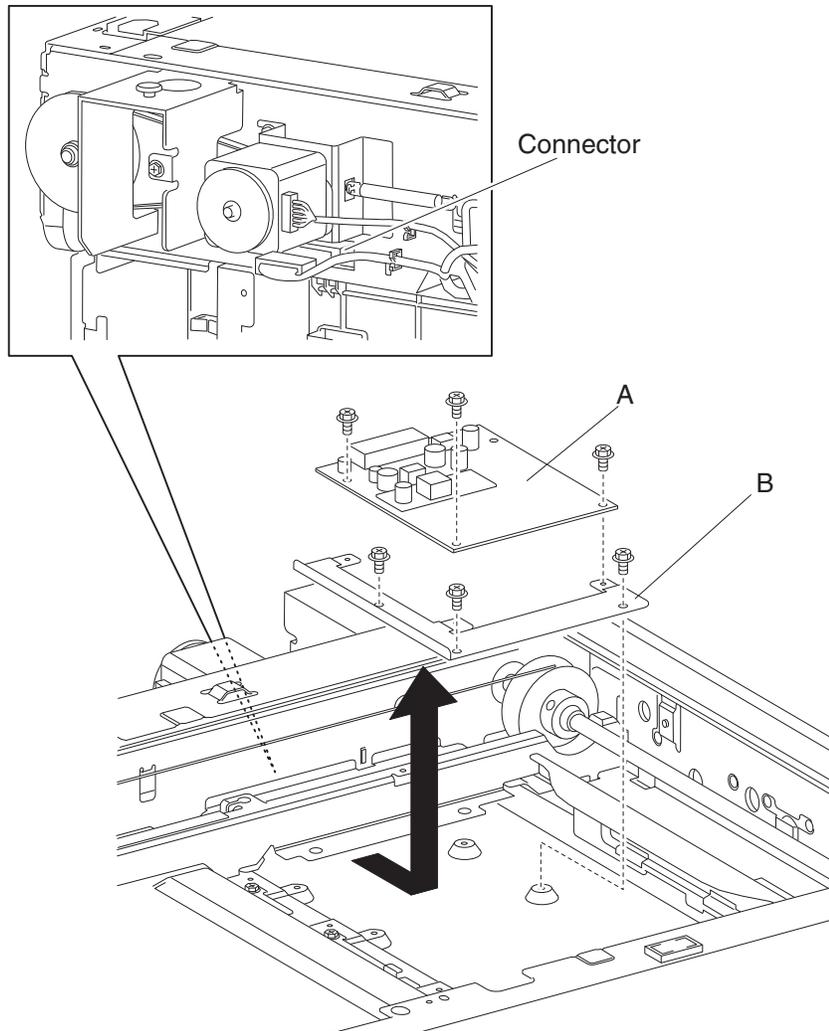
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Scanner PS card assembly removal

1. Remove the ADF unit assembly. See **“ADF unit assembly removal” on page 4-167.**
2. Remove the large platen glass. See **“Large platen glass removal” on page 4-150.**
3. Remove the CCD card/lens assembly. See **“CCD card/lens assembly removal” on page 4-154.**
4. Remove all connections from the scanner PS card assembly (A).
5. Remove the three screws securing the bracket (B) to the scanner unit assembly.
6. Remove the bracket (B).
7. Remove the three screws securing the scanner PS card assembly (A) to the bracket (B).
8. Remove the scanner PS card assembly (A).



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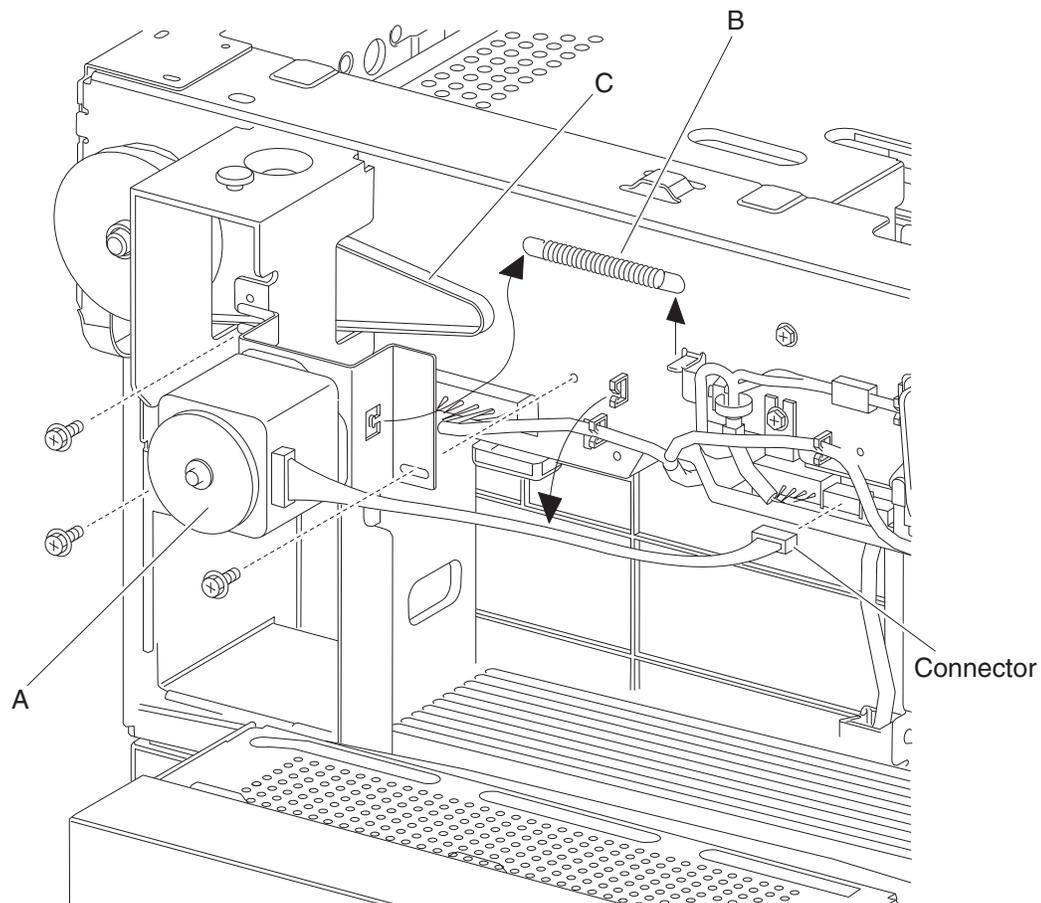
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Scanner drive motor assembly removal

1. Remove the ADF unit assembly. See **“ADF unit assembly removal”** on page 4-167.
 2. Remove the scanner left cover. See **“Scanner left cover removal”** on page 4-133.
 3. Remove the scanner right cover. See **“Scanner right cover removal”** on page 4-134.
 4. Remove the scanner top rear cover. See **“Scanner top rear cover removal”** on page 4-132.
 5. Disconnect the connector from the scanner drive motor assembly (A).
 6. Remove the scanner drive motor tension spring (B) from the scanner drive motor assembly (A).
 7. Remove the three screws securing the scanner drive motor assembly (A) to the scanner unit assembly.
 8. Remove the scanner drive motor assembly (A).
- Note:** To correctly set the scanner drive belt (C) tension, install the scanner drive motor assembly (A) and the scanner drive motor tension spring (B) before completely tightening the three screws.



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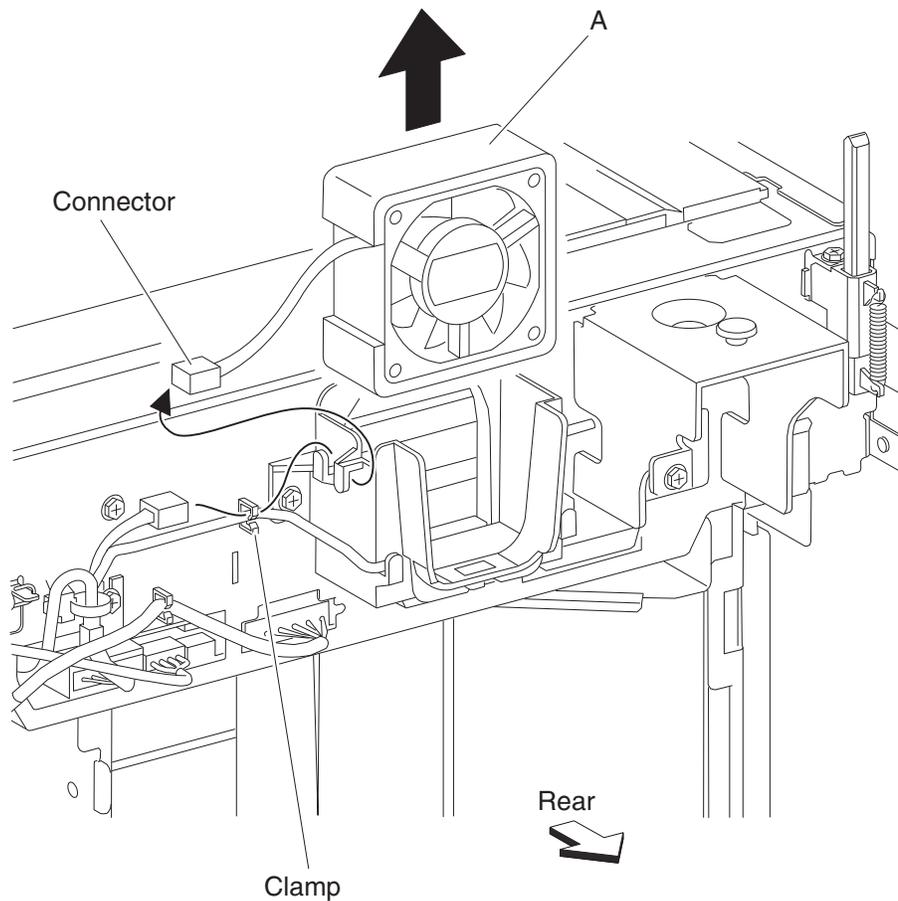


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Scanner cooling fan removal

1. Remove the ADF unit assembly. See **“ADF unit assembly removal”** on page 4-167.
2. Remove the scanner left cover. See **“Scanner left cover removal”** on page 4-133.
3. Remove the scanner right cover. See **“Scanner right cover removal”** on page 4-134.
4. Remove the scanner top rear cover. See **“Scanner top rear cover removal”** on page 4-132.
5. Disconnect the connector from the scanner cooling fan (A).
6. Remove the harness from the clamp.
7. Lift the scanner cooling fan (A) upward in the direction of the arrow.
8. Remove the scanner cooling fan (A).

Note: Before reinstalling the scanner cooling fan (A), ensure that the label on the scanner cooling fan (A) is facing toward the rear of the scanner unit assembly.



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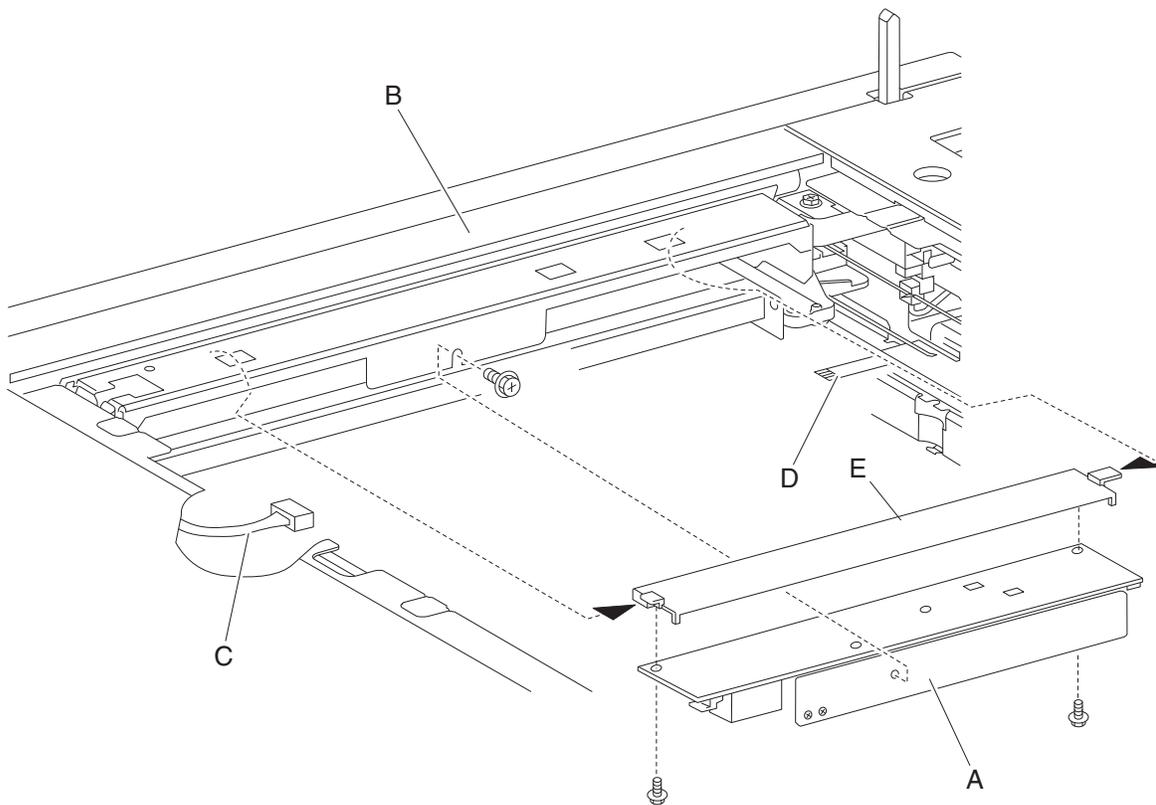
Exposure lamp PS card assembly removal

1. Remove the large platen glass. See **“Large platen glass removal”** on page 4-150.
2. Remove the screw securing the exposure lamp PS card assembly (A) to the scanner carriage (B).
3. Move the exposure lamp PS card assembly rearward then release the two hooks securing it to the scanner carriage (B).
4. Remove the exposure lamp PS card assembly (A).
5. Disconnect the exposure lamp (C) from the exposure lamp PS card assembly (A).
6. Disconnect the exposure lamp PS ribbon cable (D) from the exposure lamp PS card assembly (A).
7. Remove the two screws securing the exposure lamp PS card assembly to the insulator bracket (E).
8. Remove the insulator bracket (E).

Note: Before reinstalling the exposure lamp PS card assembly (A), ensure that all connections are properly connected.

Note: Ensure that all harnesses and cables move freely without binding.

Note: Ensure that the exposure lamp PS card assembly is securely mounted to the scanner carriage (B).



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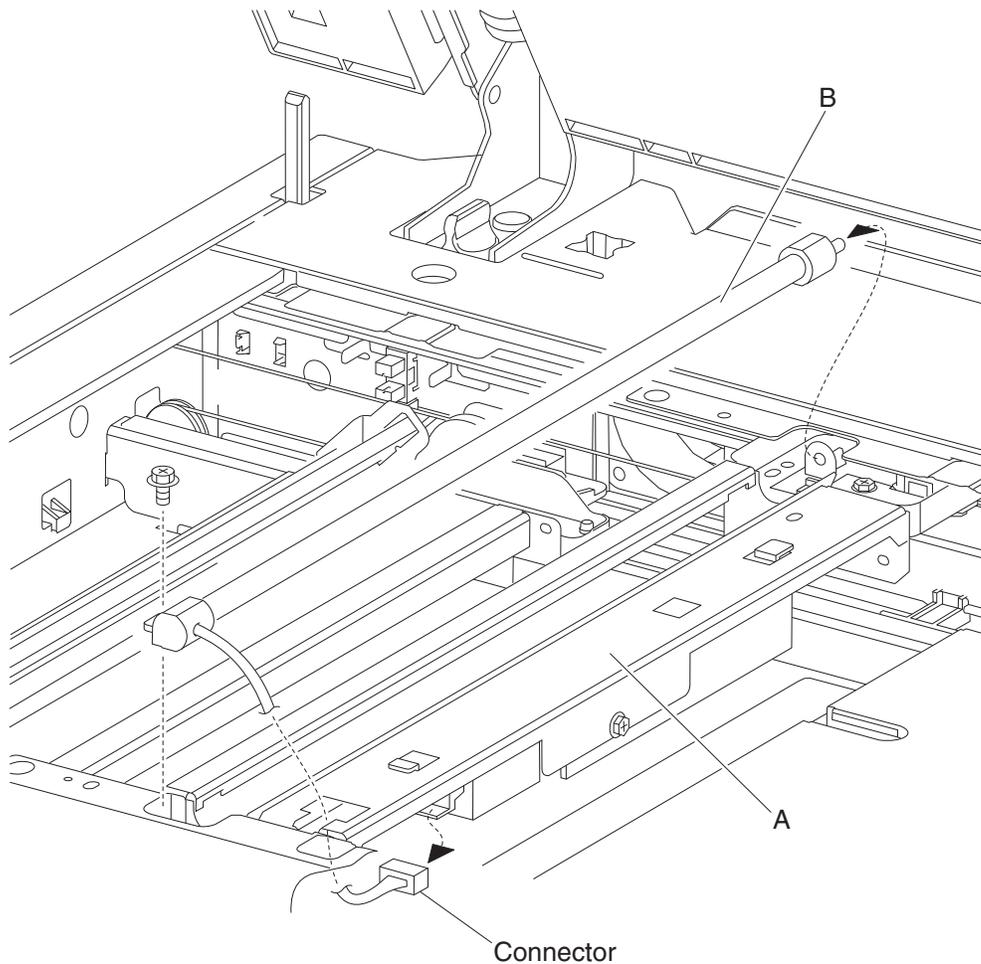
Exposure lamp removal

1. Remove the large platen glass. See **“Large platen glass removal”** on page 4-150.
2. Gently move the scanner carriage (A) to the large opening of the frame to provide access to the front side of the exposure lamp (B).
3. Release the hook and disconnect the connector from the exposure lamp (B).
4. Remove the screw securing the exposure lamp to the scanner carriage (A).
5. Pull out the harness of the exposure lamp (B) from the square opening in the scanner carriage.
6. Remove the exposure lamp (B).

Warning: Do not touch the glass surface of the exposure lamp, or failure will occur (B).

Note: Before reinstalling the exposure lamp (B), ensure that the indexing pin on the end of the exposure lamp (B) is inserted into the hole on the scanner carriage (A).

Note: Ensure that the exposure lamp (B) is properly reconnected.



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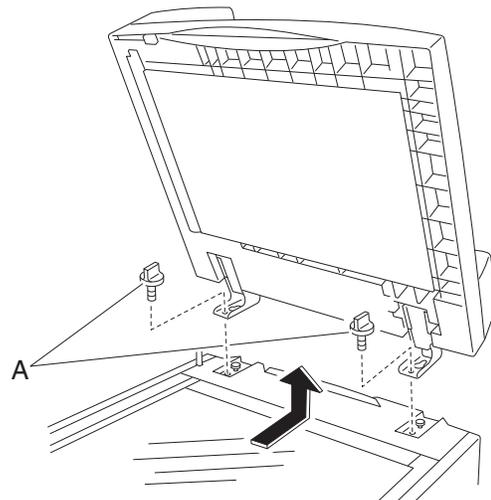
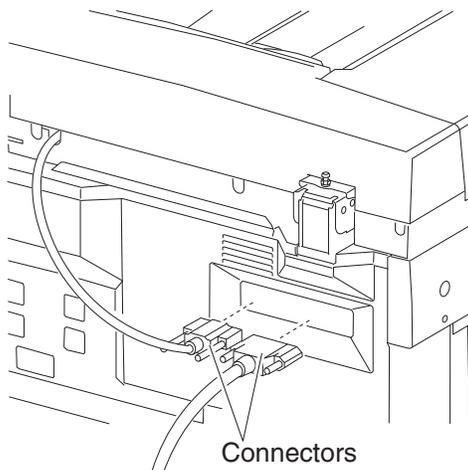
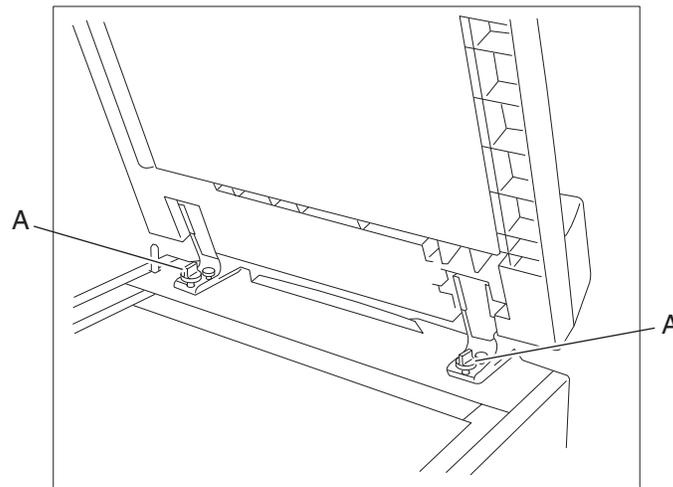
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ADF removals

ADF unit assembly removal

Warning: The ADF is very heavy; do not drop it, or damage will occur.

1. Remove the platen cushion assembly. See **“Platen cushion removal”** on page 4-168.
2. Open the ADF to its full upright position.
3. Remove the connection from the ADF to the rear of the scanner unit assembly.
4. Remove the two ADF mounting screws (A).
5. Move the ADF slightly rearward, and then lift upward in the direction of the arrow.
6. Remove the ADF unit assembly.



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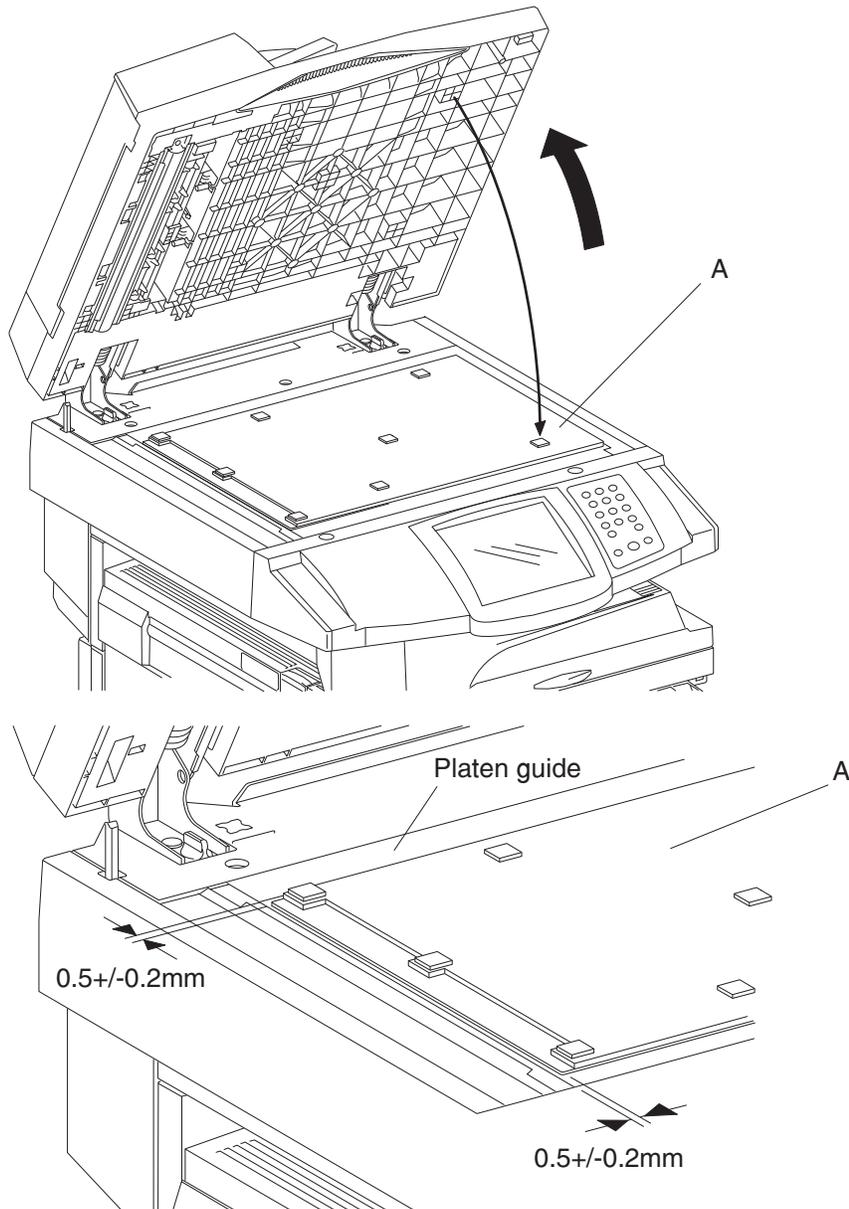


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Platen cushion removal

1. Open the ADF unit assembly.
2. Gently pull off the platen cushion (A) from the ADF.

Note: Before reinstalling the platen cushion (A), position the ADF in its upright position, and place the platen cushion (A) on the large platen glass (B) flush with the left and top edges. Gently close the ADF to attach the platen cushion (A) to the ADF.



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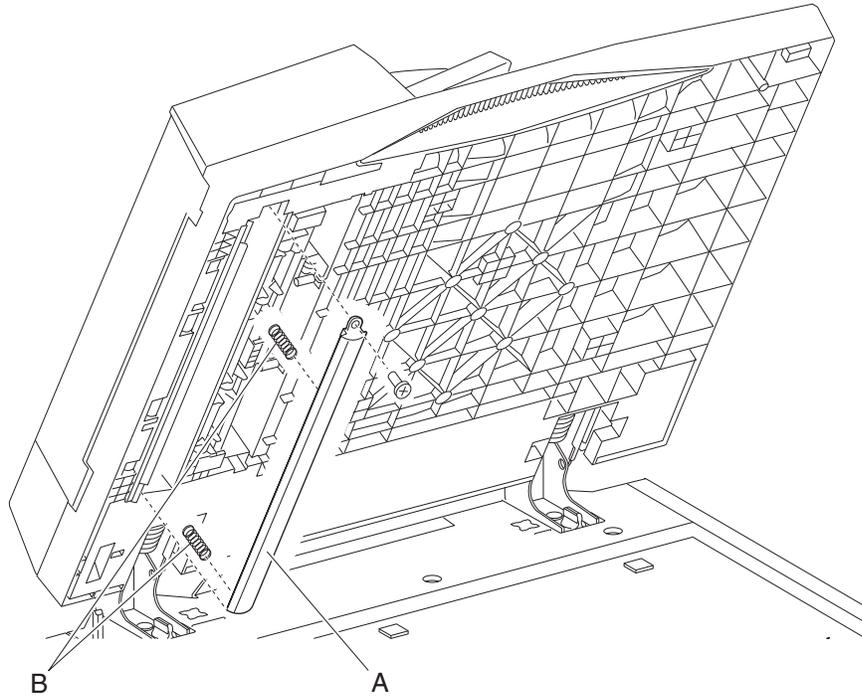
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Media scan guide removal

1. Open the ADF unit assembly.
2. Remove the screw securing the media scan guide (A) to the ADF unit assembly.
3. Remove the media scan guide (A).
4. Remove the two media scan guide springs (B) from the media scan guide (A).



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ADF media feed assembly removal

1. Remove the ADF unit assembly. See “**ADF unit assembly removal**” on page 4-167.
2. Remove the ADF front cover assembly. See “**ADF front cover assembly removal**” on page 4-174.
3. Remove the ADF rear cover. See “**ADF rear cover removal**” on page 4-173.
4. Remove the ADF left cover assembly. See “**ADF left cover assembly removal**” on page 4-176.
5. Remove the document tray assembly. See “**Document tray assembly removal**” on page 4-172.
6. Disconnect connectors P754, P755, P758, P761, P785, and P786 from the ADF controller card assembly (A).
7. Loosen the set screw securing the damper (B) with an Allen wrench.
8. Remove the damper (B).
9. Disconnect the two connections from the switch (ADF left cover interlock) (D) with needle nose pliers.
10. Disconnect the connector from the document set LED (E).
11. Disconnect the connector from the inverter solenoid assembly (F).
12. Release the harness from the three clamps.
13. Remove the two front screws and the five rear screws securing the ADF media feed assembly (G) to the ADF.
14. Release the two harness from the clamp molded into the base of the ADF.
Note: The above clamp is located beneath the ADF registration motor. Do not excessively bend the clamp or it may break.

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15. Remove the ADF media feed assembly (G) from the ADF.

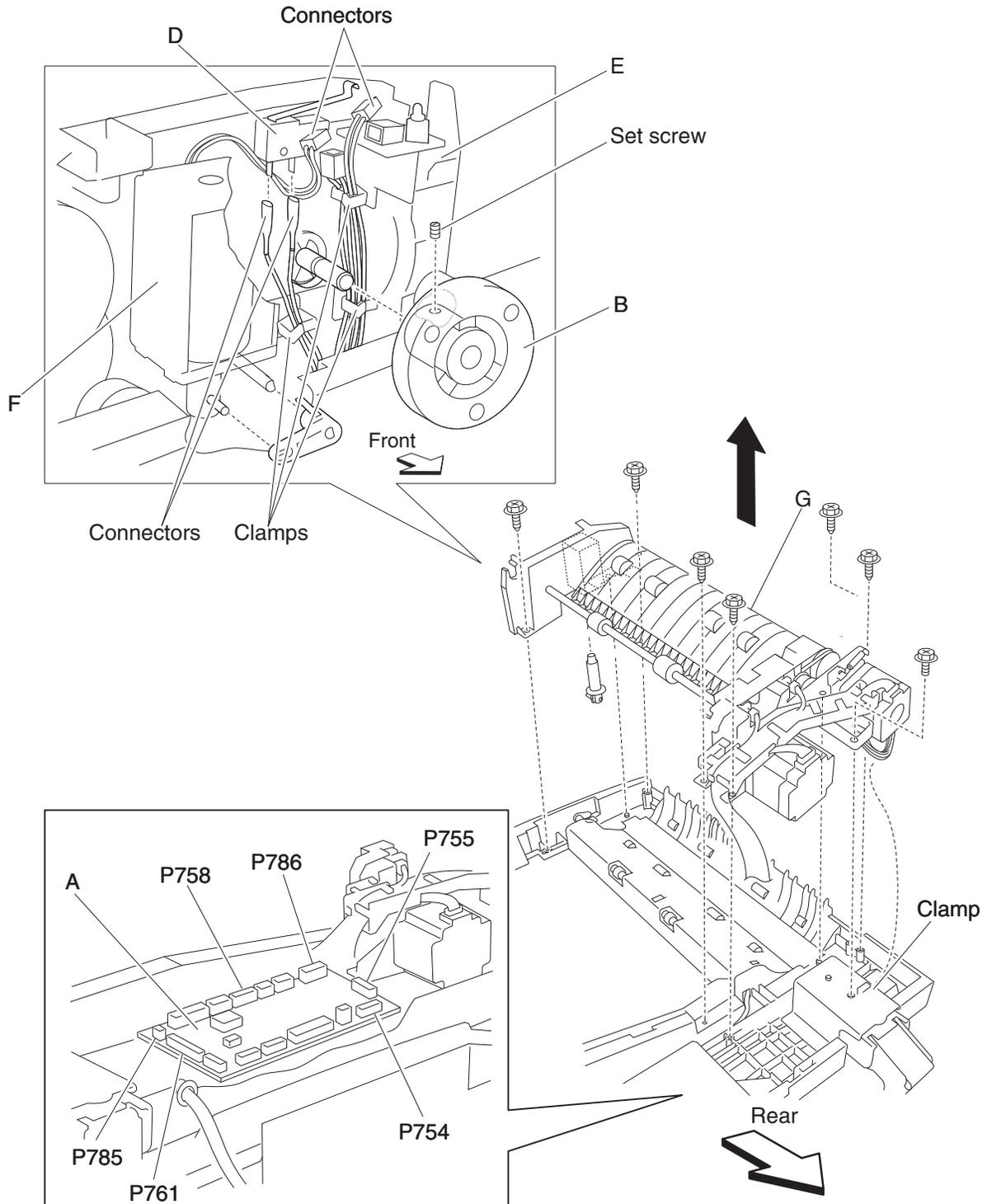
Note: The plunger in the inverter solenoid assembly (F) will become detached.

Note: Before reinstalling the ADF media feed assembly (G), ensure that the harnesses are reinserted into their appropriate clamps.

Note: Ensure that the plunger is properly reinserted into the inverter solenoid assembly (F).

Note: Ensure that all connections are properly reconnected.

Note: When replacing the complete ADF media feed assembly, first remove the ADF left cover assembly and the ADF registration motor from the replacement part.



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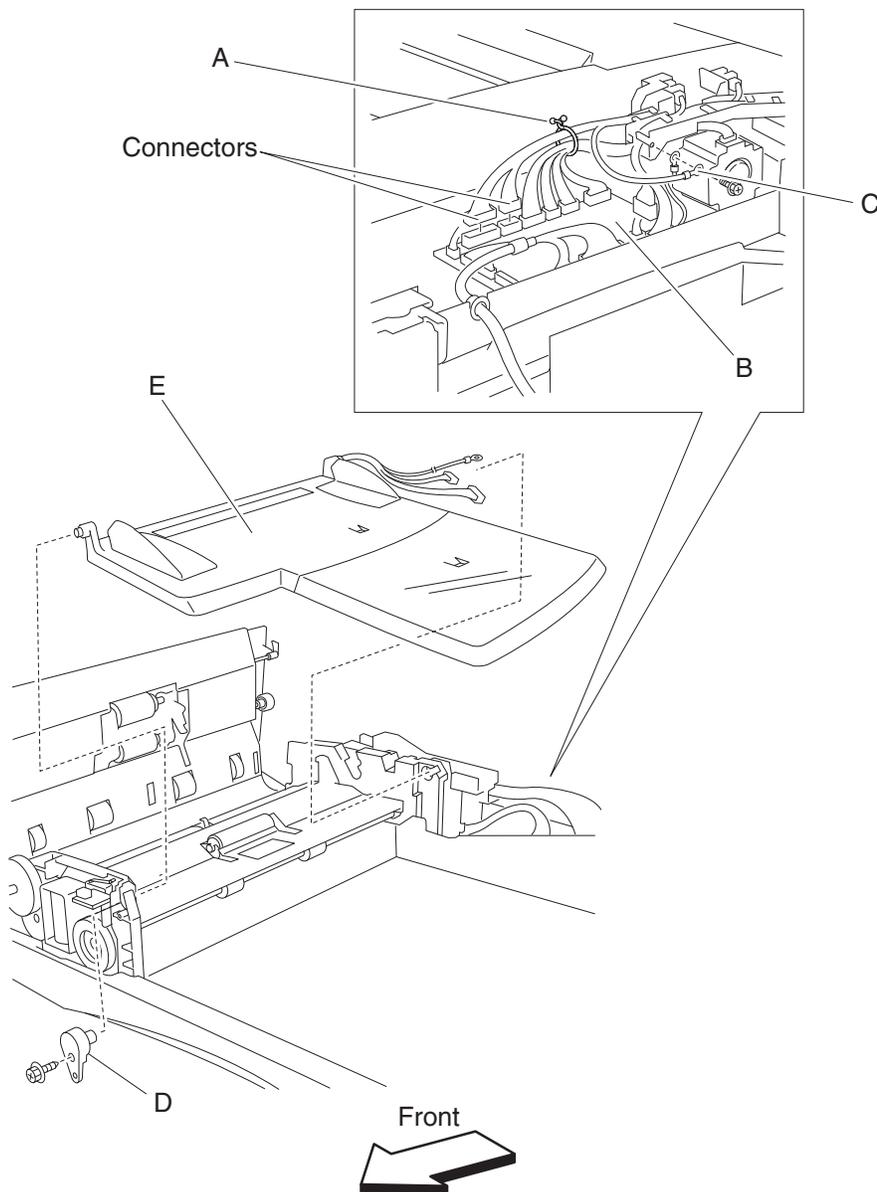
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Document tray assembly removal

1. Remove the ADF front cover assembly. See **“ADF front cover assembly removal” on page 4-174.**
 2. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
 3. Open the ADF left cover assembly.
 4. Release the wire clamp (A) that binds the harnesses together.
 5. Disconnect the two connectors P759 and P760 from the ADF controller card assembly (B).
 6. Remove the screw securing the green ground wire (C).
 7. Remove the screw securing the document tray hinge (D).
 8. Remove the document tray hinge (D).
 9. Move the document tray assembly (E) upward to detach it from the ADF.
 10. Remove the document tray assembly (E).
 11. Remove the harness from the round opening in the ADF.
- Note:** Before reinstalling the document tray assembly, ensure all connections are properly reconnected.
Note: Ensure the green ground wire (C) is reconnected.



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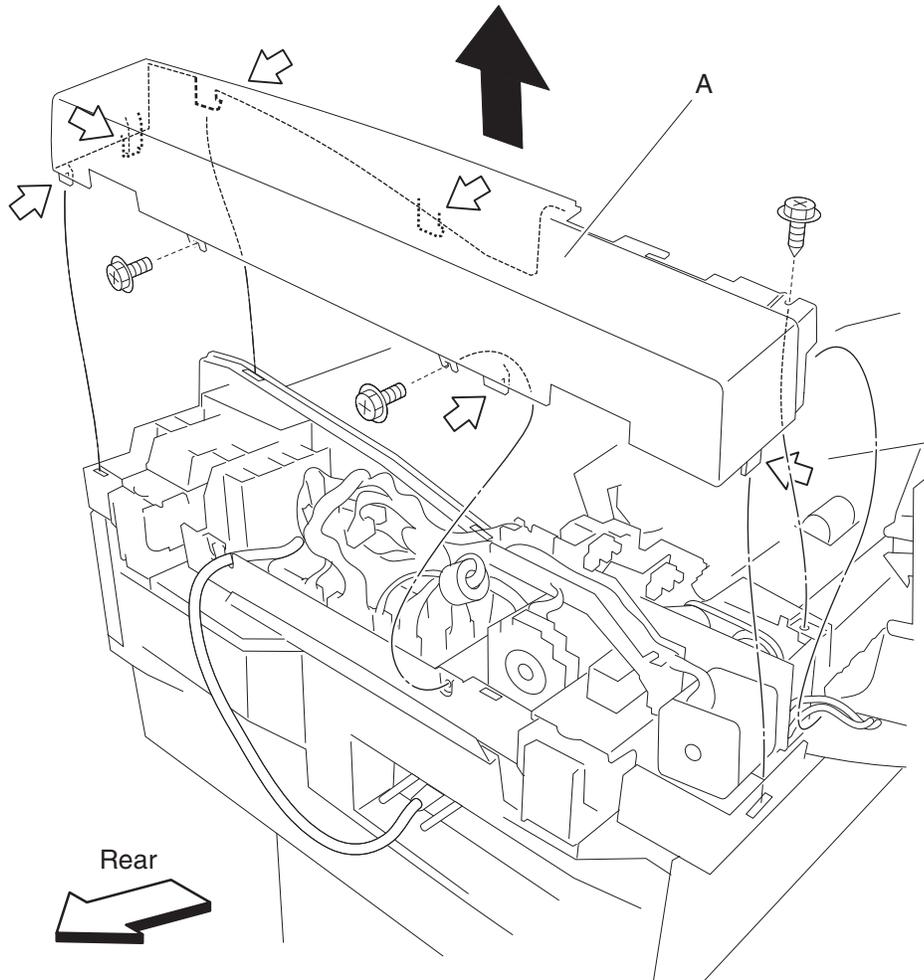
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ADF rear cover removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the three screws securing the ADF rear cover (A).
4. Lift the ADF rear cover (A) upward.
5. Remove the ADF rear cover (A).



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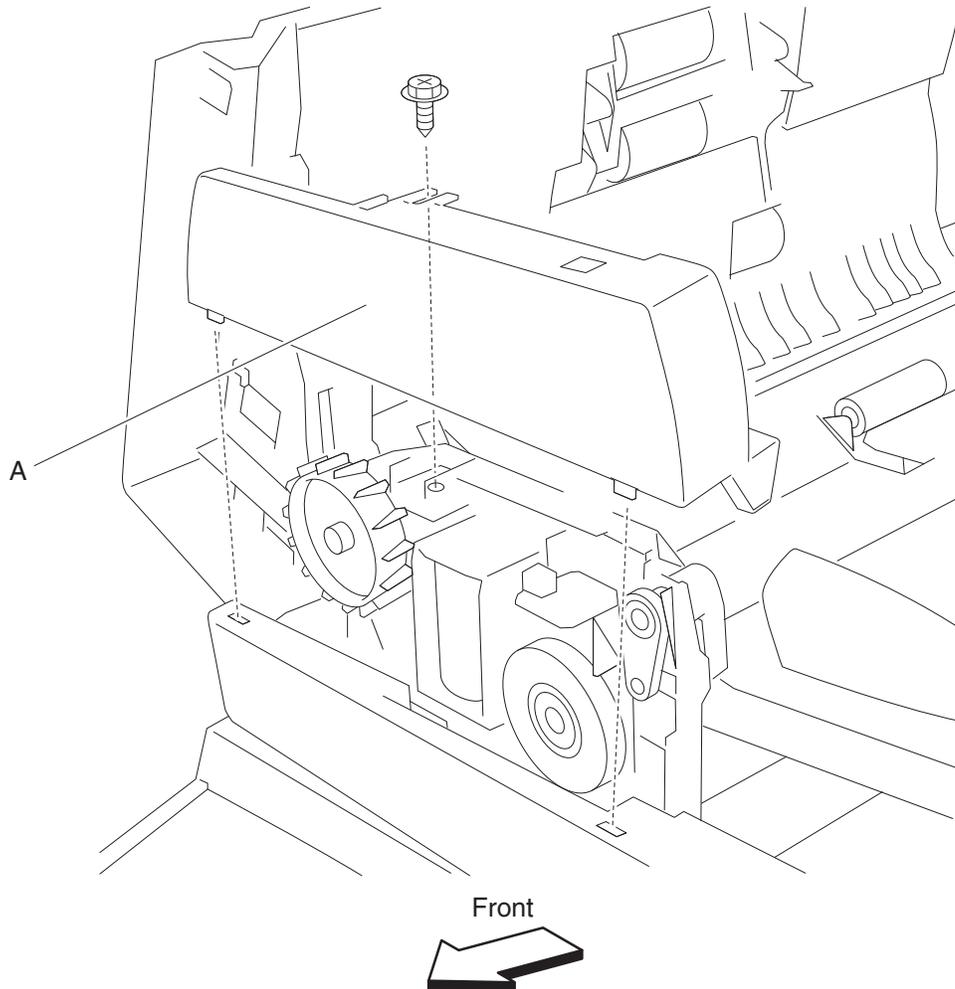
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ADF front cover assembly removal

1. Open the ADF left cover assembly.
2. Remove the screw securing the ADF front cover assembly (A).
3. Lift the ADF front cover (A) upward.
4. Remove the ADF left cover assembly (A).



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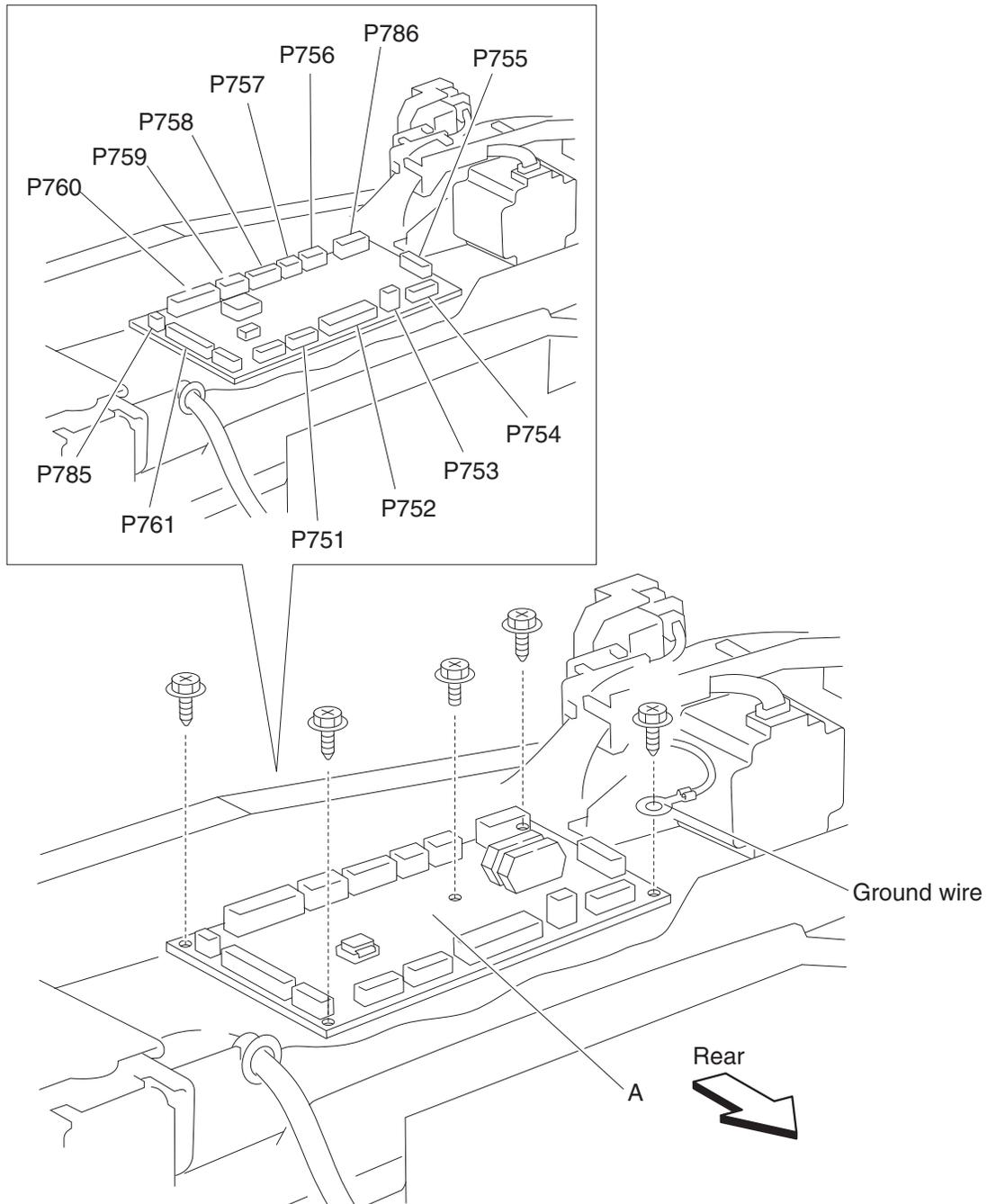
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ADF controller card assembly removal

1. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
2. Disconnect all connectors from the ADF controller card assembly (A).
3. Remove the five screws securing the ADF controller card assembly (A).
4. Remove the ADF controller card assembly (A).

Note: Ensure that all connections are properly reconnected.

Note: Ensure that the ground wire is reconnected.



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ADF left cover assembly removal

1. Open the ADF left cover assembly.
2. Remove the ADF front cover assembly. See **“ADF front cover assembly removal” on page 4-174.**
3. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
4. Remove the ADF left cover media guide. See **“ADF left cover media guide removal” on page 4-189.**
5. Remove the screw securing the harness retainer (A).
6. Remove the harness retainer (A).
7. Remove the screw securing the left cover hinge retainer (B).
8. Remove the left cover hinge retainer (B).
9. Remove the screw securing the front hinge pin (C).
10. Remove the front hinge pin (C).
11. While holding the ADF left cover assembly, remove the rear hinge pin with needle nose pliers (D), and remove the ADF left cover assembly (E) from the ADF.

Warning: Do not allow the ADF left cover assembly (E) to hang by the harness, or damage will occur.

12. Remove the left cover pinch roll assembly. See **“Left cover pinch roll assembly removal” on page 4-179.**
13. Disconnect the connector from the sensor (pick roll position HP) (F) located on the ADF left cover assembly (E).
14. Remove the screw from the green ground wire (G).
15. Remove the screw securing the grounding plate (H).
16. Remove the grounding plate (H).
17. Remove the two screws securing the harness guide (I).
18. Detach the harness guide (I).
19. Disconnect the connector from the pick roll position motor assembly (J).

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20. Remove the harness from the rectangular opening of the side of the ADF left cover assembly.

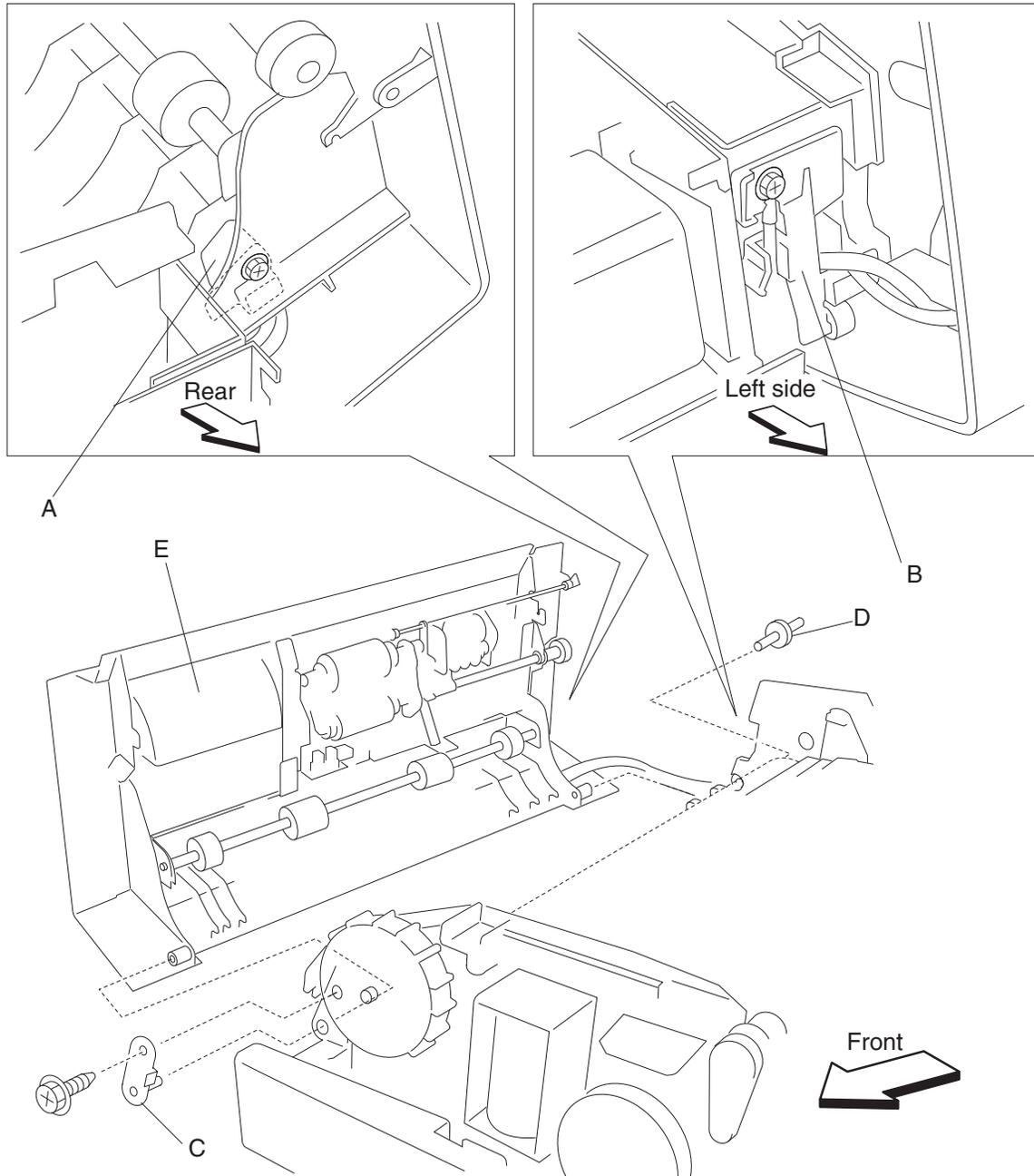
Note: Before reinstalling the ADF left cover assembly (E), ensure that the harness is properly routed and is not pinched.

Note: Ensure that the harnesses are properly captured by the harness guide (I).

Note: Ensure that the green ground wire (G) and the grounding plate (H) is reconnected.

Note: Ensure that the ADF left cover assembly (E) opens and closes without binding.

Note: Ensure that the spring (K) attached to the feed/pick roll assembly (L) is properly reinstalled.



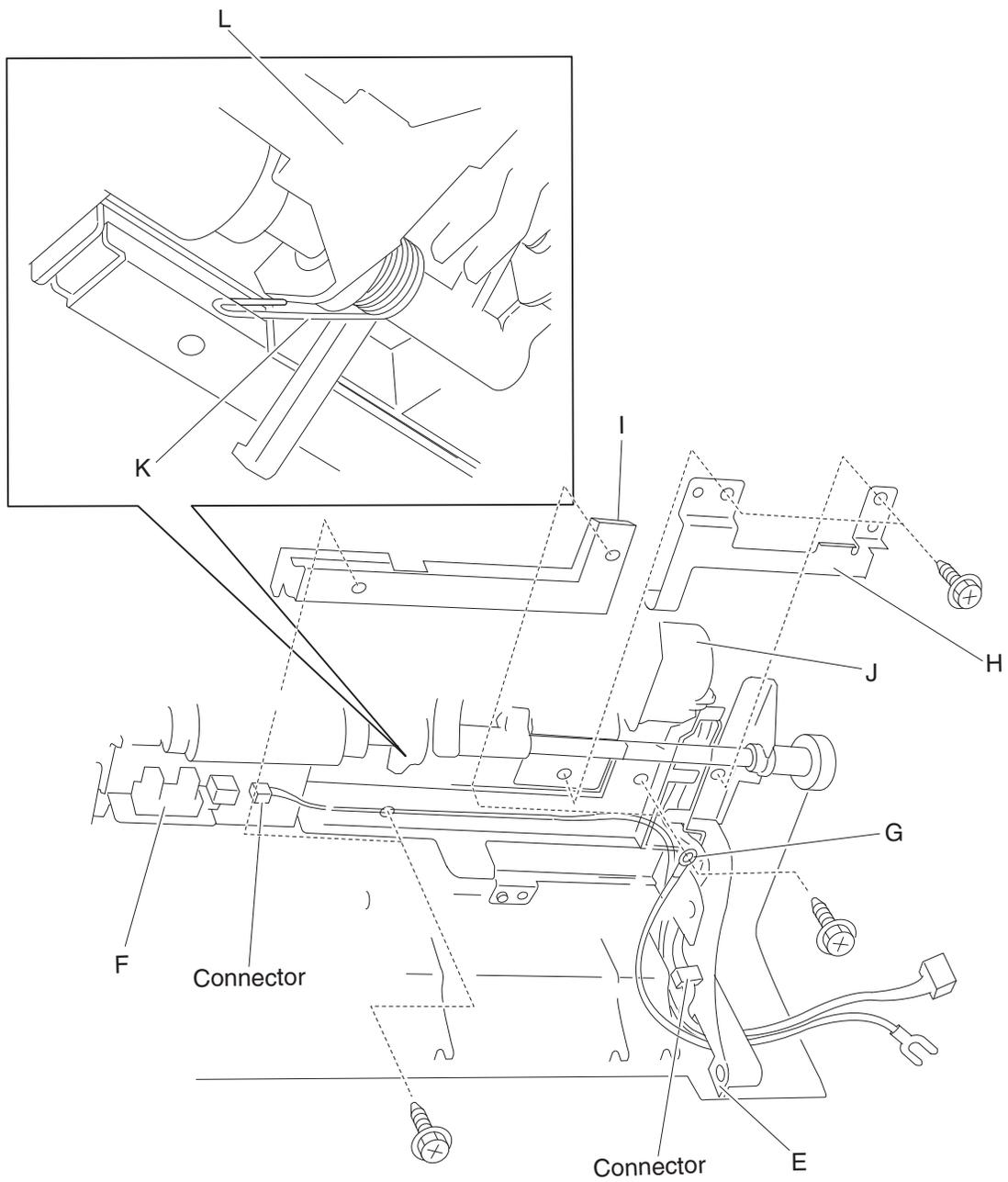
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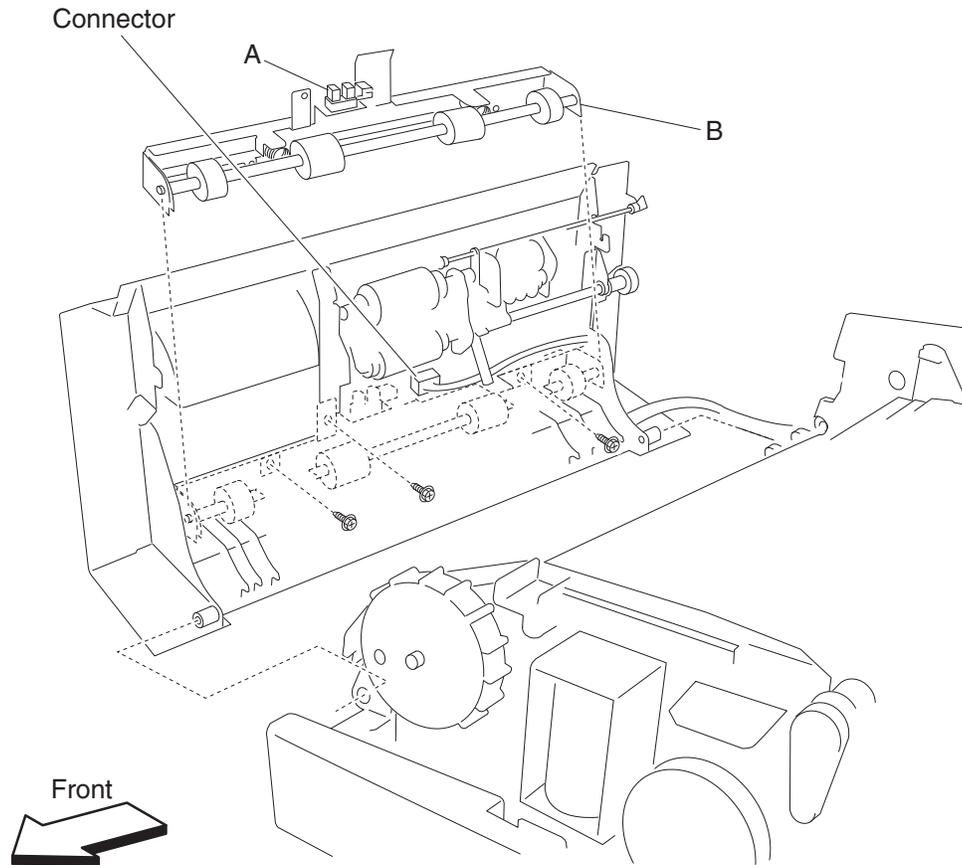
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Left cover pinch roll assembly removal

1. Open the ADF left cover assembly.
2. Disconnect the connector from the sensor (pick roll position HP) (A).
3. Remove the three screws securing the left cover pinch roll assembly (B).
4. Remove the left cover pinch roll assembly (A).



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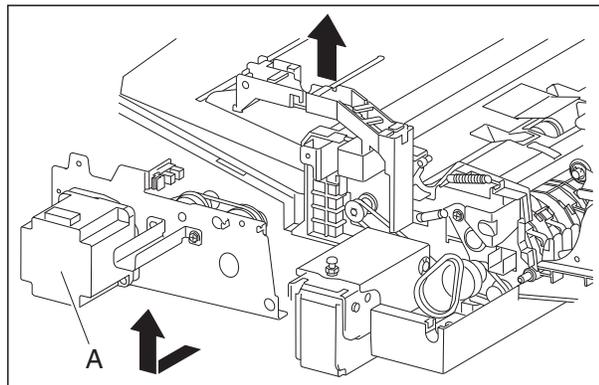
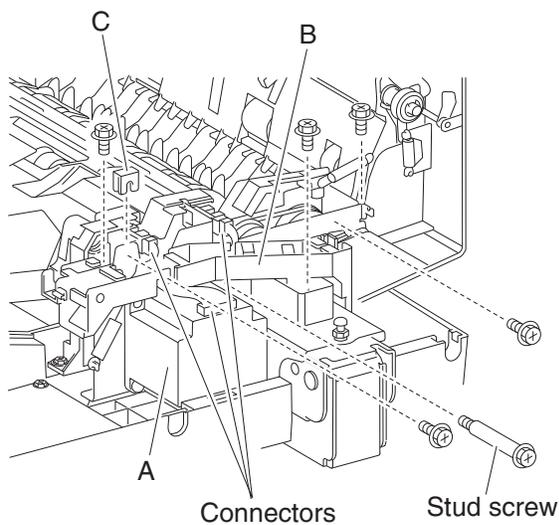
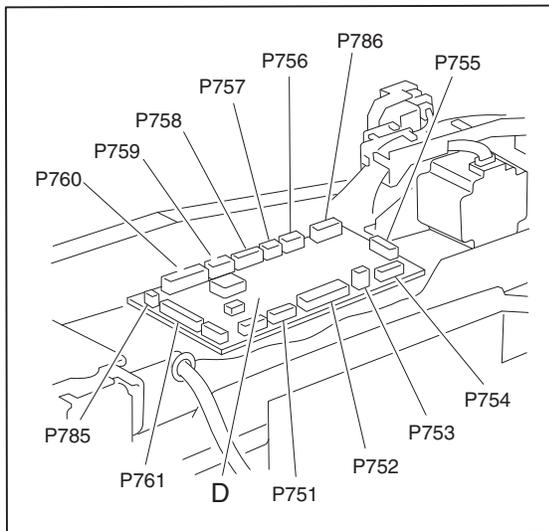
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ADF feed drive motor assembly removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
4. Remove the ADF registration motor. See **“ADF registration motor removal” on page 4-209.**
5. Disconnect the three connectors from the ADF dual drive motor assembly (A).
6. Remove the screw securing the harness guide (B) to the ADF.
7. Remove the two screws securing the ADF dual drive motor assembly (A) to the base of the ADF.
8. Remove the two screws securing the ADF dual drive motor assembly (A) to the rear of the ADF.
9. Remove the stud screw securing the ADF dual drive motor assembly (A) to the rear of the ADF.
10. Remove the plastic support (C).
11. Remove the connectors P751, P754, P755, P758, P761, P785 and P786 from the ADF controller card assembly (D).
12. Remove the harness guide (B) containing the harnesses and swing it out of the way.
13. Remove the ADF dual drive motor assembly (A) from the ADF.



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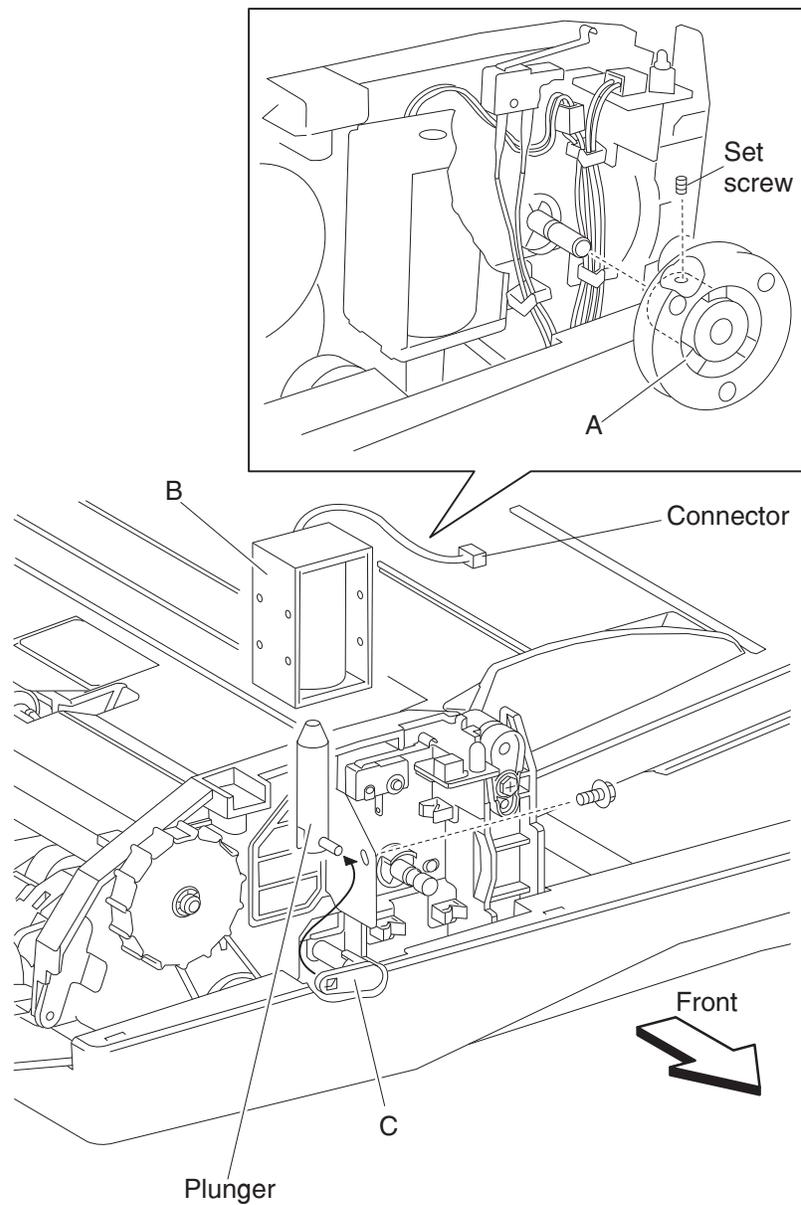


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Inverter solenoid assembly removal

1. Open the ADF left cover assembly.
2. Remove the ADF front cover assembly. See **"ADF front cover assembly removal"** on page 4-174.
3. Loosen the set screw securing the damper (A).
4. Remove the damper (A).
5. Disconnect the connector from the inverter solenoid assembly (B).
6. Remove the screw securing the inverter solenoid assembly (B).
7. Remove the inverter solenoid assembly (B).
8. Remove the plunger from the inverter lever (C).

Note: Before reinstalling the inverter solenoid assembly (B), ensure that the plunger is properly inserted into the inverter solenoid assembly (B) and attached to the inverter lever (C).



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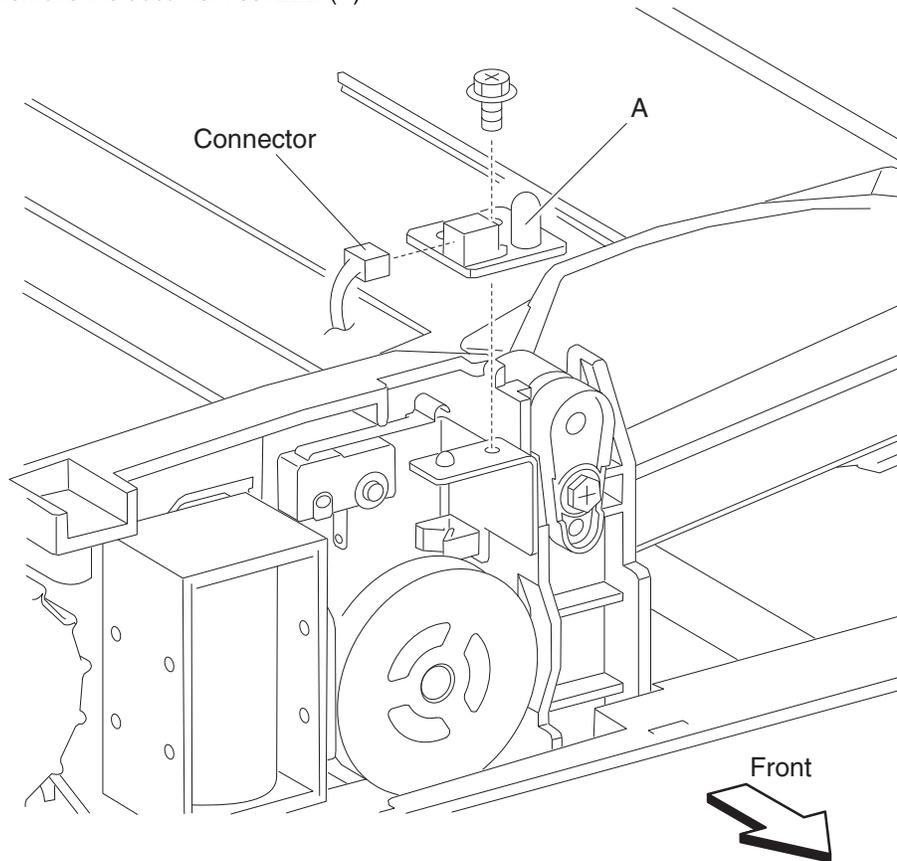
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Document set LED removal

1. Open the ADF left cover assembly.
2. Remove the ADF front cover assembly. See **“ADF front cover assembly removal” on page 4-174.**
3. Disconnect the connector from the document set LED (A).
4. Remove the screw securing the document set LED (A).
5. Remove the document set LED (A).



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Sheet through actuator removal

1. Open the ADF left cover assembly.
2. Remove the ADF left cover media guide. See **“ADF left cover media guide removal” on page 4-189.**
3. Remove the ADF feed/pick roll assembly. See **“ADF feed/pick roll assembly removal” on page 4-186.**
4. Remove the screw from the green ground wire (A).
5. Remove the screw securing the grounding plate (B).
6. Remove the grounding plate (B).
7. Remove the two screws securing the harness guide (C).
8. Remove the harness guide (C).
9. Remove the one screw securing the pick roll position motor assembly (D).
10. Remove the pick roll position motor assembly (D).
11. Remove the one screw securing the rear bracket (E).

Warning: Shims may be present under the rear bracket (E) and may possibly fall out. Note the locations of any shims.

12. Remove the rear bracket (E).
13. Gently pry the sheet through actuator (F) out of the ADF left cover assembly.

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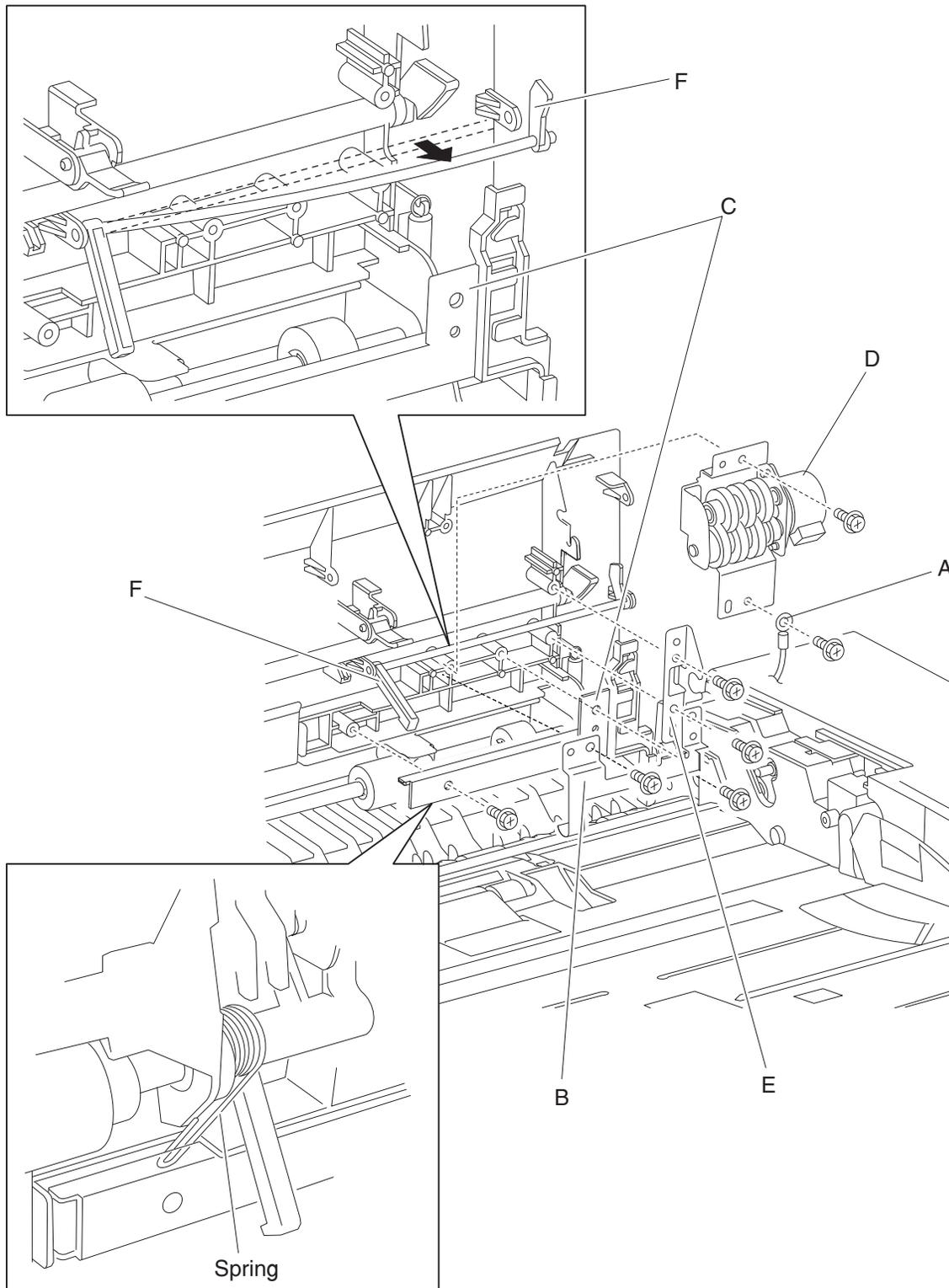
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14. Remove the sheet through actuator (F).

Note: Before reinstalling the rear bracket (E), replace any shims that were originally present.



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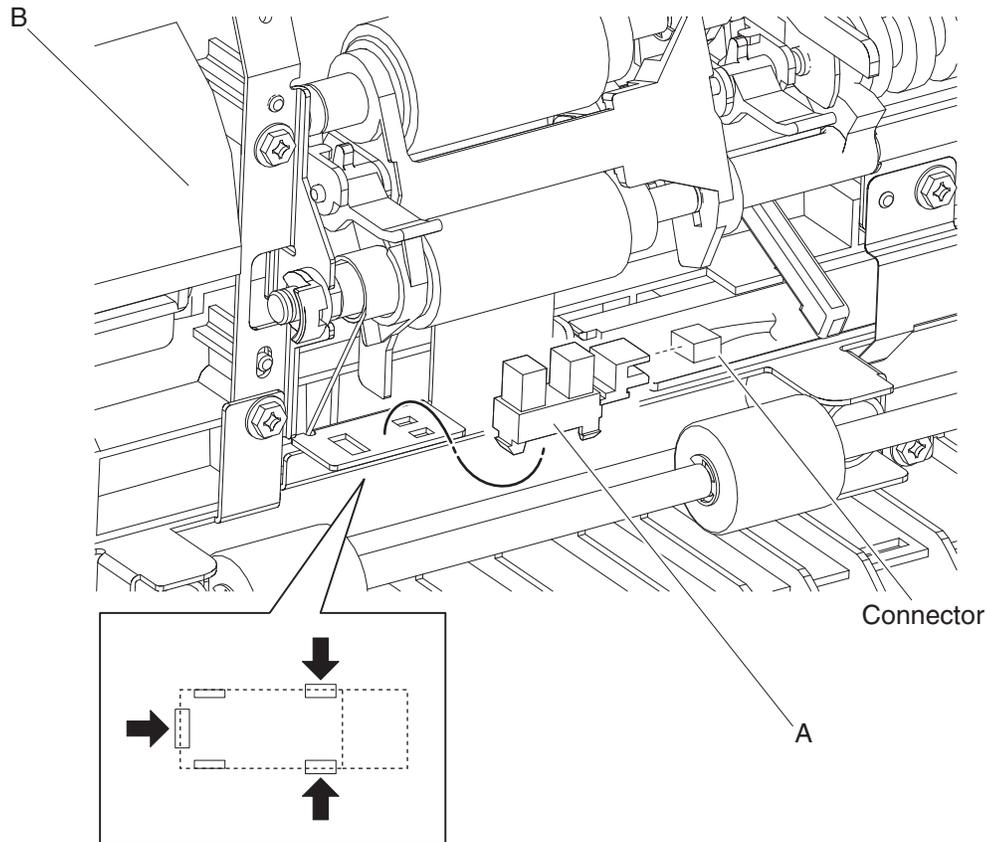
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Sensor (pick roll position HP) removal

1. Open the ADF left cover assembly.
2. Remove the ADF left cover media guide. See **“ADF left cover media guide removal” on page 4-189.**
3. Disconnect the connector from the sensor (pick roll position HP) (A).
4. Release the hooks securing sensor (pick roll position HP) (A) to the ADF left cover assembly (B).
5. Remove the sensor (pick roll position HP) (A).



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ADF feed/pick roll assembly removal

Warning: Do not touch the rubber surface of the feed roll or the pick roll.

1. Turn the machine off.

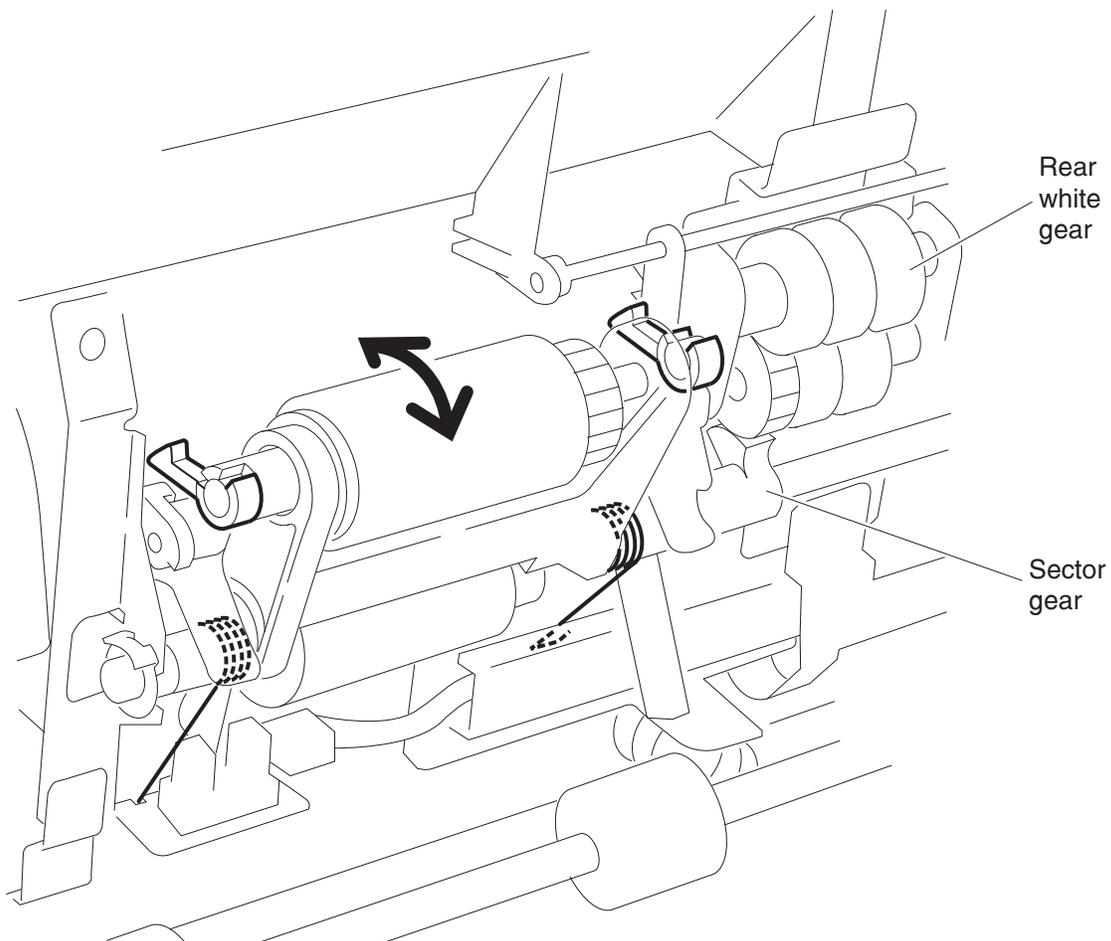
Warning: To reduce the chance of pick roll position errors and mechanical misalignments, ensure that the machine is turned off when replacing the ADF feed/pick roll assembly.

2. Open the ADF left cover assembly.
3. Remove the ADF left cover media guide. See **“ADF left cover media guide removal” on page 4-189.**
 - Note:** Rotate the rear most white gear of the pick roll position motor assembly until the pick roll is completely lowered and the sector gear is completely disengaged.
4. Release the two springs from the ADF left cover assembly
5. Remove the plastic clip (A).
6. Move the front bushing (B) frontward in the direction of the arrow to remove it from the front bracket (C).
7. Gently pull the front end of the ADF feed/pick roll assembly away from the ADF left cover assembly.
8. Move the rear bushing (D) rearward in the arrow direction to remove it from the rear bracket (E).
9. Gently remove the ADF feed/pick roll assembly (F) from the left cover assembly.

Note: Before reinstalling the ADF feed/pick roll assembly (F), ensure that the document set stops are positioned correctly and the two set gates are positioned as shown in the diagram or the ADF will malfunction and jam.

Note: Once the ADF feed/pick roll assembly is secured and the plastic clip is installed, rotate the rear most white gear of the pick roll position motor assembly until the pick roll has completely raised.

Note: Ensure that the two springs are positioned and installed properly or the ADF will malfunction and jam.



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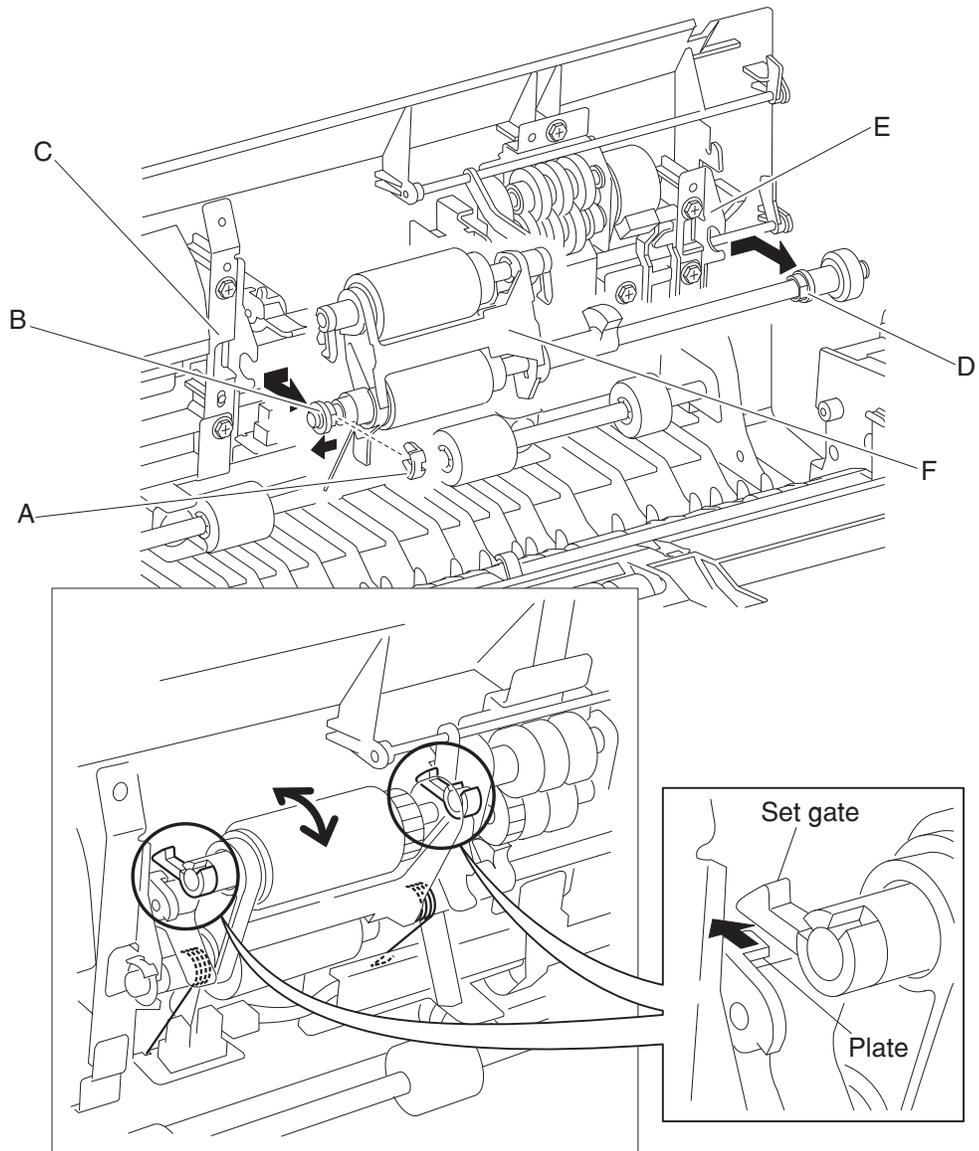
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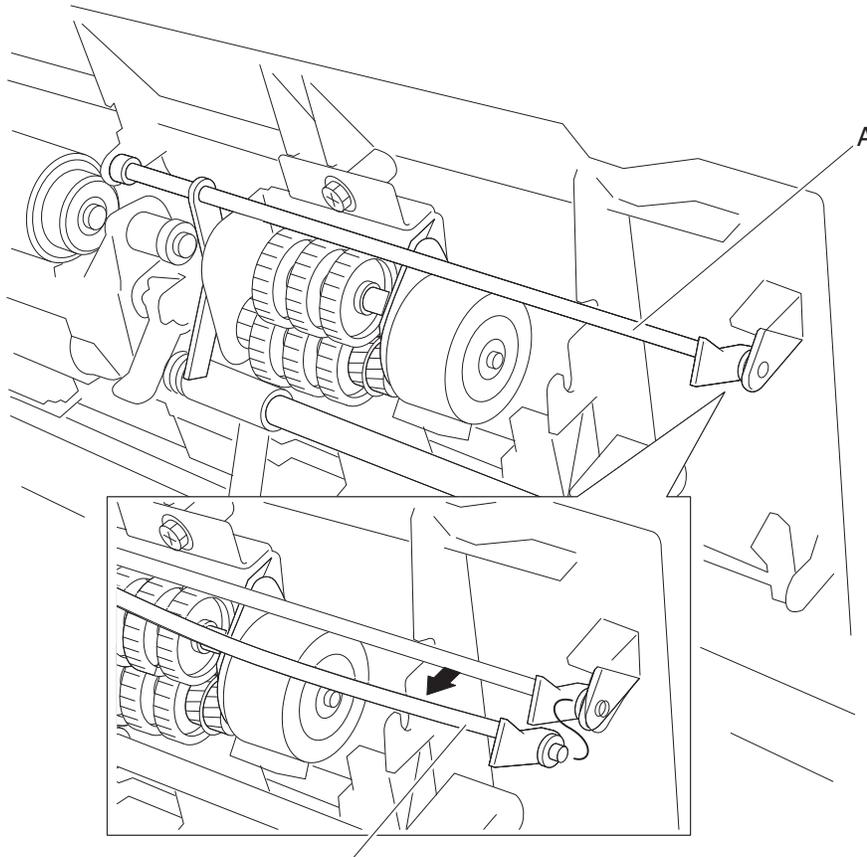


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Document set actuator removal

1. Open the ADF left cover assembly.
2. Remove the ADF left cover media guide. See **“ADF left cover media guide removal”** on page 4-189.
3. Gently pry the document set actuator (A) from the ADF left cover assembly.
4. Remove the document set actuator (A).



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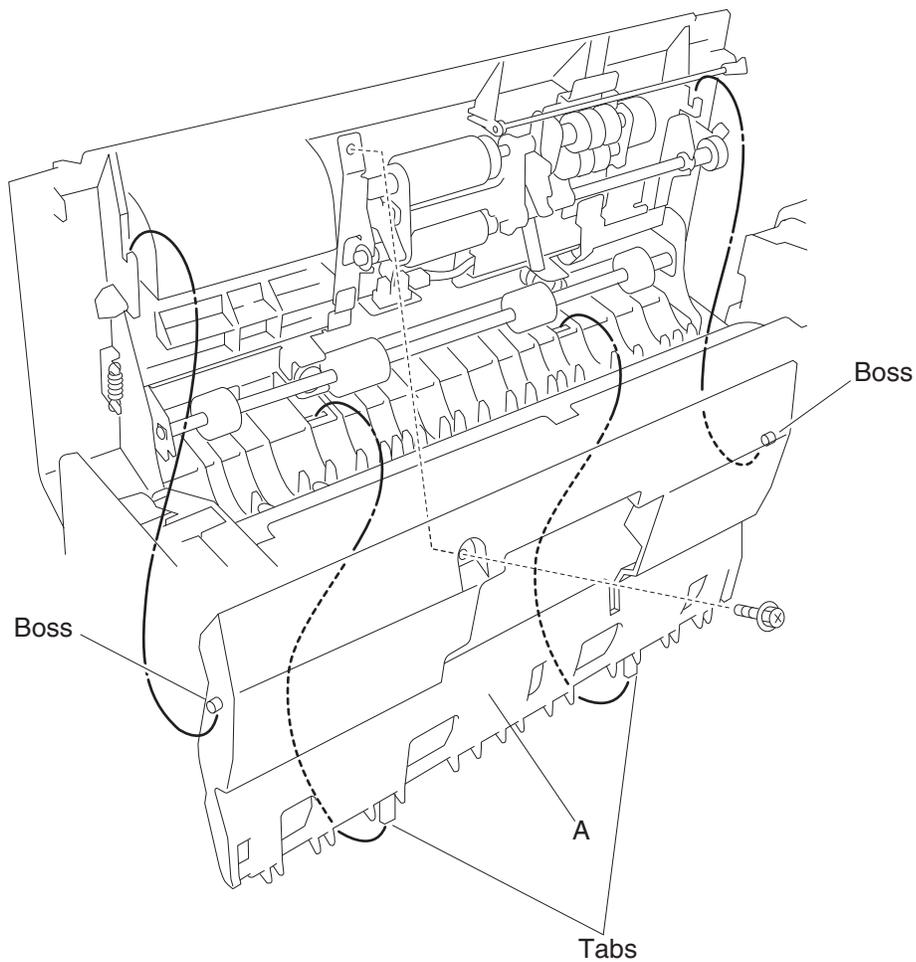


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ADF left cover media guide removal

1. Open the ADF left cover assembly.
2. Remove the screw securing the ADF left cover media guide (A).
3. Lift the ADF left cover media guide (A) upward, then remove the two bosses from the slot, and remove the two tabs from the holes.
4. Remove the ADF left cover media guide (A).

Note: Before reinstalling the ADF left cover media guide (A), ensure that the two bosses and two tabs are correctly installed, or jamming will occur.



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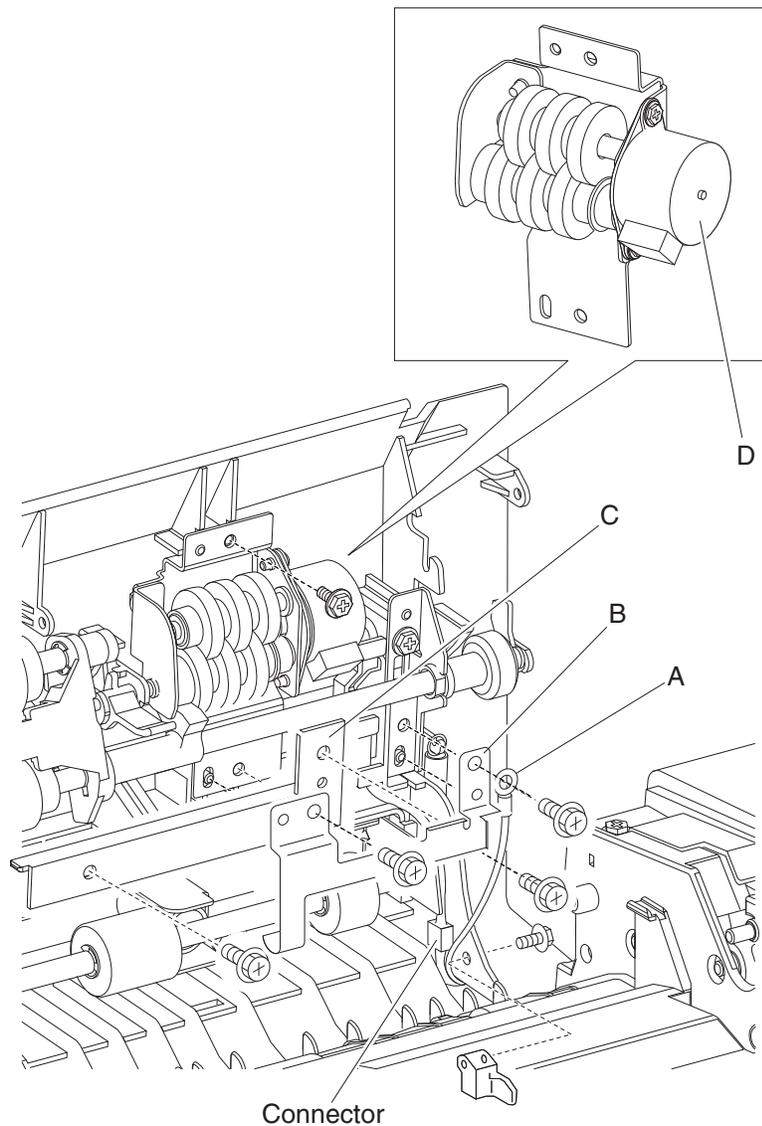
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Pick roll position motor assembly removal

1. Open the ADF left cover assembly.
2. Remove the ADF left cover media guide. See **“ADF left cover media guide removal” on page 4-189.**
3. Remove the document set actuator. See **“” on page 4-187.**
4. Remove the screw from the green ground wire (A).
5. Remove the screw securing the grounding plate (B).
6. Remove the grounding plate (B).
7. Remove the two screws securing the harness guide (C).
8. Remove the harness guide (C).
9. Disconnect the connector from the pick roll position motor assembly (D).
10. Remove the one screw securing the pick roll position motor assembly (D).
11. Remove the pick roll position motor assembly (D).
12. Remove the harness from the harness guide (C).



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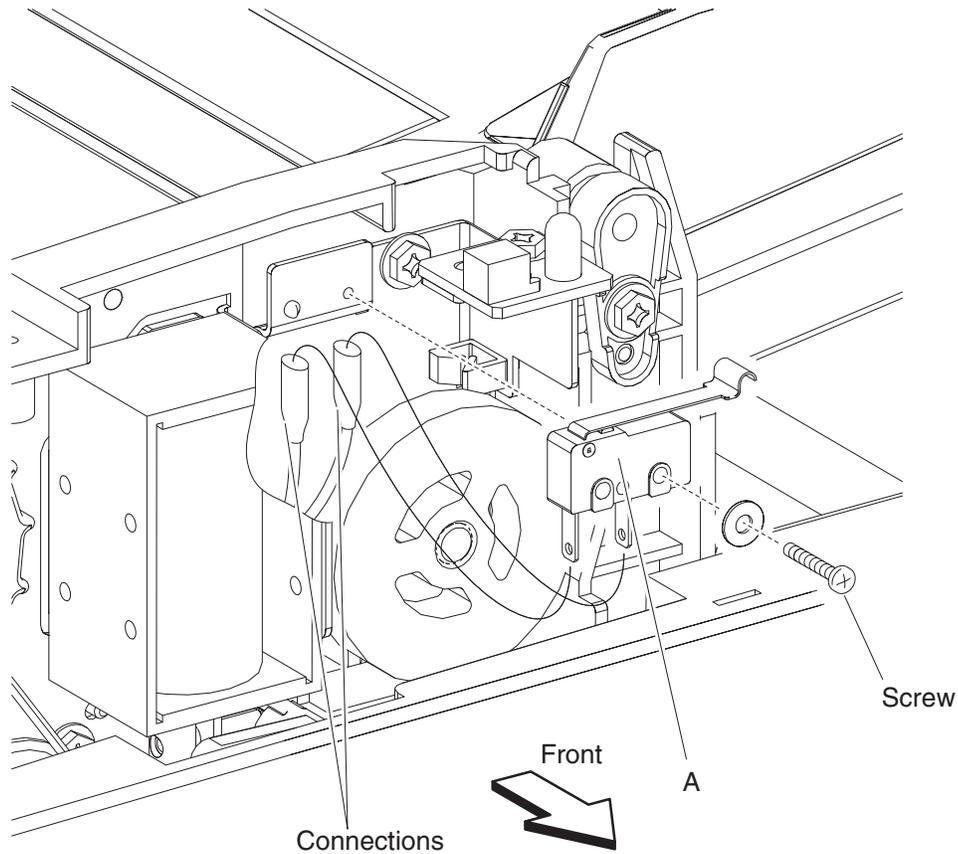
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Switch (ADF left cover interlock) removal

1. Open the ADF left cover assembly.
2. Remove the ADF front cover assembly. See **“ADF front cover assembly removal” on page 4-174.**
3. Remove the screw and washer securing the switch (ADF left cover interlock) (A).
4. Disconnect the two connections to the switch (ADF left cover interlock) (A) with needle nose pliers.
5. Remove the switch (ADF left cover interlock).



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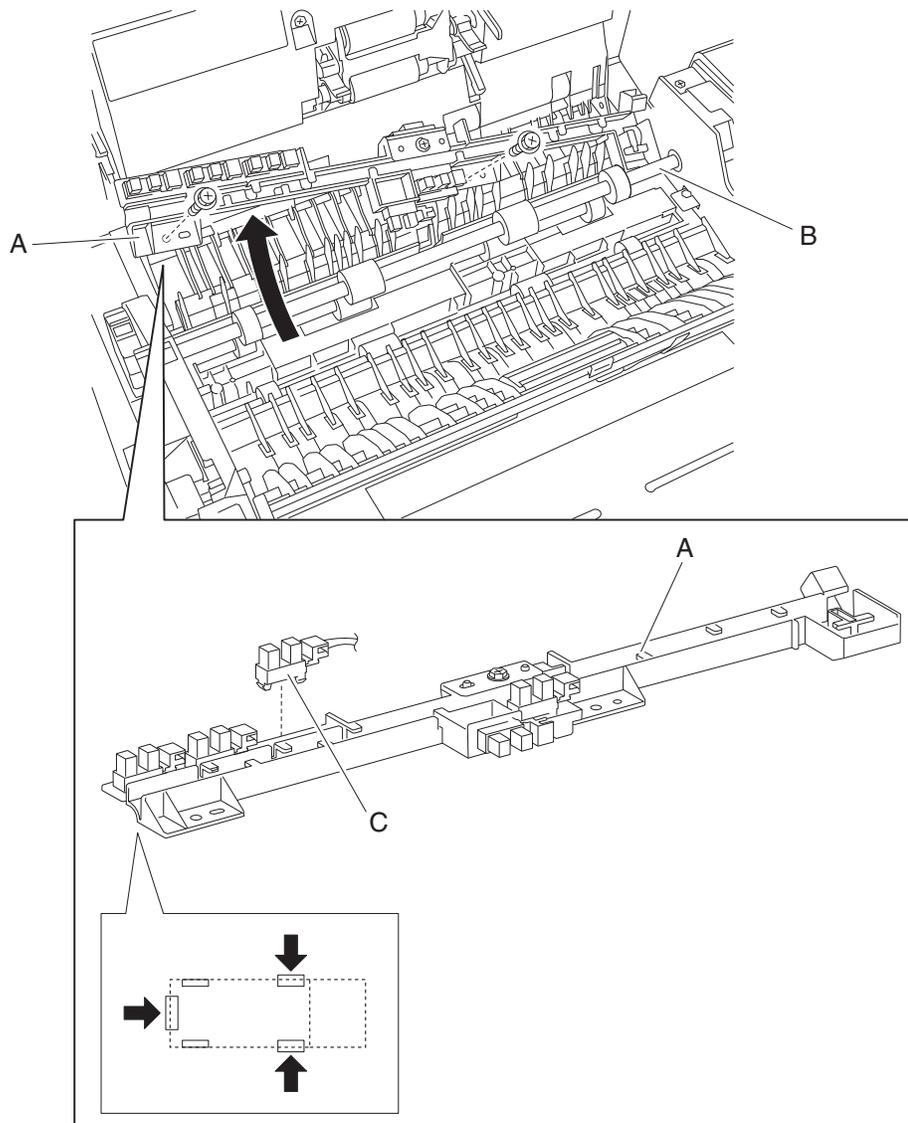


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Sensor (ADF width APS 1)

1. Open the ADF left cover assembly.
2. Lift the separation roll guide assembly to its uppermost position.
3. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
4. Remove the two screws securing the sensor mount (A) to the ADF.
5. Slide the sensor mount (A) from the underside of the ADF transport roll (B), and move it to the position in which the required sensor is easily removed.
6. Release the hook securing the sensor (ADF width APS 1) (C) to the sensor mount (A).
7. Disconnect the connection from sensor (ADF width APS 1) (C).
8. Remove the sensor (ADF width APS 1) (C).

The APS, pre-registration, and inverter sensors are removed in the same manner. Release the hook, disconnect the connector, and remove the sensor.



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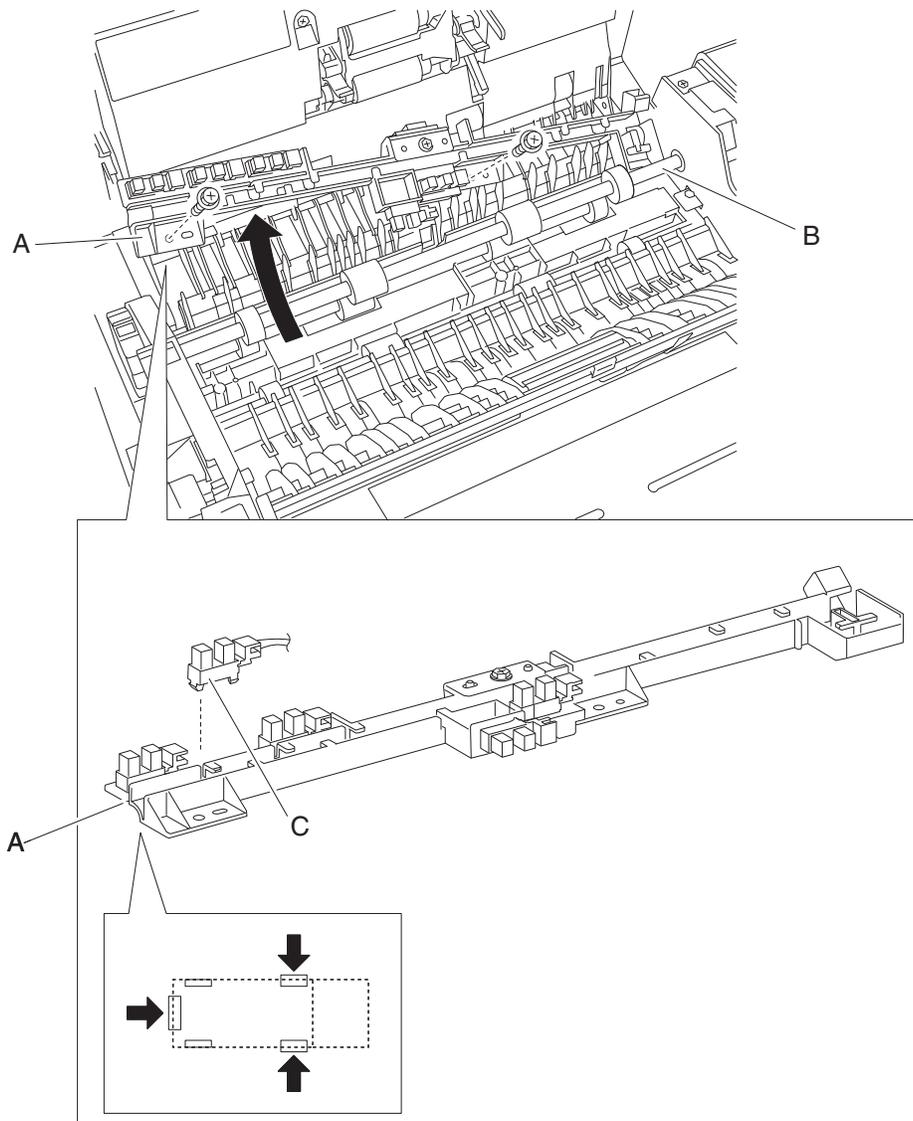


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Sensor (ADF width APS 2)

1. Open the ADF left cover assembly.
2. Lift the separation roll guide assembly to its uppermost position.
3. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
4. Remove the two screws securing the sensor mount (A) to the ADF.
5. Slide the sensor mount (A) from the underside of the ADF transport roll (B), and move it to the position in which the required sensor is easily removed.
6. Release the hook securing the sensor (ADF width APS 2) (C) to the sensor mount (A).
7. Disconnect the connection from sensor (ADF width APS 2) (C).
8. Remove the sensor (ADF width APS 2) (C).

The APS, pre-registration, and inverter sensors are removed in the same manner. Release the hook, disconnect the connector, and remove the sensor.



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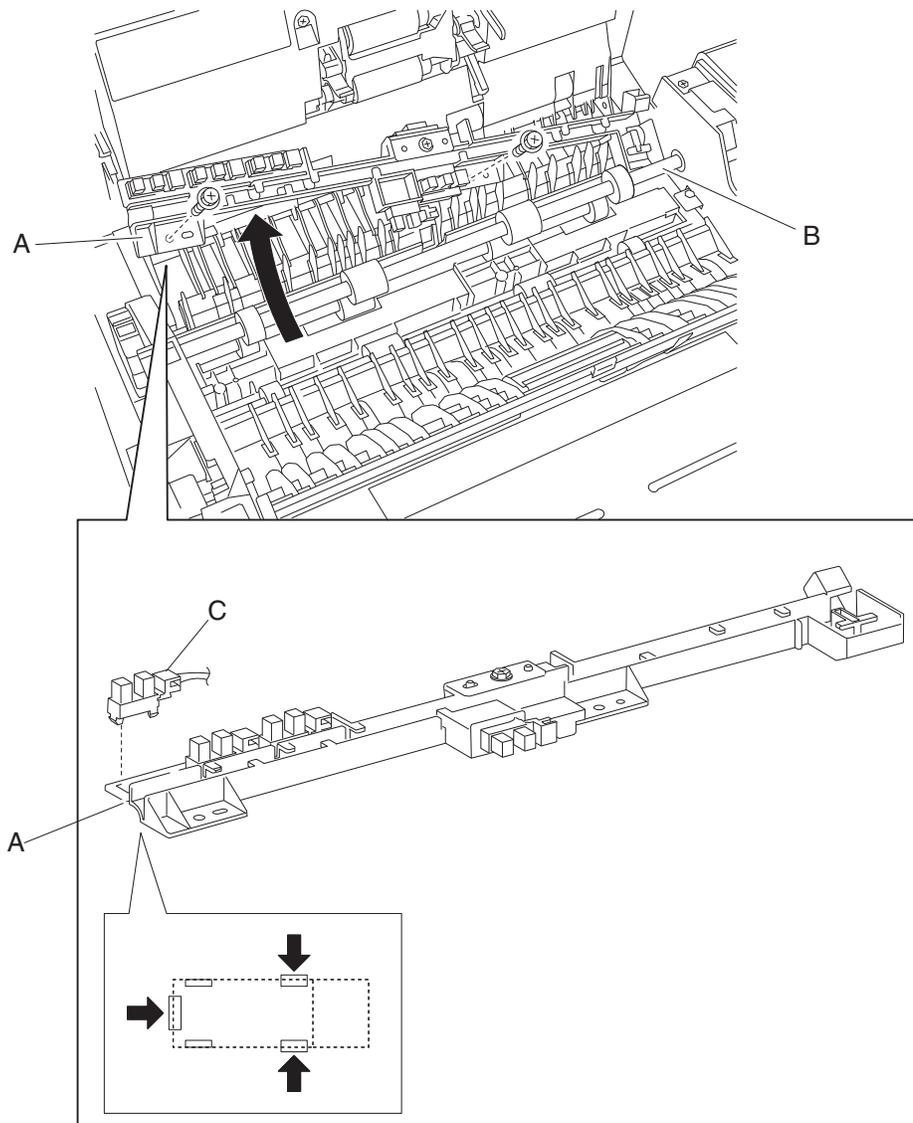


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Sensor (ADF width APS 3)

1. Open the ADF left cover assembly.
2. Lift the separation roll guide assembly to its uppermost position.
3. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
4. Remove the two screws securing the sensor mount (A) to the ADF.
5. Slide the sensor mount (A) from the under of the ADF transport roll (B), and move it to the position in which the required sensor is easily removed.
6. Release the hook securing the sensor (ADF width APS 3) (C) to the sensor mount (A).
7. Disconnect the connection from sensor (ADF width APS 3) (C).
8. Remove the sensor (ADF width APS 3) (C).

The APS, pre-registration, and inverter sensors are removed in the same manner. Release the hook, disconnect the connector, and remove the sensor.



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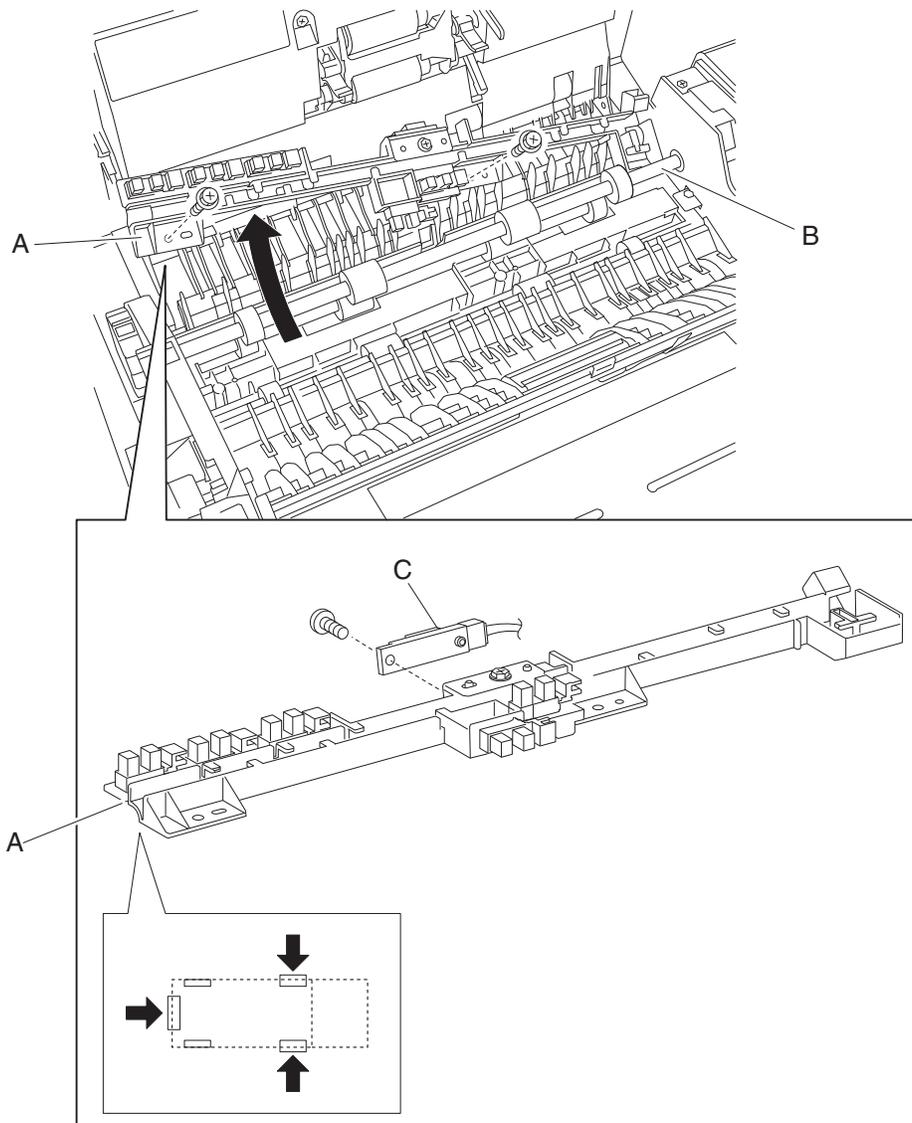


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Sensor (ADF registration)

1. Open the ADF left cover assembly.
2. Lift the separation roll guide assembly to its uppermost position.
3. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
4. Remove the two screws securing the sensor mount (A) to the ADF.
5. Slide the sensor mount (A) from the underside of the ADF transport roll (B), and move it to the position in which the required sensor is easily removed.
6. Remove the screw securing the ADF registration sensor.
7. Disconnect the connector from the sensor (ADF registration).
8. Remove the sensor (ADF registration) (C).

The APS, pre-registration, and inverter sensors are removed in the same manner. Release the hook, disconnect the connector, and remove the sensor.



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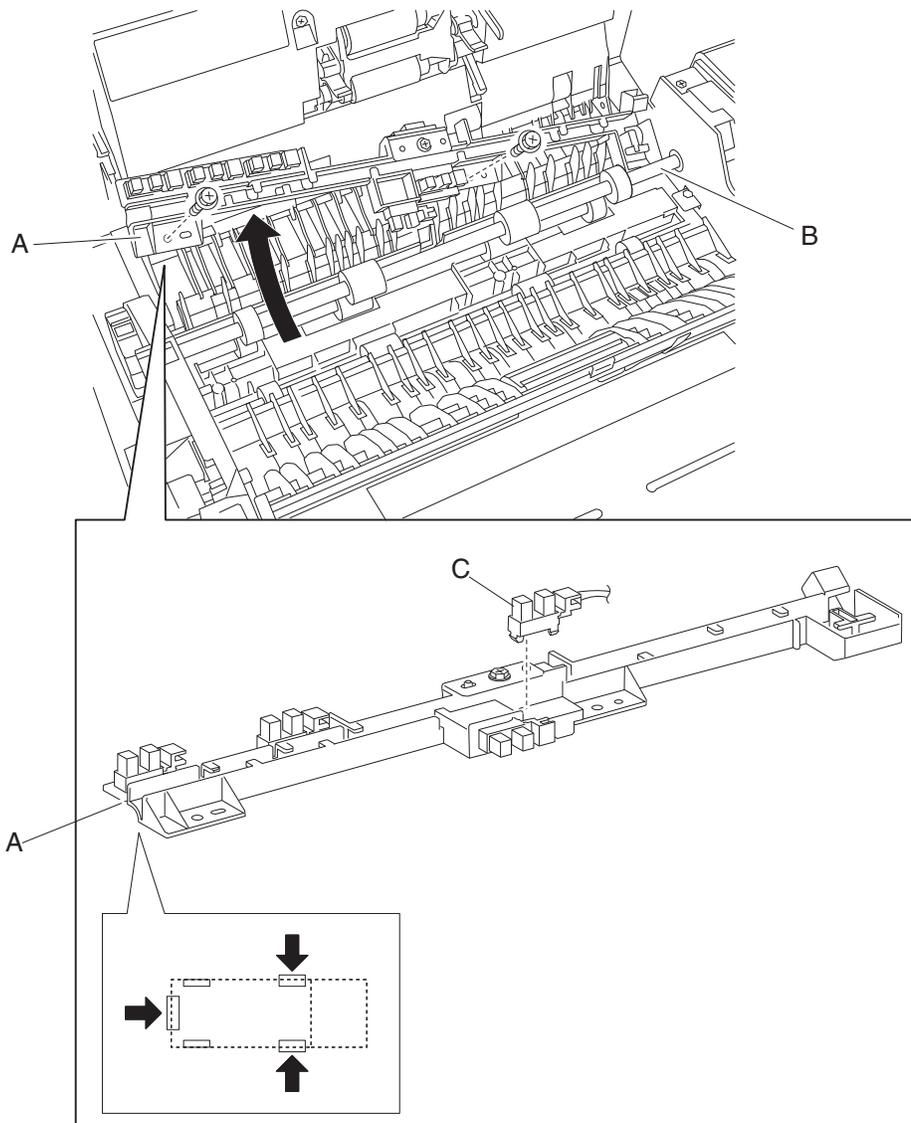


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Sensor (ADF pre-registration)

1. Open the ADF left cover assembly.
2. Lift the separation roll guide assembly to its uppermost position.
3. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
4. Remove the two screws securing the sensor mount (A) to the ADF.
5. Slide the sensor mount (A) from the underside of the ADF transport roll (B), and move it to the position in which the required sensor is easily removed.
6. Release the hooks securing the sensor (ADF pre-registration) (C) to the sensor mount (A).
7. Disconnect the connector from the sensor (ADF pre-registration) (C).
8. Remove the sensor (ADF pre-registration) (C).

The APS, pre-registration, and inverter sensors are removed in the same manner. Release the hook, disconnect the connector, and remove the sensor.



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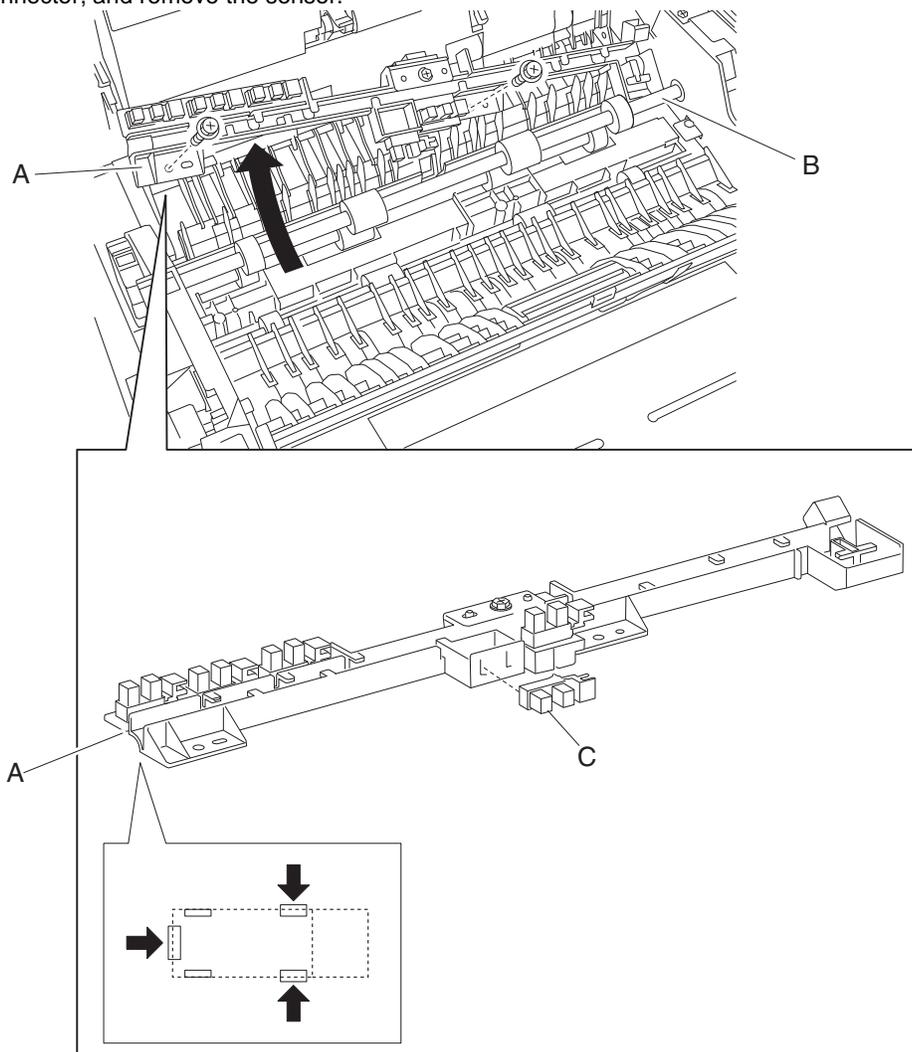


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Sensor (ADF inverter)

1. Open the ADF left cover assembly.
2. Lift the separation roll guide assembly to its uppermost position.
3. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
4. Remove the two screws securing the sensor mount (A) to the ADF.
5. Slide the sensor mount (A) from the underside of the ADF transport roll (B), and move it to the position in which the required sensor is easily removed.
6. Release the hooks securing the sensor (ADF inverter) (C) to the sensor mount (A).
7. Disconnect the connector from the sensor (ADF inverter) (C).
8. Remove the sensor (ADF inverter).

The APS, pre-registration, and inverter sensors are removed in the same manner. Release the hook, disconnect the connector, and remove the sensor.



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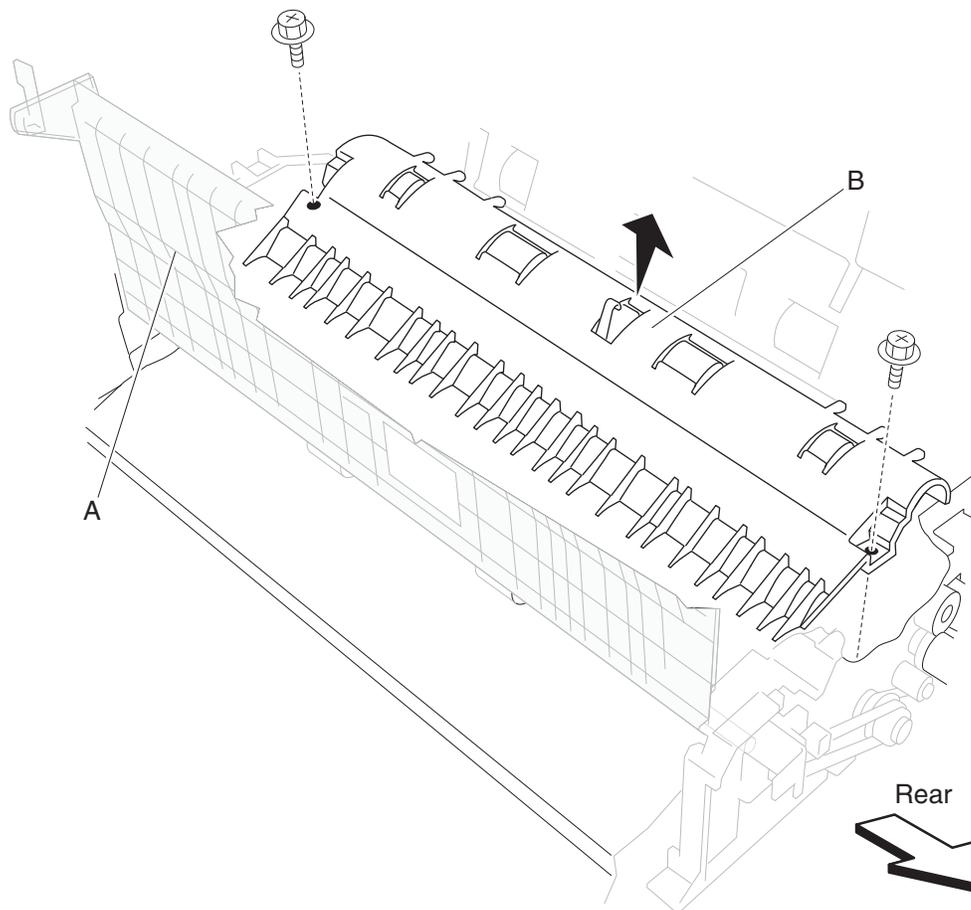
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Actuator/media guide assembly removal

1. Open the ADF left cover assembly.
2. Lift the separation roll guide assembly (A) to its uppermost position.
3. Remove the two screws securing the actuator/media guide assembly (B) to the ADF.
4. Remove the actuator/media guide assembly (B).



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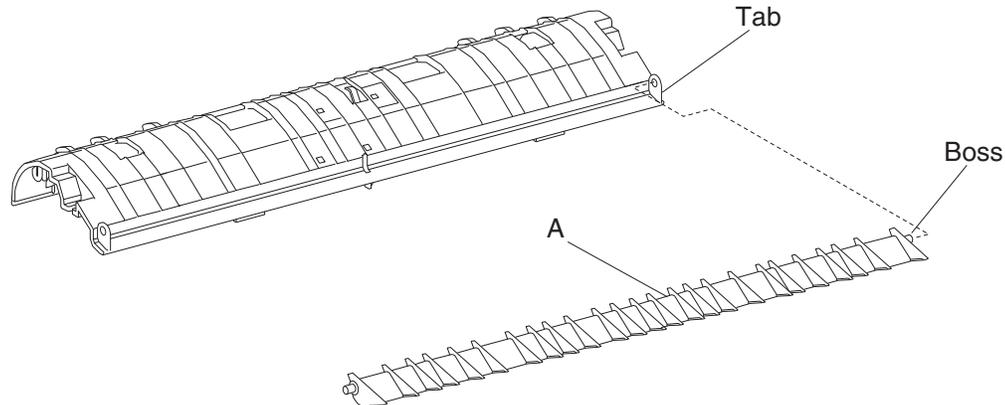
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Inverter gate removal

1. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
2. Flex the tab, and remove the boss from the hole.
3. Remove the inverter gate (A).



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ADF registration roll assembly removal

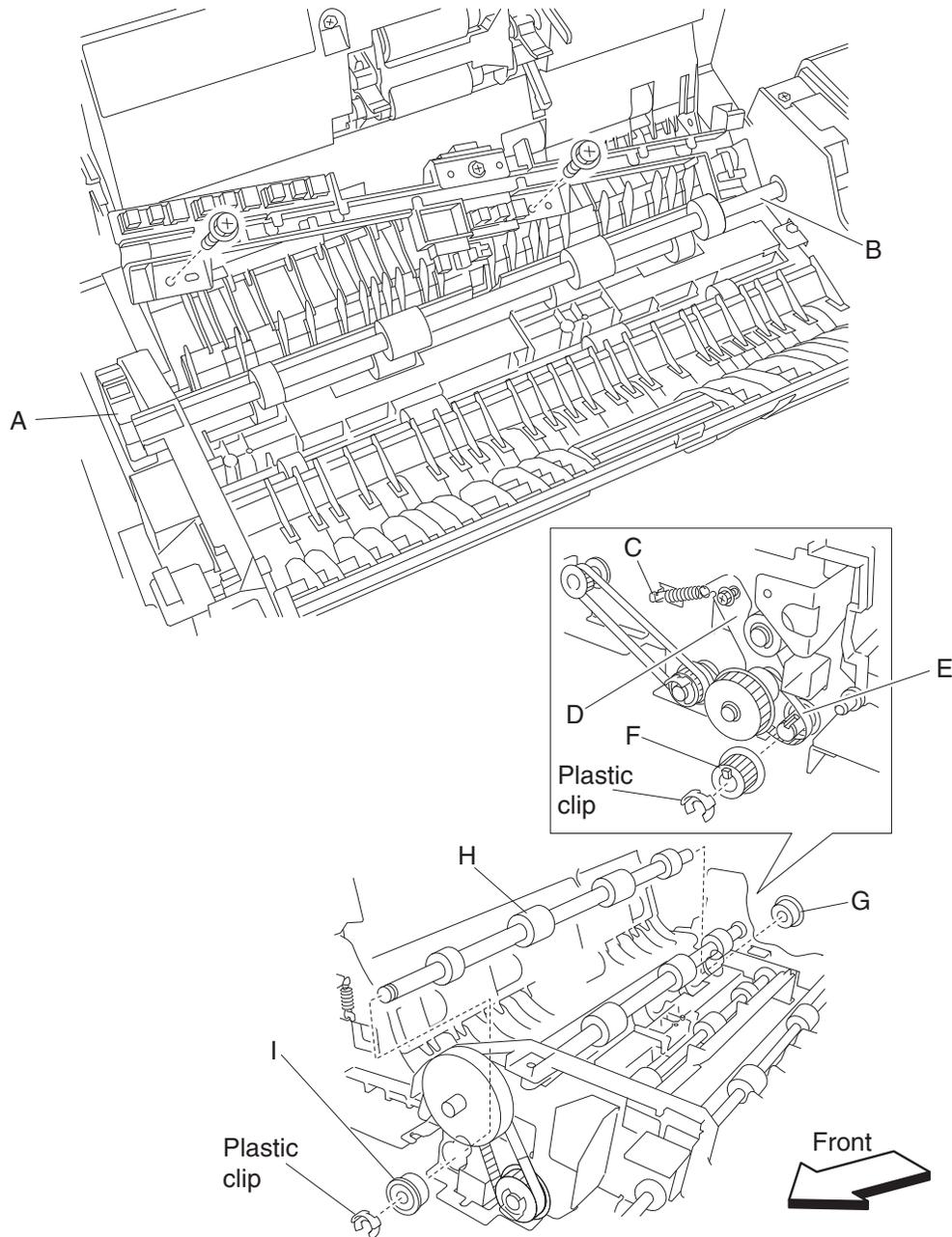
1. Remove the ADF unit assembly. See **“ADF unit assembly removal” on page 4-167.**
2. Open the ADF left cover assembly.
3. Remove the ADF front cover assembly. See **“ADF front cover assembly removal” on page 4-174.**
4. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
5. Remove the document tray assembly. See **“Document tray assembly removal” on page 4-172.**
6. Remove the ADF media feed assembly. See **“ADF media feed assembly removal” on page 4-170.**
7. Remove the ADF feed drive motor assembly. See **“ADF feed drive motor assembly removal” on page 4-180.**
8. Lift the separation roll guide assembly to its uppermost position.
9. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
10. Remove the two screws securing the sensor mount (A) to the ADF.
11. Slide the sensor mount (A) from the underside of the ADF transport roll (B), and move it out of the way.
12. Remove the tension spring (C).
13. Loosen the screw securing the tension bracket (D), and loosen the registration secondary drive belt (E) tension.
14. Remove the plastic clip securing the registration roll drive pulley 28T (F).
15. Slide the registration secondary drive belt (E) from the registration roll drive pulley 28T (F).
16. Remove the ADF registration motor. See **“ADF registration motor removal” on page 4-209.**
17. Remove the registration roll drive pulley 28T (F).
18. Remove the bearing 8 mm (G) securing the ADF registration roll assembly (H) to the rear of the feed assembly.
19. Remove the plastic clip securing the bearing 8 mm (I) from the front side.

20. Remove the bearing 8 mm (I) securing the ADF registration roll assembly (H) to the front of the feed assembly.
21. Move the ADF registration roll assembly (H) frontward and upward.
22. Remove the ADF registration roll assembly (H).

Warning: Do not touch the rubber surface of the ADF registration roll assembly (H).

Note: Before reinstalling the registration secondary drive belt (E), ensure that it is routed properly.

Note: Loosen and then retighten the two screws that set the belt tension after tension spring (C) is attached.



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ADF feed-out roll assembly removal

1. Remove the ADF unit assembly. See **“ADF unit assembly removal” on page 4-167.**
2. Open the ADF left cover assembly.
3. Remove the ADF front cover assembly. See **“ADF front cover assembly removal” on page 4-174.**
4. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
5. Remove the document tray assembly. See **“Document tray assembly removal” on page 4-172.**
6. Remove the ADF registration motor. See **“ADF registration motor removal” on page 4-209.**
7. Remove the ADF media feed assembly. See **“ADF media feed assembly removal” on page 4-170.**
8. Remove the ADF feed drive motor assembly. See **“ADF feed drive motor assembly removal” on page 4-180.**
9. Lift the separation roll guide assembly to its uppermost position.
10. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
11. Loosen the screw securing the tension bracket (A) and loosen the registration secondary belt (B) tension.
12. Remove the tension spring (B).
13. Loosen the screw securing the small tension bracket (C).
14. Remove the exit roll drive belt (D).
15. Remove the registration secondary drive belt (E).
16. Remove the plastic clip securing the exit/feed-out roll drive pulley 25/28T (F).
17. Remove the exit/feed-out roll drive pulley 25/28T (F).
18. Remove the bearing 8 mm (G) securing the ADF feed-out roll assembly (H) to the rear of the feed assembly.
19. Remove the plastic clip securing the manual feed drive pulley (I).
20. Remove the manual feed drive pulley (I).
21. Remove the manual feed drive belt (J).
22. Remove the bearing 8 mm (K) securing the feed-out roll assembly to the front of the feed assembly.

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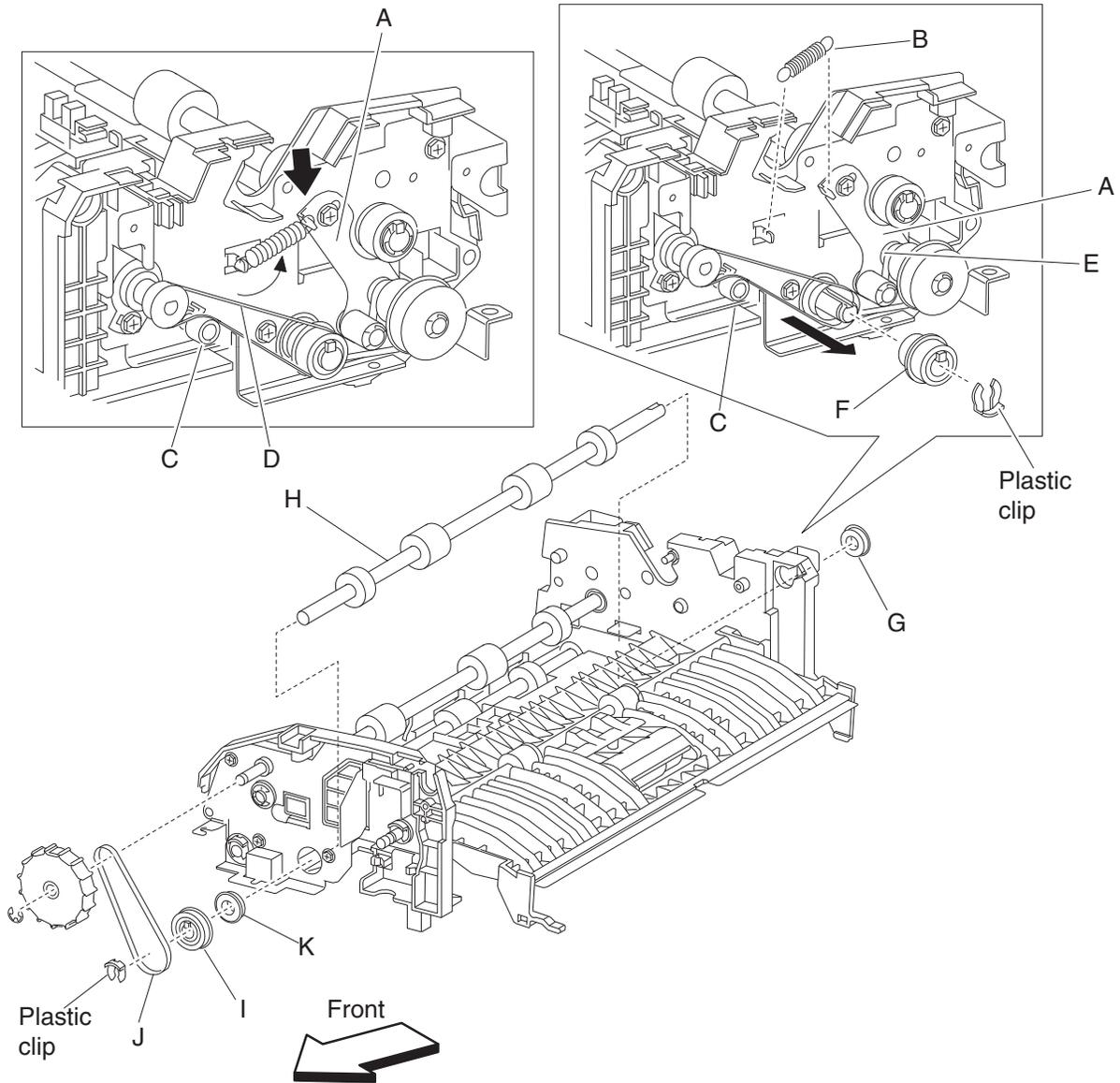


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23. Move the ADF feed-out roll assembly (H) rearward and upward.

24. Remove the ADF feed-out roll assembly (H).

Warning: Do not touch the rubber surface of the ADF exit roll assembly (G).



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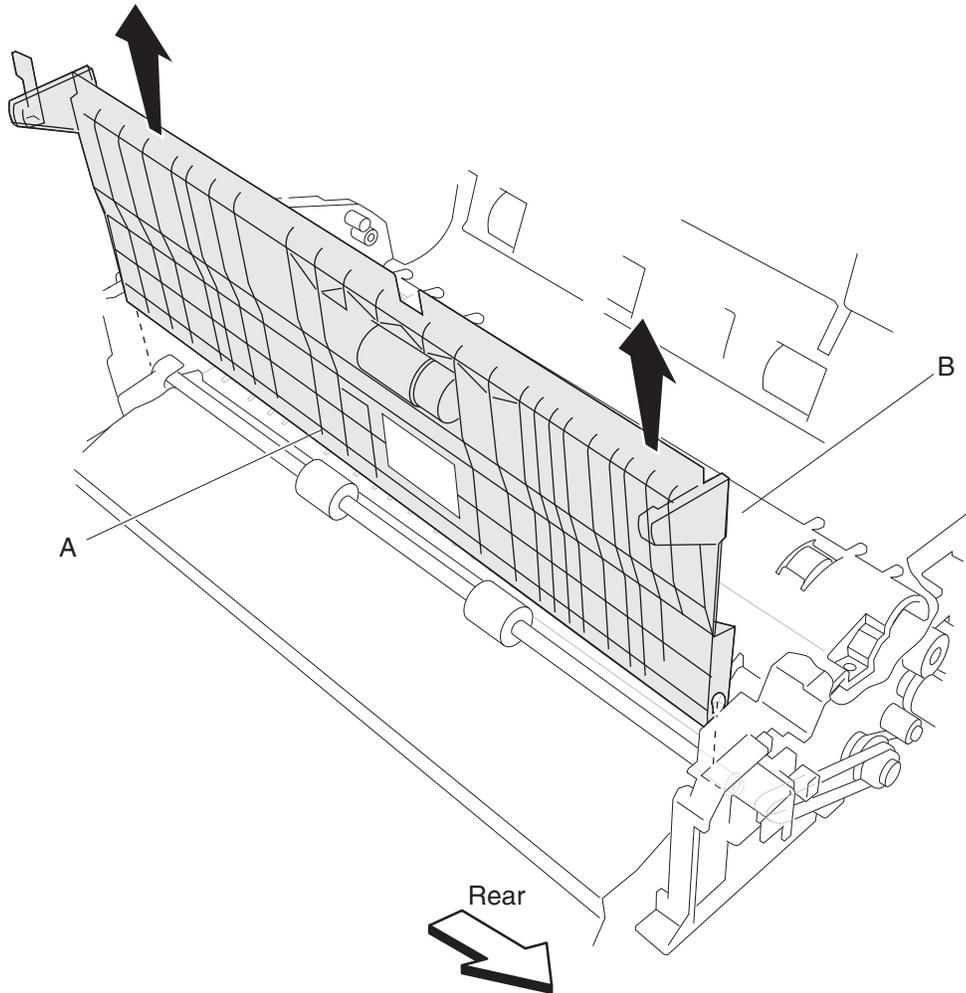
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ADF separation roll guide assembly

1. Open the ADF left cover assembly.
2. Lift the separation roll guide assembly (A) to its uppermost position.
3. Lift and remove the separation roll guide assembly (A).
Note: Extra upward force is required to remove the separation roll guide assembly.



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ADF exit roll assembly removal

1. Open the ADF left cover assembly.
2. Remove the ADF front cover assembly. See **“ADF front cover assembly removal” on page 4-174.**
3. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
4. Remove the ADF feed drive motor assembly. See **“ADF feed drive motor assembly removal” on page 4-180.**
5. Remove the ADF separation roll guide assembly. See **“ADF separation roll guide assembly” on page 4-203.**
6. Loosen the screw securing the small tension bracket (A) and loosen the exit roll drive belt tension (B).
7. Loosen the screw securing the tension bracket (C), and loosen the registration secondary belt (D) tension.
8. Remove the registration secondary drive belt (D).
9. Remove the tension spring (E).
10. Remove the exit roll drive belt (B).
11. Loosen the set screw securing the damper (F).
12. Remove the damper (F).
13. Remove the plastic clip securing the bushing 6 mm (G) on the front of the feed assembly.
14. Remove the bushing 6 mm (G).
15. Move the ADF exit roll assembly (H) to the rear.
16. Release the hook securing the exit roll drive pulley 20T (I) to the ADF exit roll assembly (H).
17. Remove the exit roll drive pulley 20T (I).
18. Remove the retainer spring (J).
19. Remove the bushing 6 mm (K).
20. Move the ADF exit roll assembly (H) to the rear and then up.
Note: Ensure that the small tension bracket (A) is applying adequate tension to the exit roll drive belt (B).

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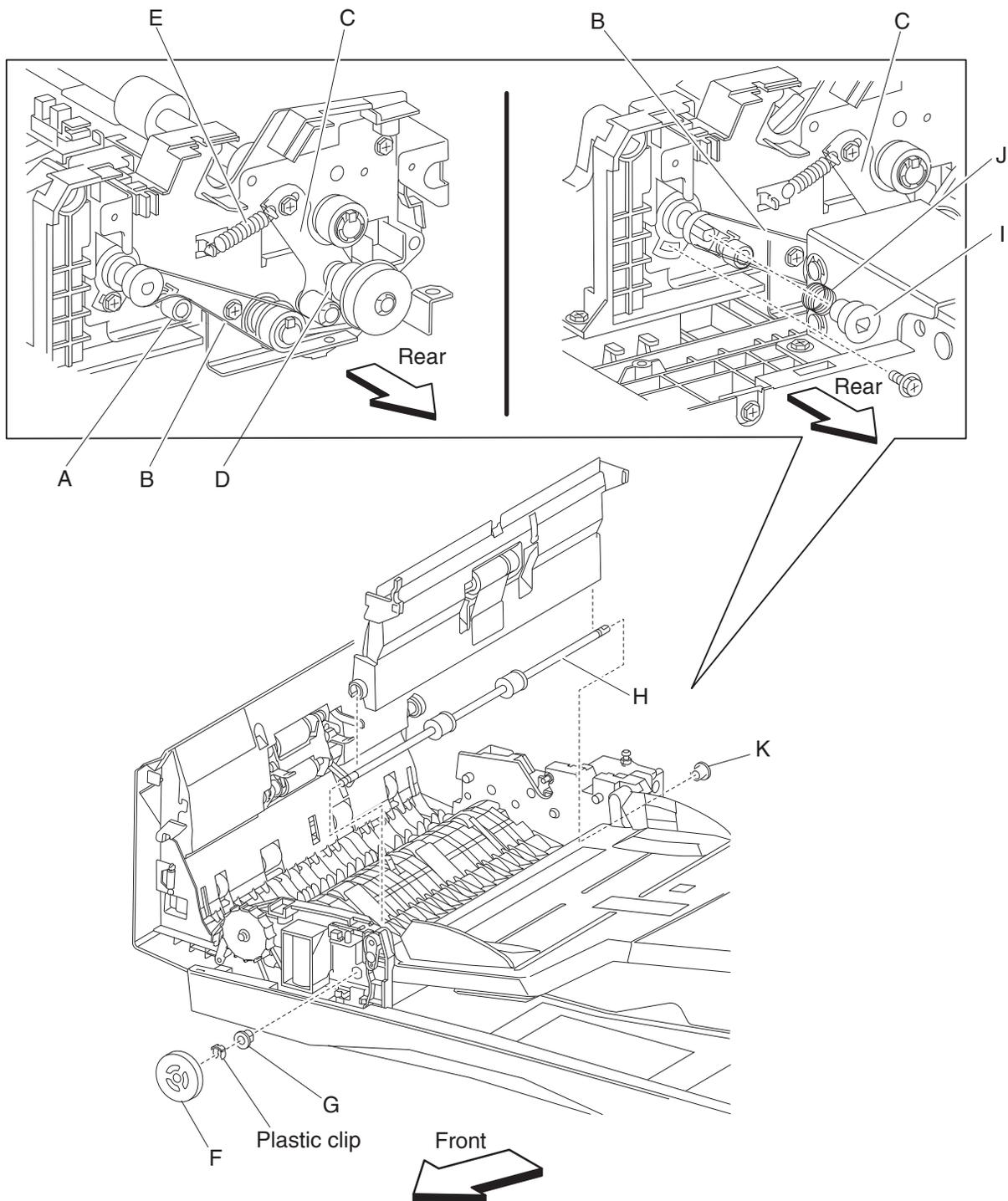


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21. Remove the ADF exit roll assembly (H).



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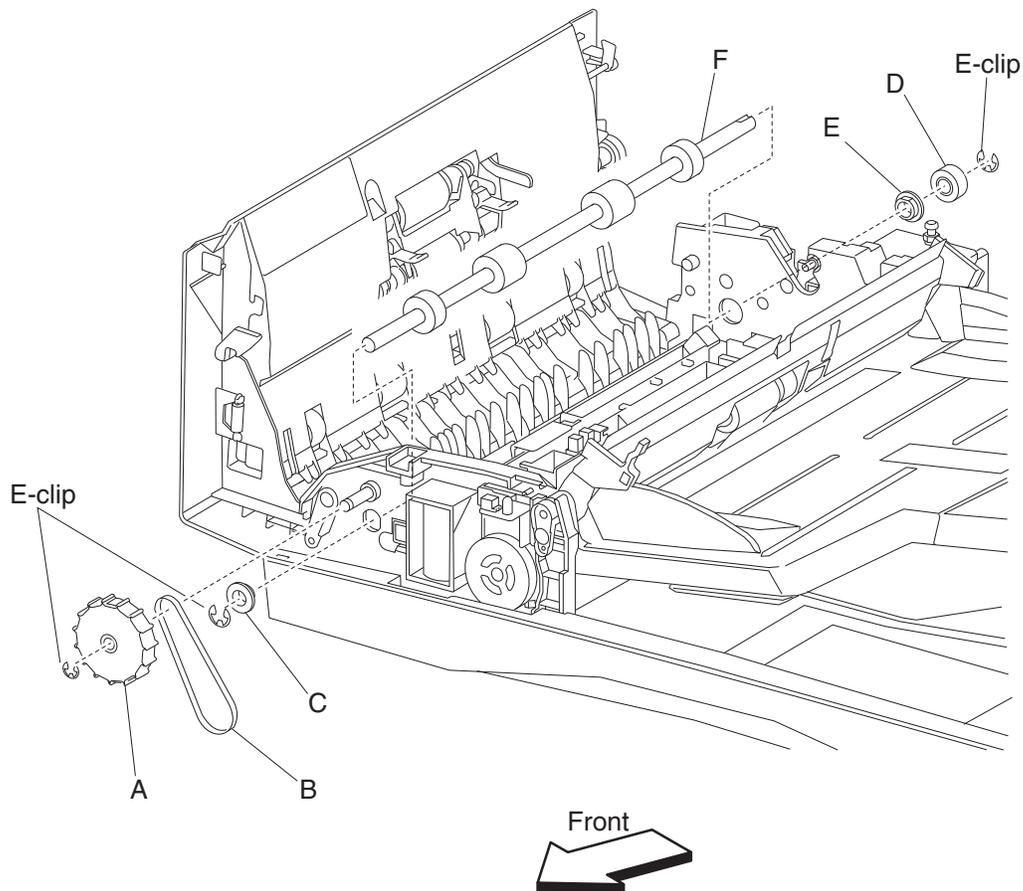


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ADF transport roll assembly removal

1. Open the ADF left cover assembly.
2. Remove the ADF front cover assembly. See **“ADF front cover assembly removal” on page 4-174.**
3. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
4. Remove the ADF feed drive motor assembly. See **“ADF feed drive motor assembly removal” on page 4-180.**
5. Remove the actuator/media guide assembly. See **“Actuator/media guide assembly removal” on page 4-198.**
6. Remove the e-clip securing the manual feed drive wheel (A).
7. Remove the manual feed drive wheel (A).
8. Remove the manual feed drive belt (B).
9. Remove the e-clip securing the bushing 8 mm (C).
10. Remove the bushing 8 mm (C).
11. Remove the e-clip securing the transport roll drive gear 20T (D).
12. Remove the transport roll drive gear 20T (D).
13. Remove the bushing 8 mm (E).
14. Move the ADF transport roll assembly (F) rearward and upward.
15. Remove the ADF transport roll assembly (F).

Warning: Do not touch the rubber surface of the ADF transport roll assembly (F).



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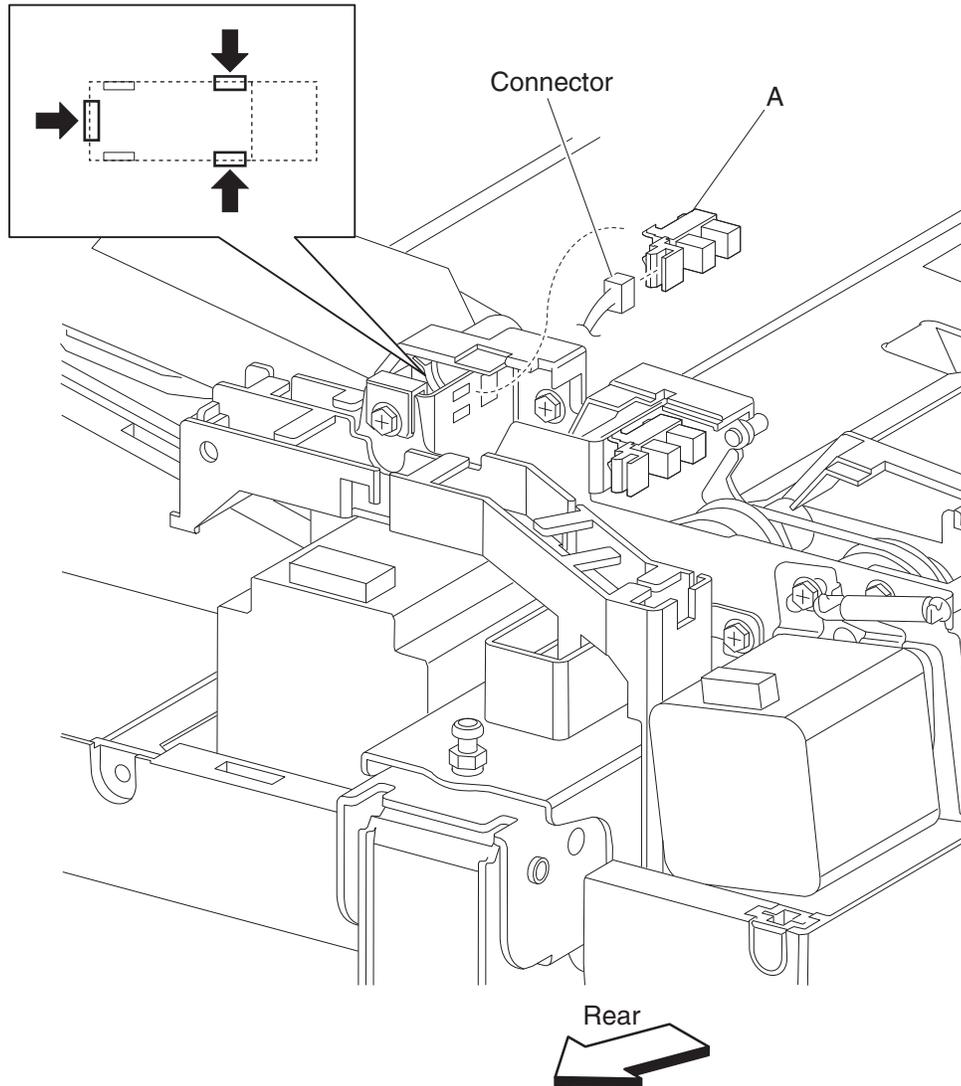
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Sensor (document set) removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
4. Disconnect the connector from the sensor (document set) (A).
5. Release the hooks securing the sensor (document set) (A).
6. Remove the sensor (document set) (A).



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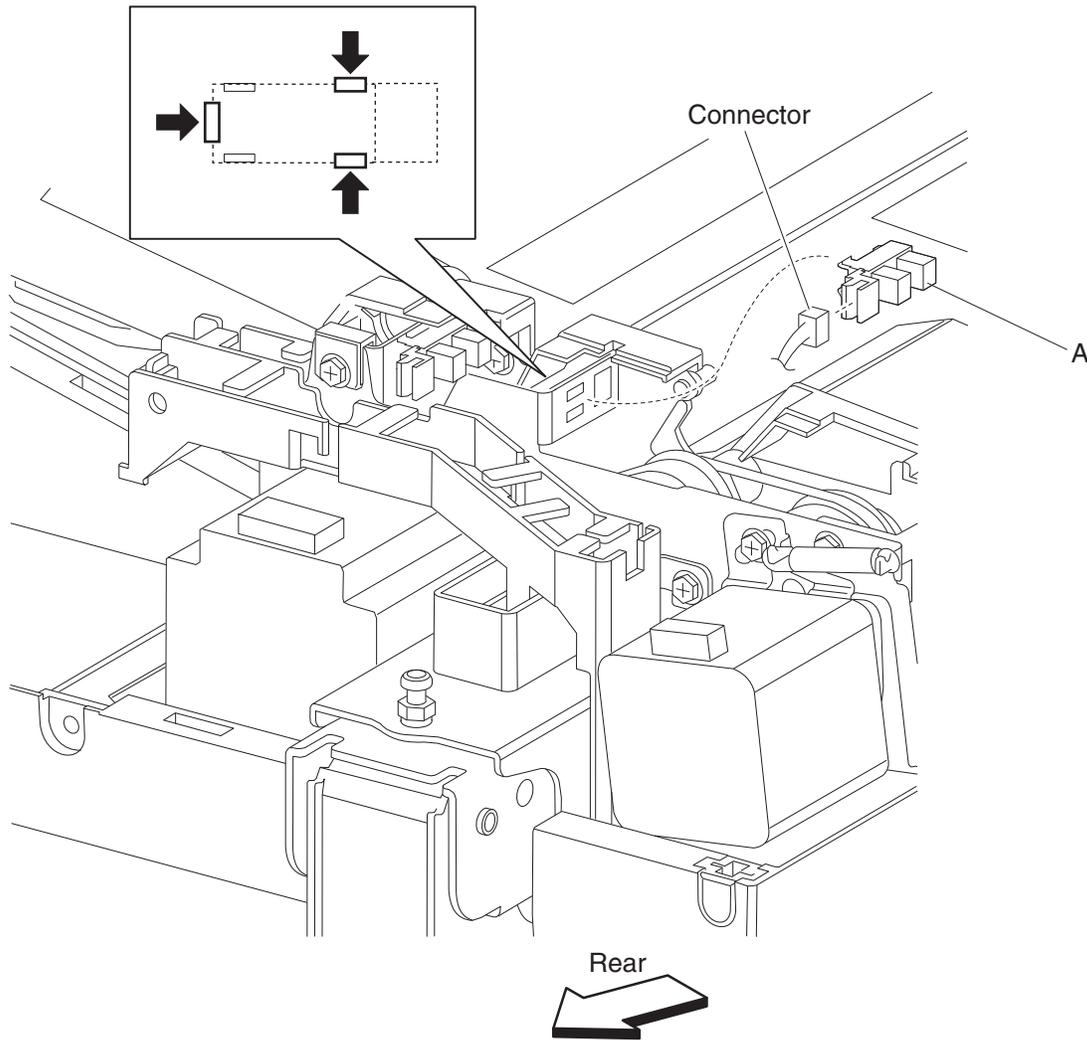
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Sensor (sheet through) removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the ADF rear cover. See **“ADF rear cover removal”** on page 4-173.
4. Disconnect the connector from the sensor (sheet through) (A).
5. Release the hooks securing the sensor (sheet through) (A).
6. Remove the sensor (sheet through) (A).



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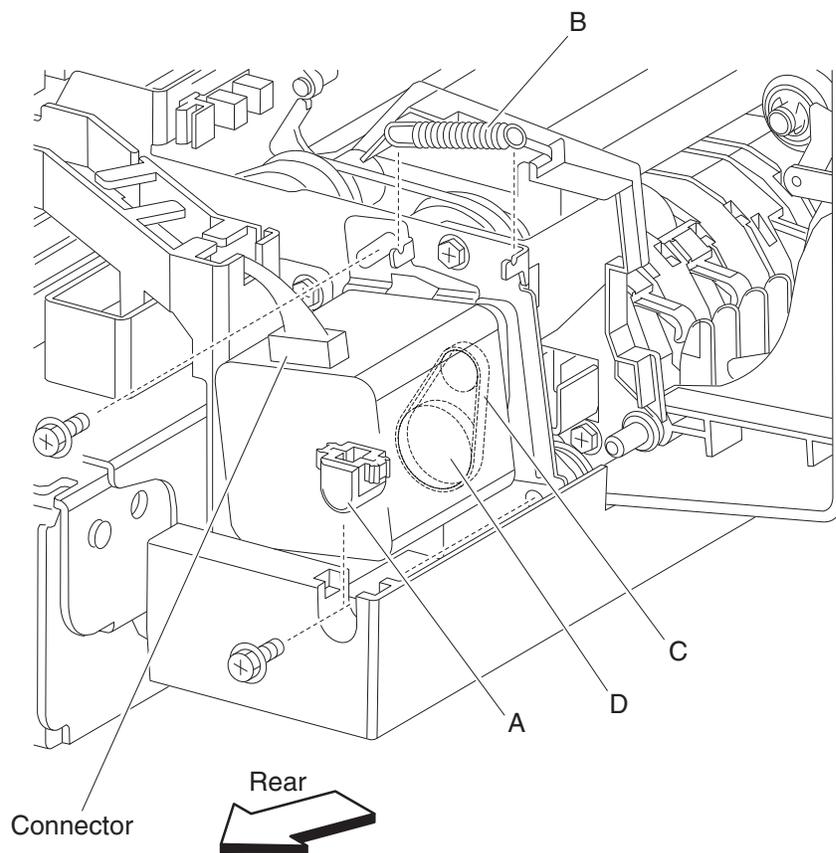
ADF registration motor removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the ADF rear cover. See **“ADF rear cover removal” on page 4-173.**
4. Remove the access cap (A).
5. Disconnect the connector from the ADF registration motor (A).
6. Remove the tension spring (B) from the ADF registration motor (A).
7. Remove the two screws securing the ADF registration motor (A).
8. Remove the registration main drive belt (C).

Note: Before reinstalling the ADF registration motor (A), place the registration main drive belt (C) on the registration main drive pulley 21/54T (D).

Note: Ensure that the registration main drive belt (C) is properly routed.

Note: To correctly set the registration main drive belt (C) tension, install the ADF registration motor (A) and the tension spring (B) before completely tightening the two screws.



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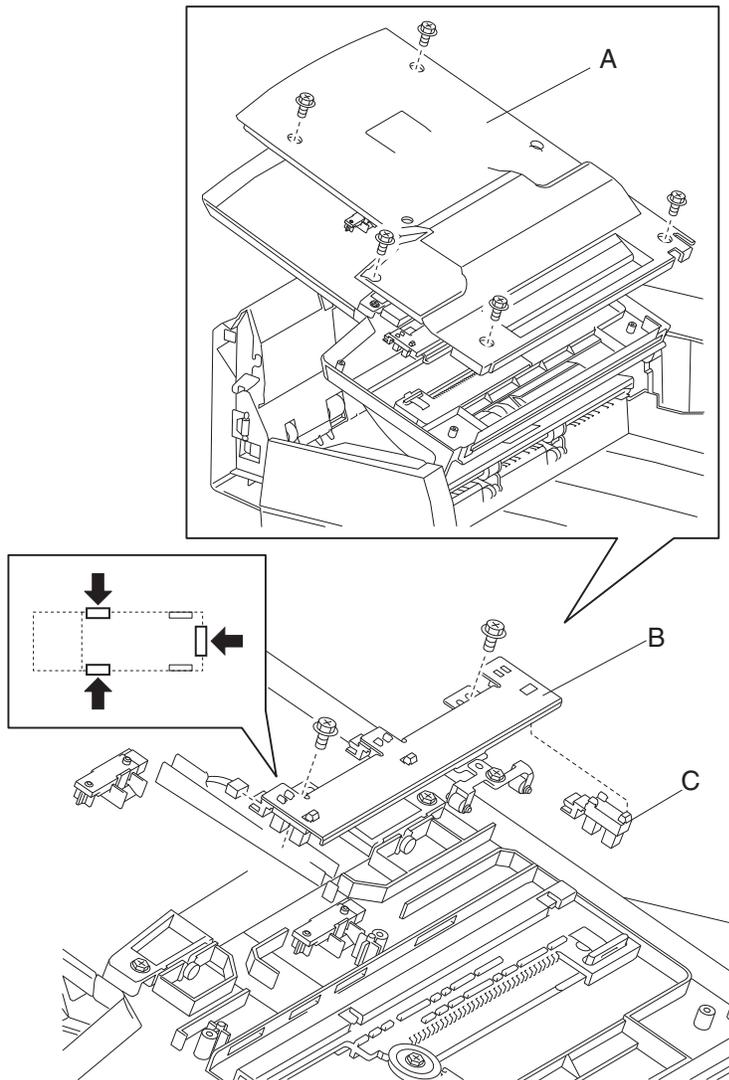


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Sensor (document tray width 1) removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the five screws securing the cover (A).
4. Remove the cover (A).
5. Remove the two screws securing the bracket (B).
6. Remove the bracket (B).
7. Remove the connector from the sensor (document tray width 1) (C).
8. Release the hooks securing the sensor (document tray width 1) (C).
9. Remove the sensor (document tray width 1) (C).

Note: The sensor (document tray width 1), sensor (document tray width 2), or the sensor (document tray width 3) are all identical.



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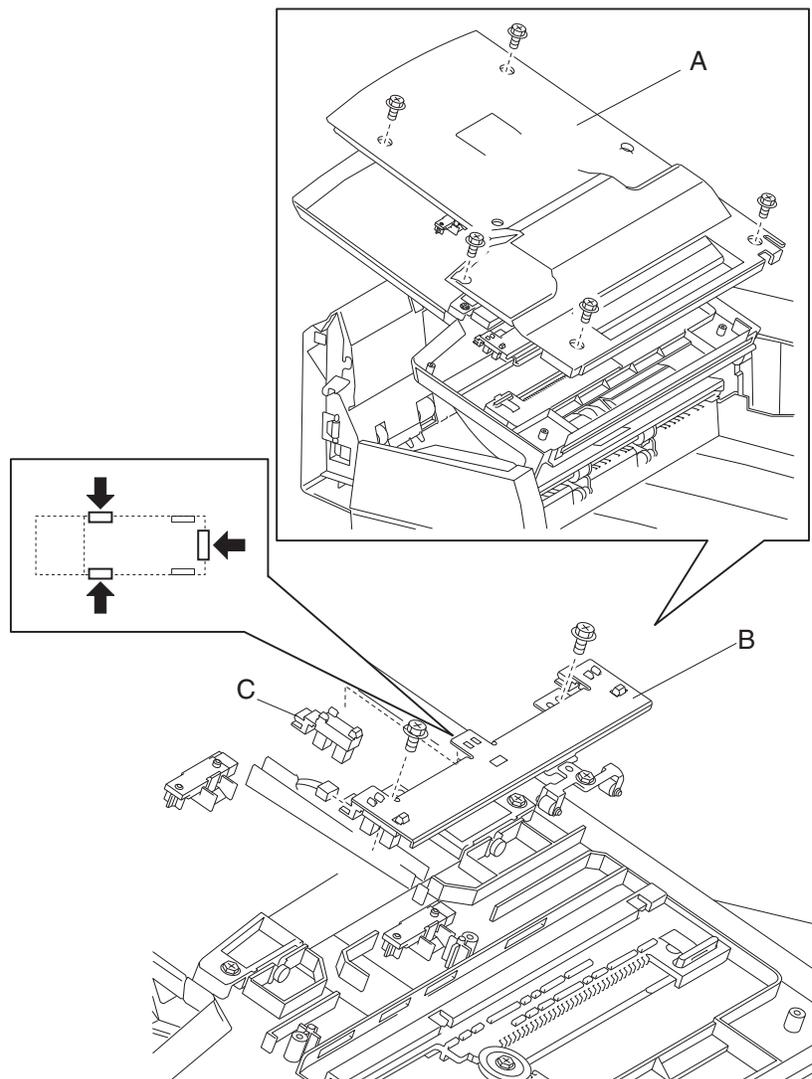


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Sensor (document tray width 2) removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the five screws securing the cover (A).
4. Remove the cover (A).
5. Remove the two screws securing the bracket (B).
6. Remove the bracket (B).
7. Remove the connector from the sensor (document tray width 2) (C).
8. Release the hooks securing the sensor (document tray width 2) (C).
9. Remove the sensor (document tray width 2) (C).

Note: The sensor (document tray width 1), sensor (document tray width 2), or the sensor (document tray width 3) are all identical.



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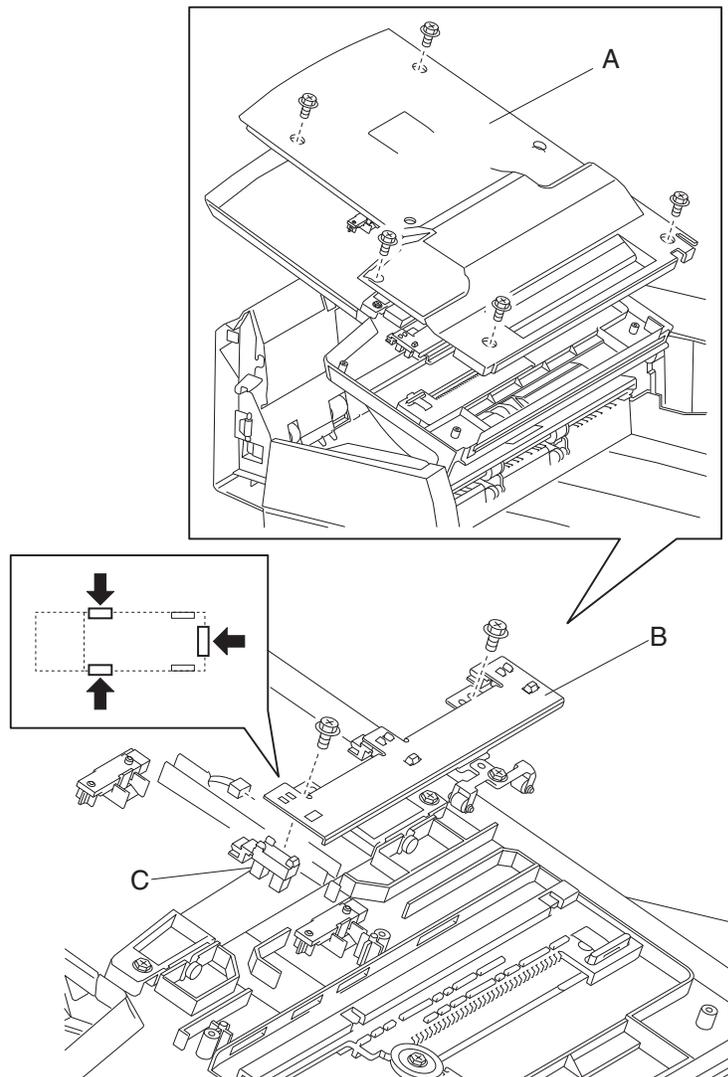


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Sensor (document tray width 3) removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the five screws securing the cover (A).
4. Remove the cover (A).
5. Remove the two screws securing the bracket (B).
6. Remove the bracket (B).
7. Remove the connector from the sensor (document tray width 3) (C).
8. Release the hooks securing the sensor (document tray width 3) (C).
9. Remove the sensor (document tray width 3) (C).

Note: The sensor (document tray width 1), sensor (document tray width 2), or the sensor (document tray width 3) are all identical.



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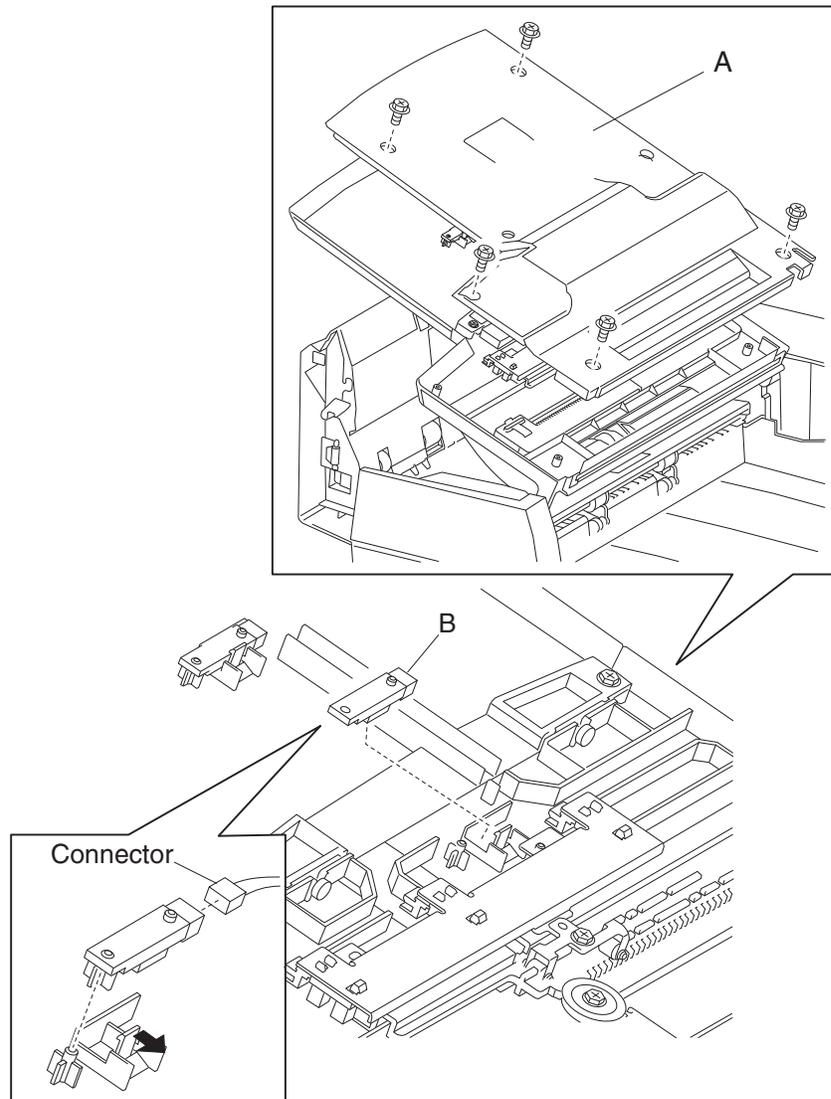


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Sensor (document tray length 1) removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the five screws securing the cover (A).
4. Remove the cover (A).
5. Remove the connector from the sensor (document tray length 1) (B).
6. Release the hook securing the sensor (document tray length 1) (B).
7. Remove the sensor (document tray length 1) (B).

Note: The sensor (document tray length 1) and the sensor (document tray length 2) are identical.



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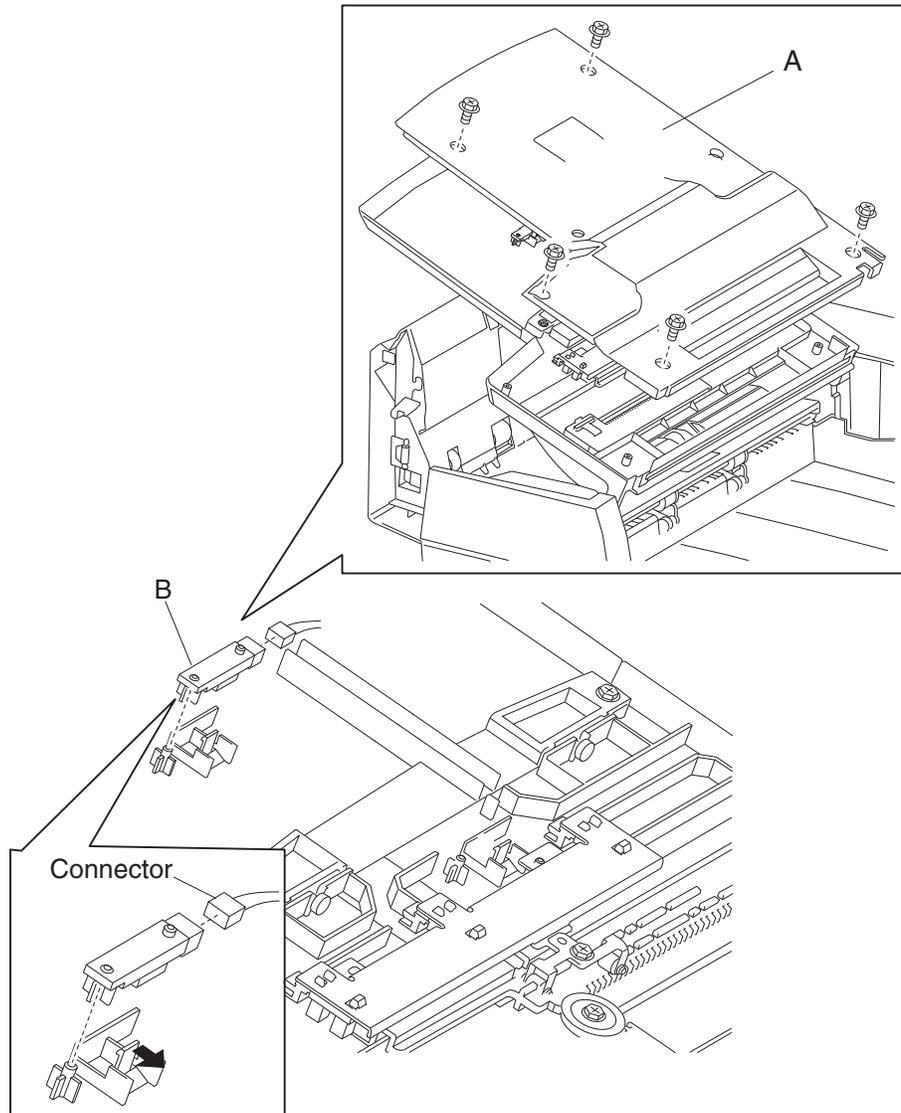


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Sensor (document tray length 2) removal

1. Open the ADF left cover assembly.
2. Lift the document tray assembly.
3. Remove the five screws securing the cover (A).
4. Remove the cover (A).
5. Remove the connector from the sensor (document tray length 2) (B).
6. Release the hook securing the sensor (document tray length 2) (B).
7. Remove the sensor (document tray length 2) (B).

Note: The sensor (document tray length 1) and the sensor (document tray length 2) are identical.



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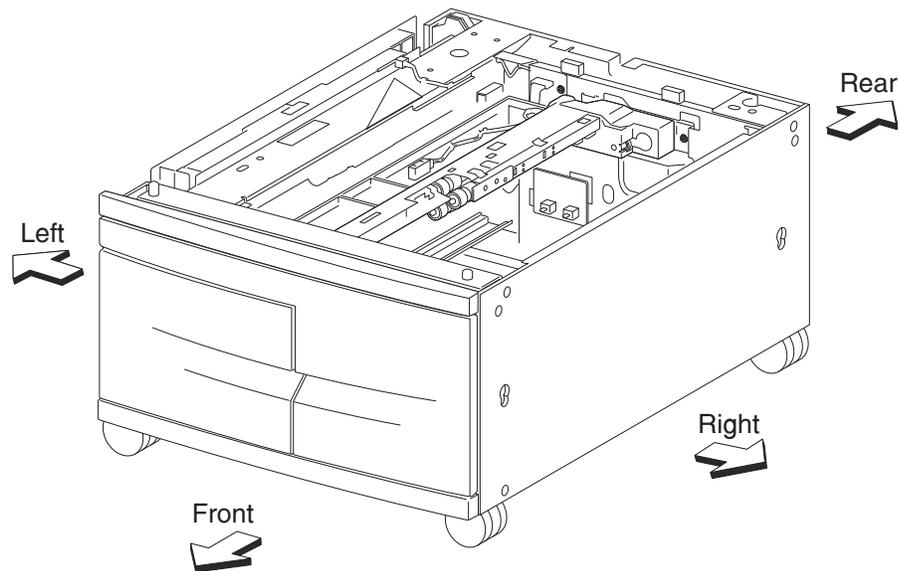


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2000-sheet dual input (TTM) removals



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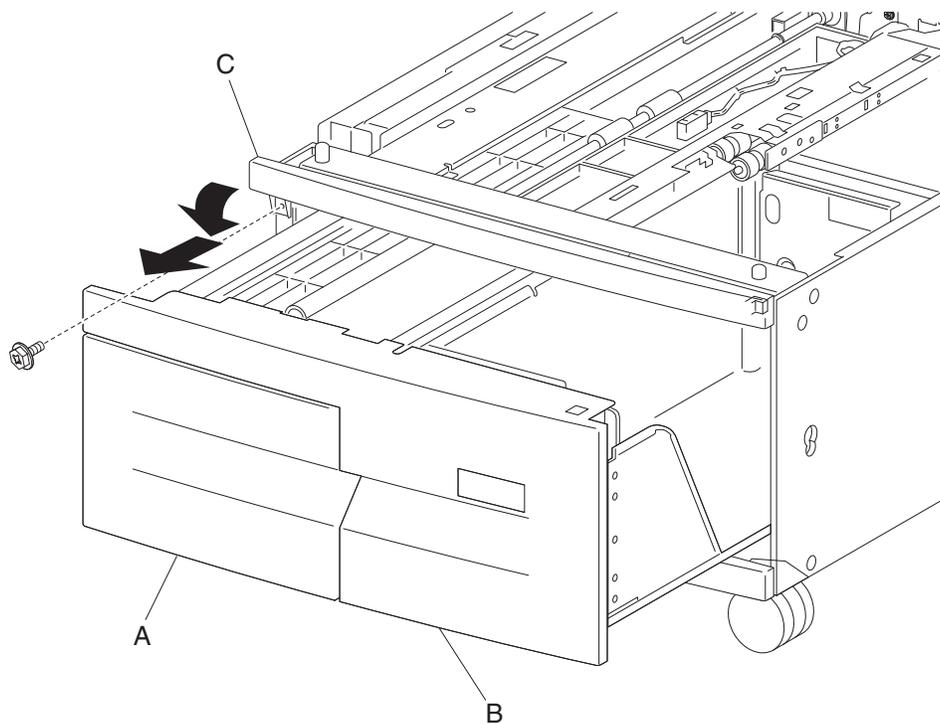
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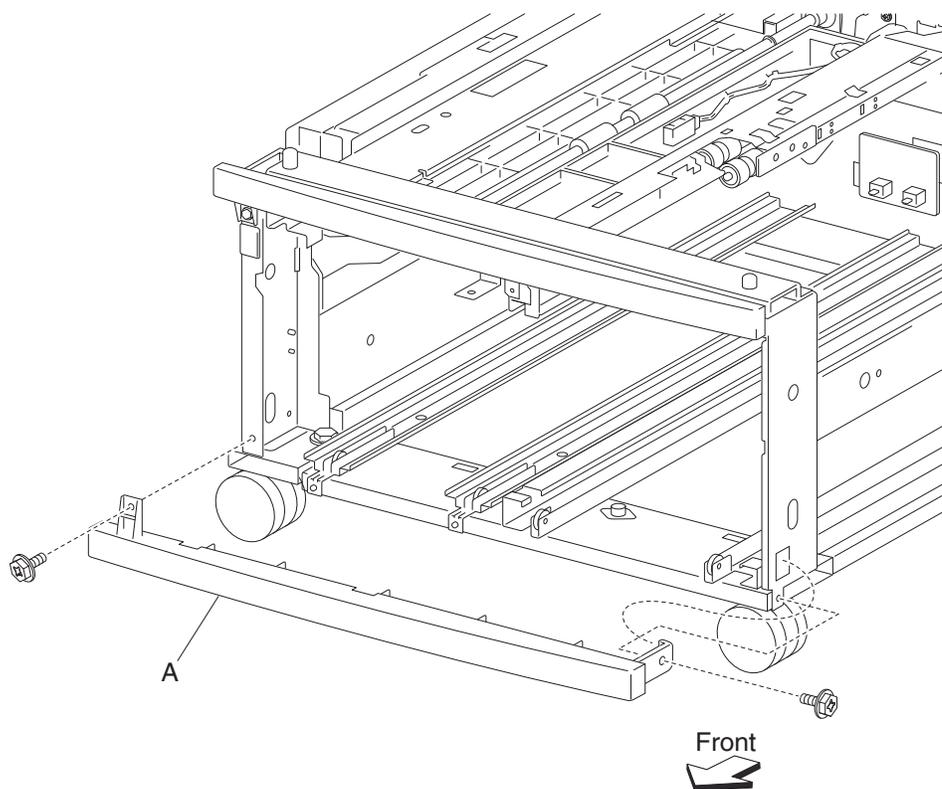
2000-sheet dual input (TTM)—top cover removal

1. Pull out the tray 3 (A) and the tray 4 (B).
2. Remove one screw securing the top cover (C).
3. Remove the top cover (C).



2000-sheet dual input (TTM)—foot cover removal

1. Remove tray 3 assembly. See “2000-sheet dual input (TTM)—tray 3 assembly removal” on page 4-224.
2. Remove tray 4 assembly. See “2000-sheet dual input (TTM)—tray 4 assembly removal” on page 4-223.
3. Remove the right cover. See “2000-sheet dual input (TTM)—right cover removal” on page 4-217.
4. Remove two screws securing the foot cover (A).
5. Remove the foot cover (A).



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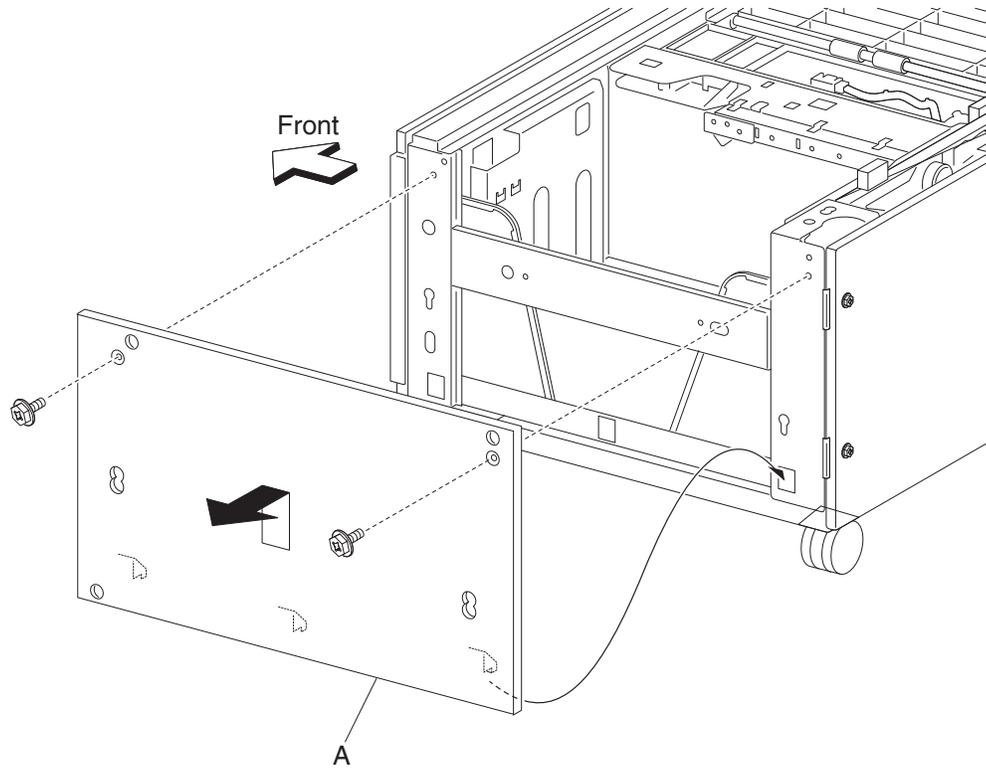
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2000-sheet dual input (TTM)—right cover removal

1. Remove two screws securing the right cover (A).
2. Remove the right cover (A) by lifting upward and outward in the direction of the arrow.



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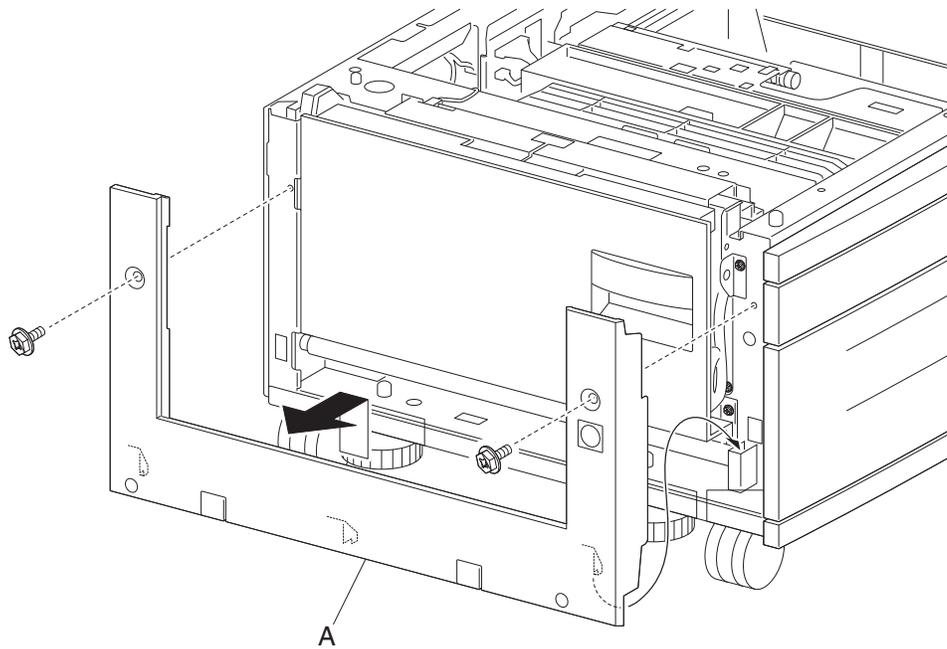
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2000-sheet dual input (TTM)—left cover removal

1. Remove two screws securing the left cover (A).
2. Remove the left cover (A).



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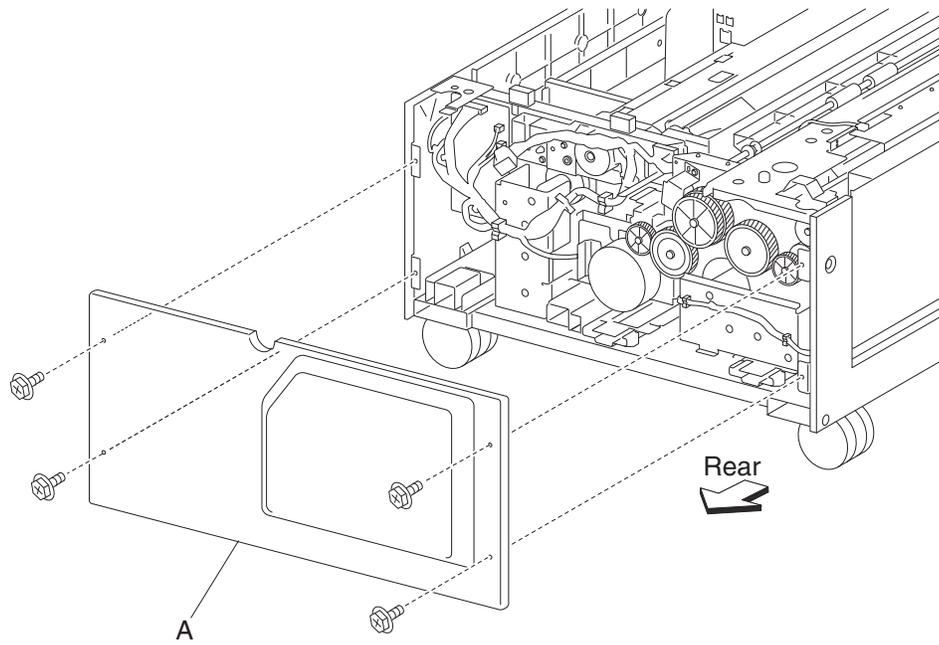
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2000-sheet dual input (TTM)—rear cover removal

1. Remove four screws securing the rear cover (A).
2. Remove the rear cover (A).



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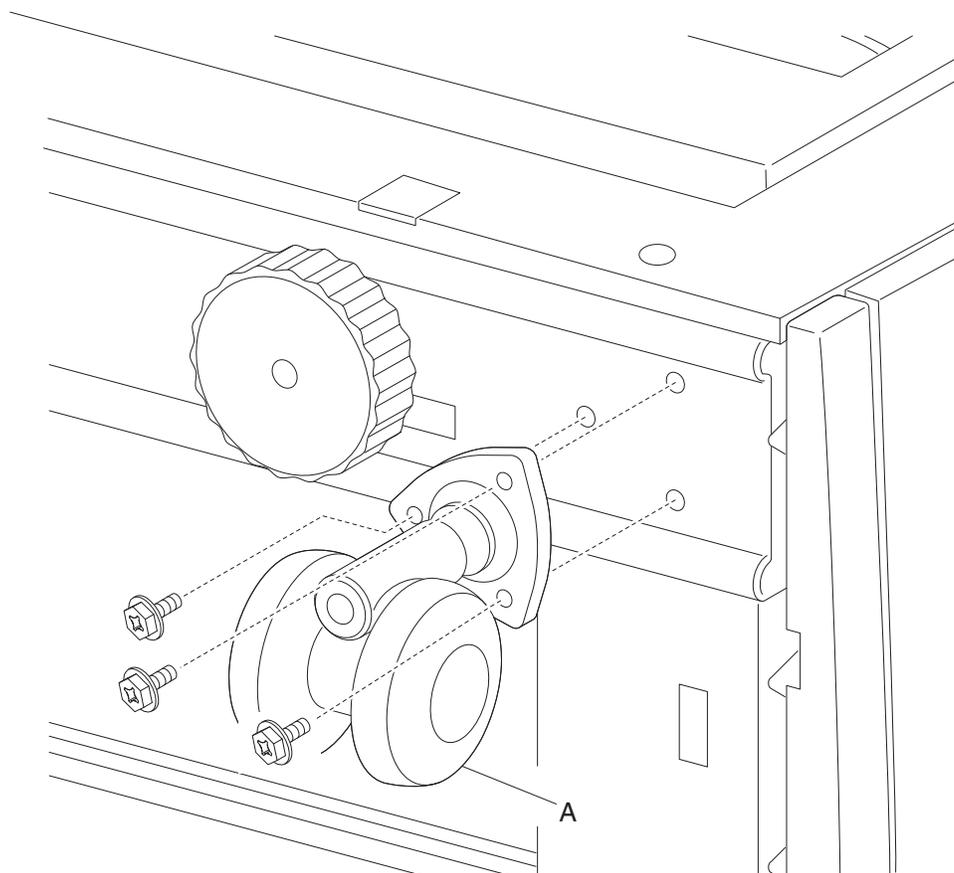
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2000-sheet dual input (TTM)—caster removal

1. Remove tray 3 assembly. See **“2000-sheet dual input (TTM)—tray 3 assembly removal”** on **page 4-224**.
2. Remove tray 4 assembly. See **“2000-sheet dual input (TTM)—tray 4 assembly removal”** on **page 4-223**.
3. Place the right side down.
4. Remove three screws securing the caster (A).
5. Remove the caster (A).



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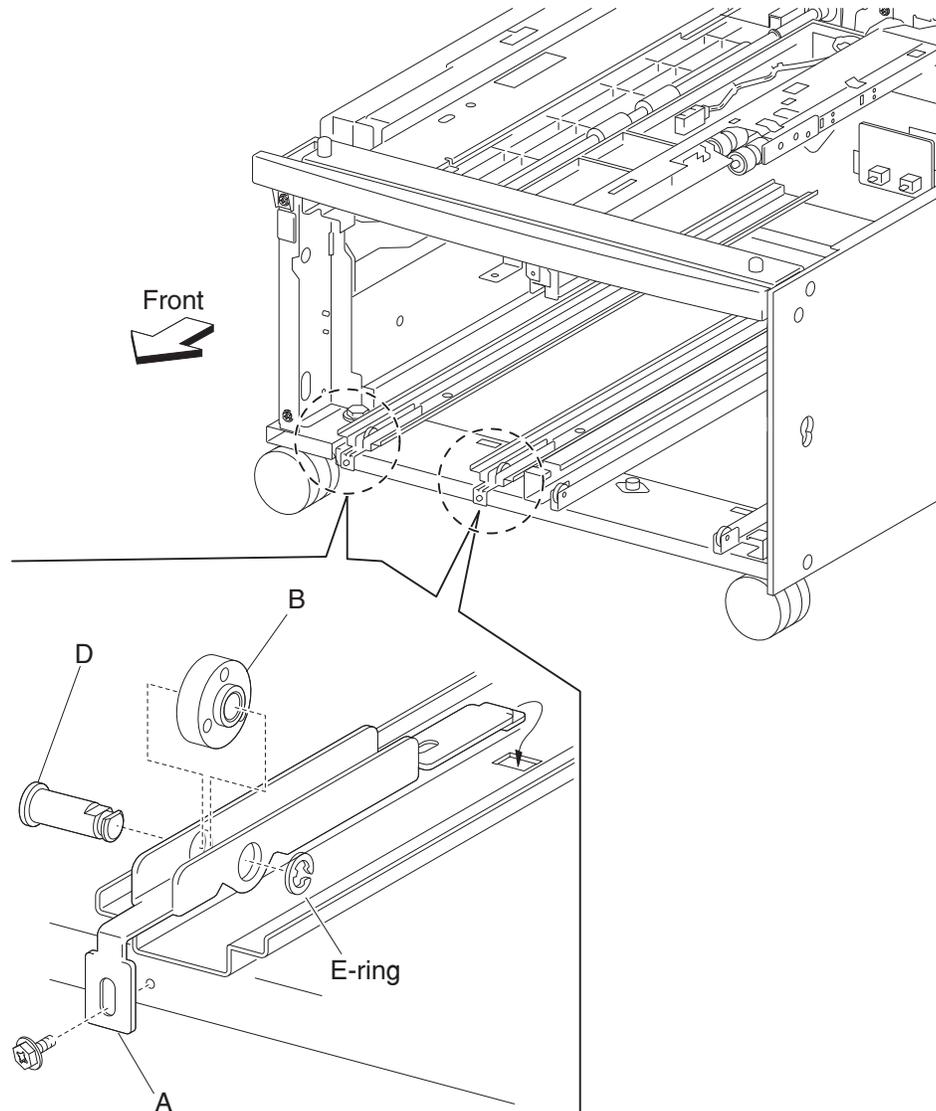
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2000-sheet dual input (TTM)—tray support roll removal

1. Remove tray 3 assembly. See **“2000-sheet dual input (TTM)—tray 3 assembly removal”** on **page 4-224**.
2. Remove tray 4 assembly. See **“2000-sheet dual input (TTM)—tray 4 assembly removal”** on **page 4-223**.
3. Remove the foot cover. See **“2000-sheet dual input (TTM)—foot cover removal”** on **page 4-216**.
4. Remove two screws securing the two brackets (A).
5. Remove the two e-clips securing the tray support rolls (B) to the two brackets (A) using a prying tool.
6. Remove the two e-clips securing the tray support rolls (B) to the main frame.



7. Remove the shafts (D).

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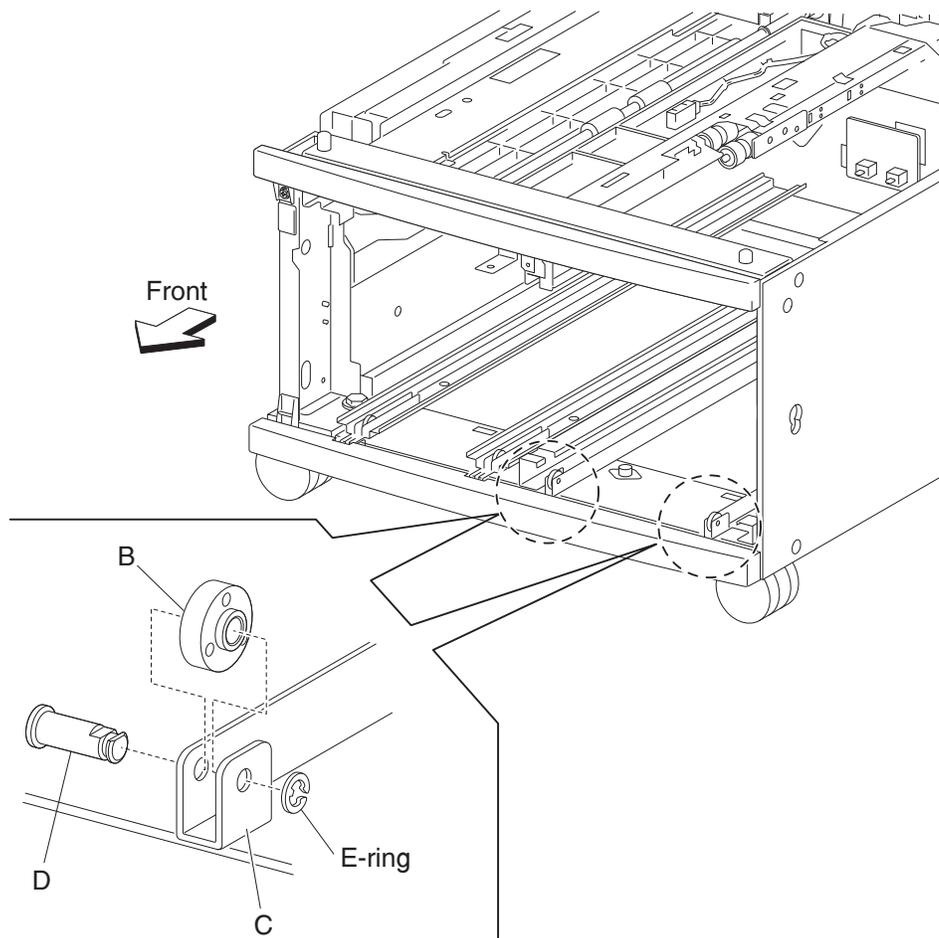


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8. Remove the tray support rolls (B).



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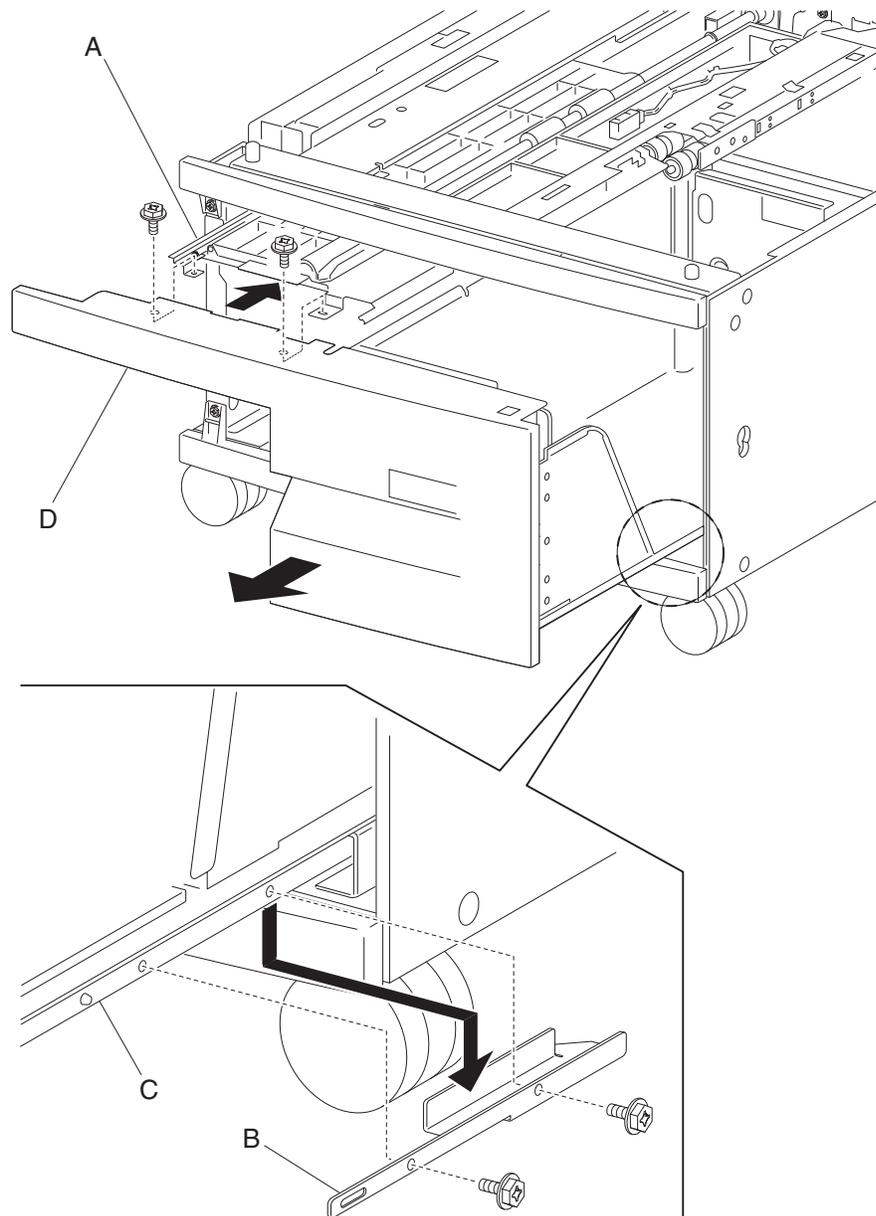
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2000-sheet dual input (TTM)—tray 4 assembly removal

1. Pull out the tray 4 assembly.
2. Remove two screws securing the tray 4 transport assembly (A).
3. Push the tray 4 transport assembly (A) into the machine in the direction of the arrow.
4. Remove two screws securing the tray 4 stopper (B) to the lower part of tray 4 assembly (C).
5. Remove the tray 4 stopper (B).
6. Remove the tray 4 assembly (C).



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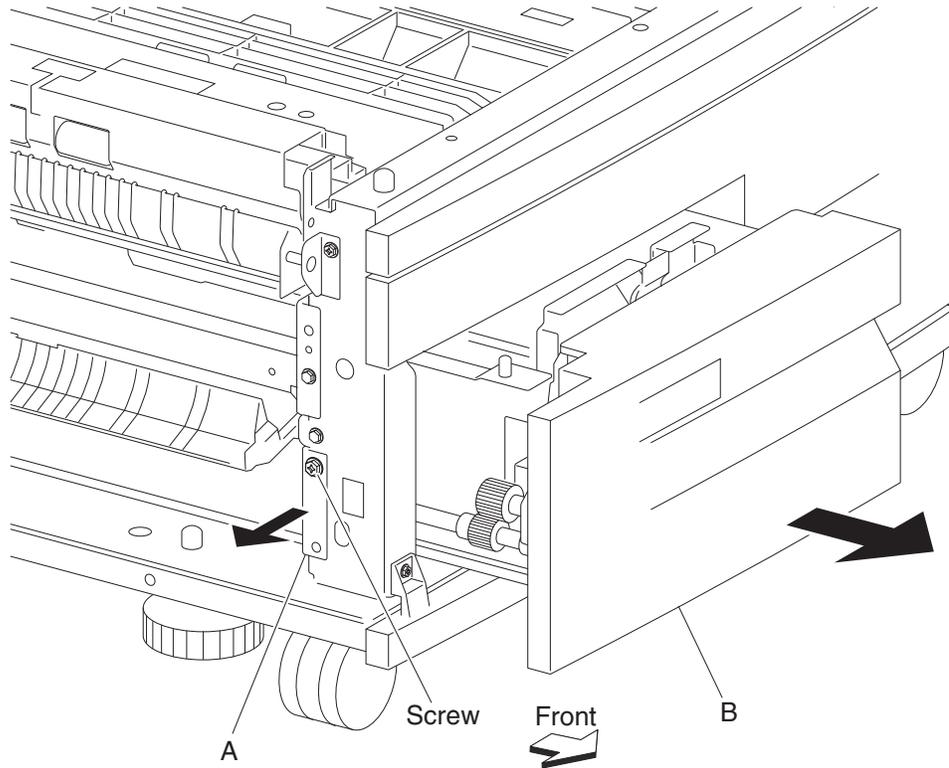
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2000-sheet dual input (TTM)—tray 3 assembly removal

1. Remove the left cover. See **“2000-sheet dual input (TTM)—left cover removal”** on page 4-218.
2. Open the 2TM/TTM left door assembly.
3. Loosen the screw securing the tray 3 stopper (A).
4. Move the tray 3 stopper (A) outward in the direction of the arrow while pulling out the tray 3 assembly (B).
5. Remove the tray 3 assembly (B).



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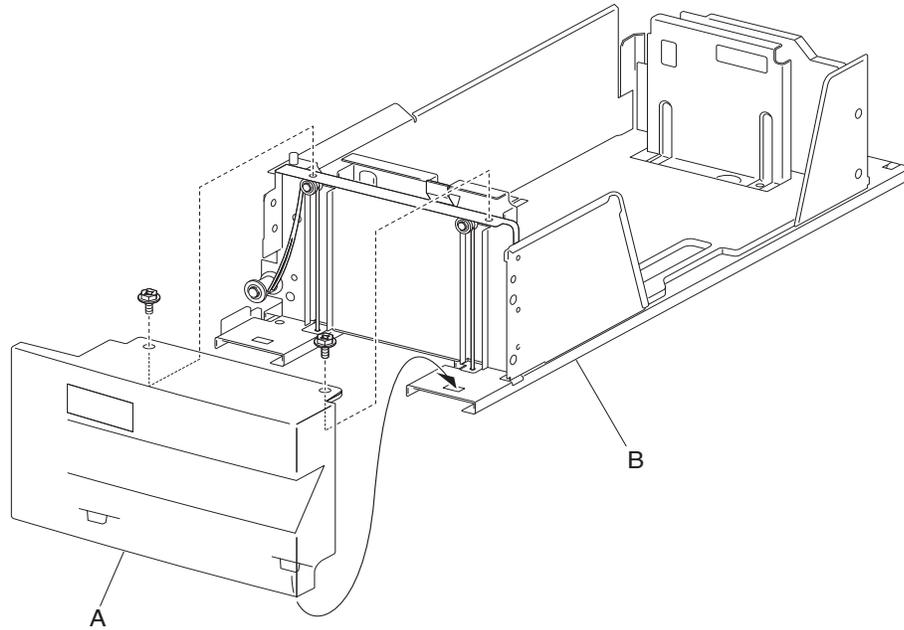
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2000-sheet dual input (TTM)—tray 3 front cover removal

1. Pull out the tray 3 assembly.
2. Remove two screws securing the tray 3 front cover (A) to tray 3 assembly (B).
3. Remove the tray 3 front cover (A).



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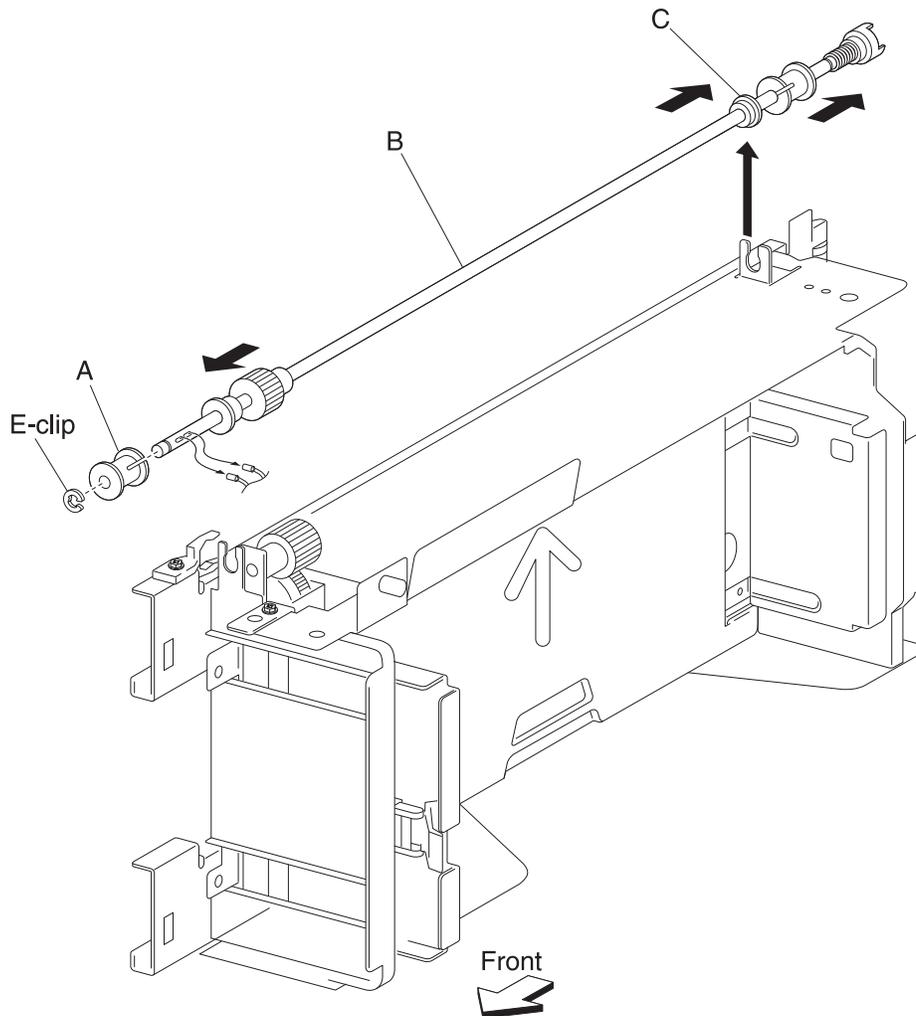
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2000-sheet dual input (TTM)—tray 3 rear cable assembly removal

1. Remove the left cover. See “2000-sheet dual input (TTM)—left cover removal” on page 4-218.
 2. Remove the tray 3 assembly. See “2000-sheet dual input (TTM)—tray 3 assembly removal” on page 4-224.
 3. Remove the tray 3 front cover. See “2000-sheet dual input (TTM)—tray 3 front cover removal” on page 4-225.
 4. Remove the E-clip with a prying tool securing the front lift cable pulley (A) to the tray lift shaft assembly (B).
 5. Gently move the tray lift shaft assembly (B) toward the rear of the tray and detach the rear bushing (C) from the frame.
 6. Move the rear portion of the tray lift shaft assembly (B) away from the frame.
- Note:** Do not remove the front lift cable pulley (A) or the front lift cables will become detached.



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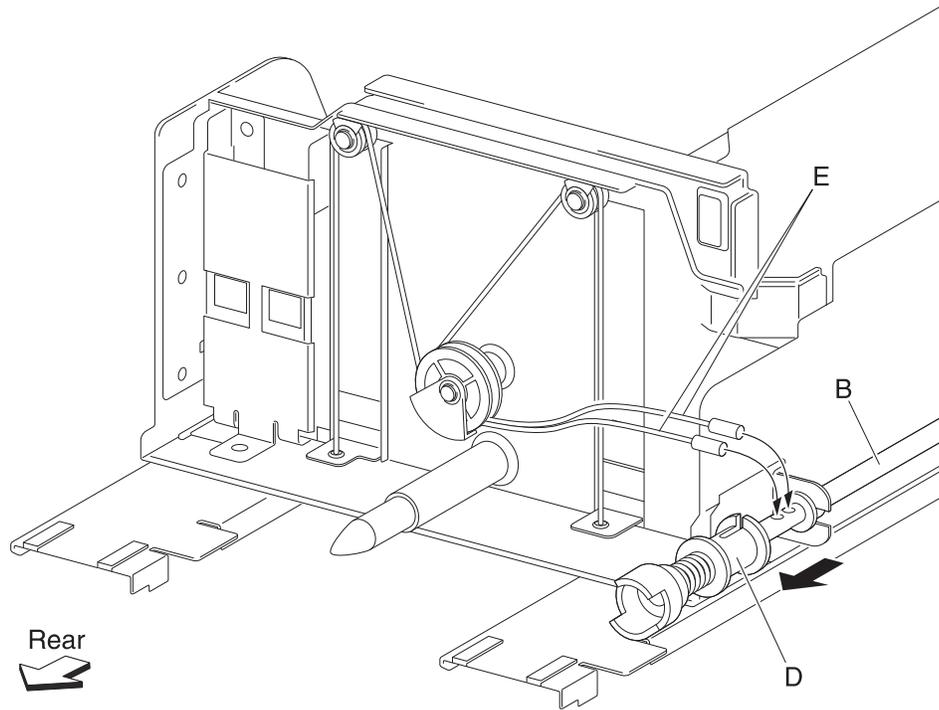


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7. Move the rear lift cable pulley (D) toward the rear of the tray to release the two tray 3 rear cables (E) from the tray lift shaft assembly (B).



8. Remove the two tray 3 rear cables (E) from the tray lift shaft assembly (B).

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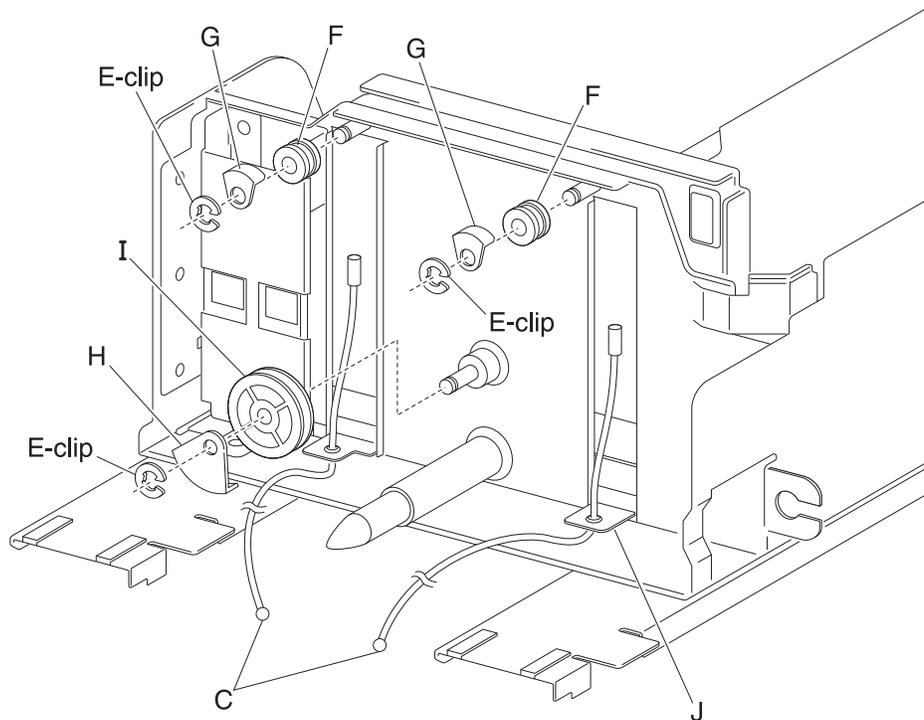


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9. Remove two E-clips with a prying tool securing the two small pulleys (F) on the rear of the frame assembly.
10. Remove the two small guides (G) and the two small pulleys (F).
11. Remove the E-clip with a prying tool securing the large guide (H) and the large pulley (I) to the frame assembly.
12. Remove the large guide (H) and the large pulley (I).
13. Remove the tray 3 rear cables (E) from the bottom plate (J).



Note: Before re-installing:

- Ensure tray 3 rear cables (E) are not twisted or kinked.
- Route the cables properly as shown in the figure.

Replace the cables by setting the frame assembly on its side as shown in the figure.

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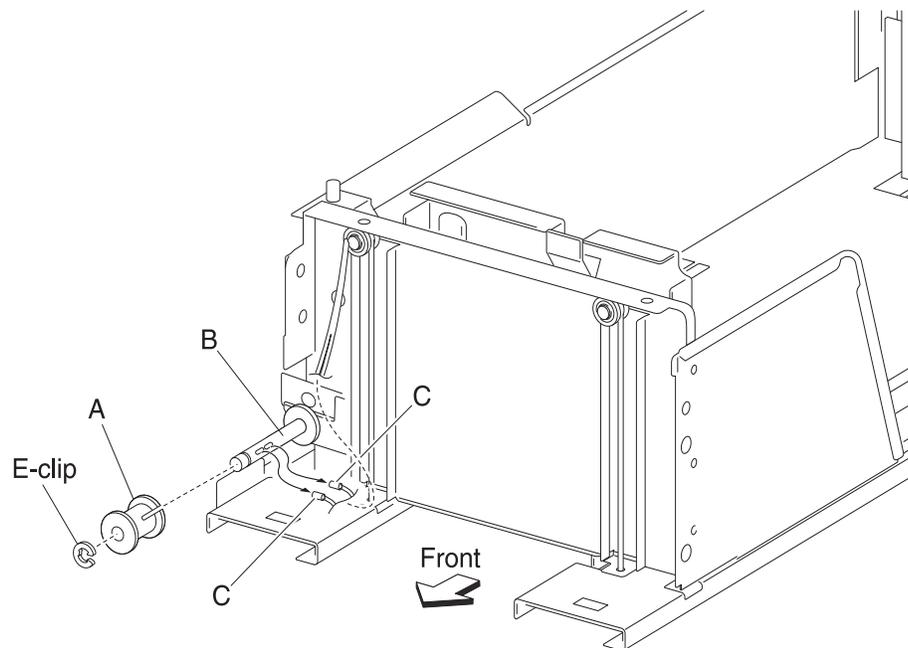
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2000-sheet dual input (TTM)—tray 3 front cable assembly removal

1. Remove the left cover. See “2000-sheet dual input (TTM)—left cover removal” on page 4-218.
 2. Remove the tray 3 assembly. See “2000-sheet dual input (TTM)—tray 3 assembly removal” on page 4-224.
 3. Remove the tray 3 front cover. See “2000-sheet dual input (TTM)—tray 3 front cover removal” on page 4-225.
 4. Remove the E-clip with a prying tool securing the tray lift pulley (A) to the tray lift shaft assembly (B).
 5. Remove the lift cable pulley (A).
 6. Remove the tray 3 front cables (C) from the tray lift shaft assembly (B).
- Note:** The tray 3 front cables (C) become detached.



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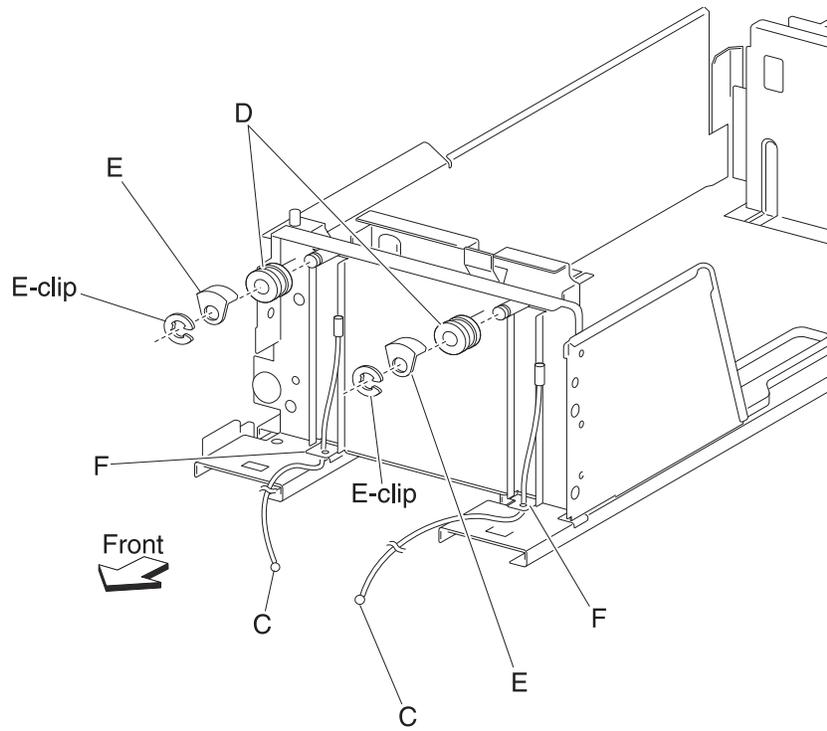


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7. Remove two E-clips with a prying tool securing the two small pulleys (D) on the front of the frame assembly.
8. Remove two small guides (E) and the two small pulleys (D).
9. Remove the tray 3 front cables (C) from the bottom plate (F).



Note: Before re-installing:

- It is recommended that all four cables be replaced.
- Ensure tray 3 front cables (C) are not twisted or kinked.
- Route the cables properly as shown in the figure.
- Replace the cables by setting the frame assembly (B) on its side as shown in the figure.

2000-sheet dual input (TTM)—media guide rack and pinion removal

1. Remove the tray 3 assembly. See [“2000-sheet dual input \(TTM\)—tray 3 assembly removal” on page 4-224](#).
2. Place the tray 3 assembly on its right side.
3. Remove two e-clips securing the two pinion gears (A) to the frame assembly (B).
4. Remove the two pinion gears (A).
5. Remove the four screws securing the two rack gears (C) to the frame assembly (B).

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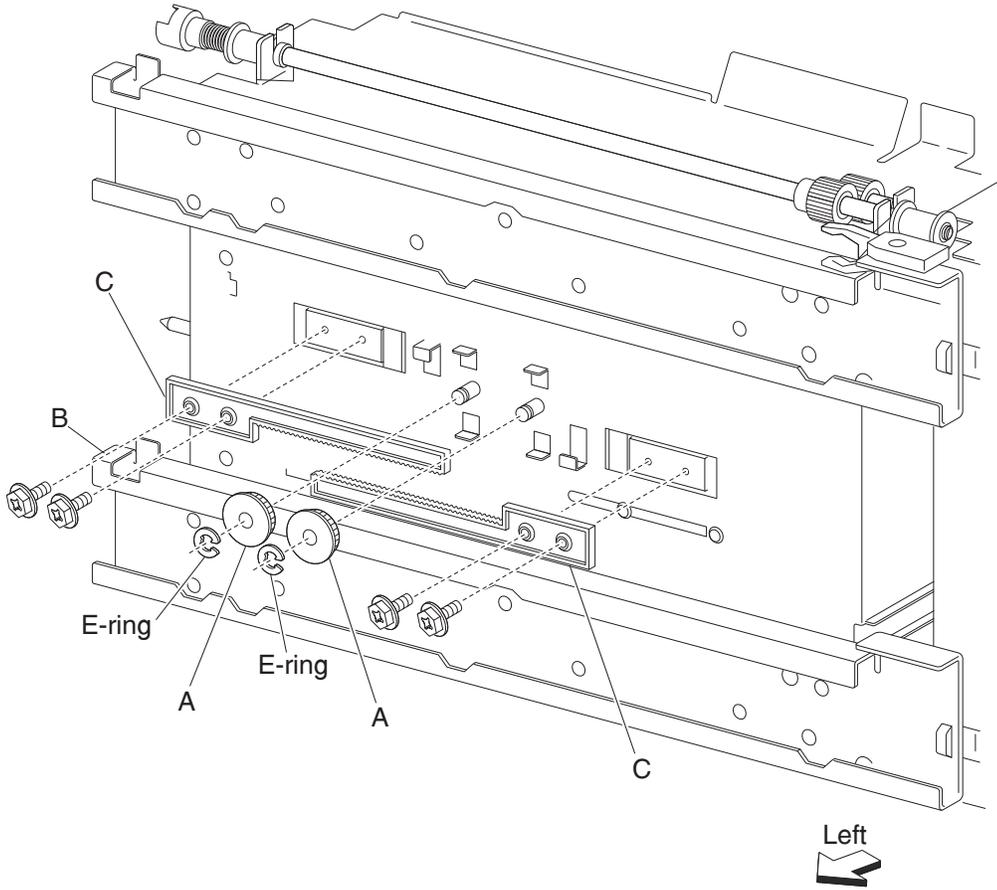


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6. Remove the rack gears (C).



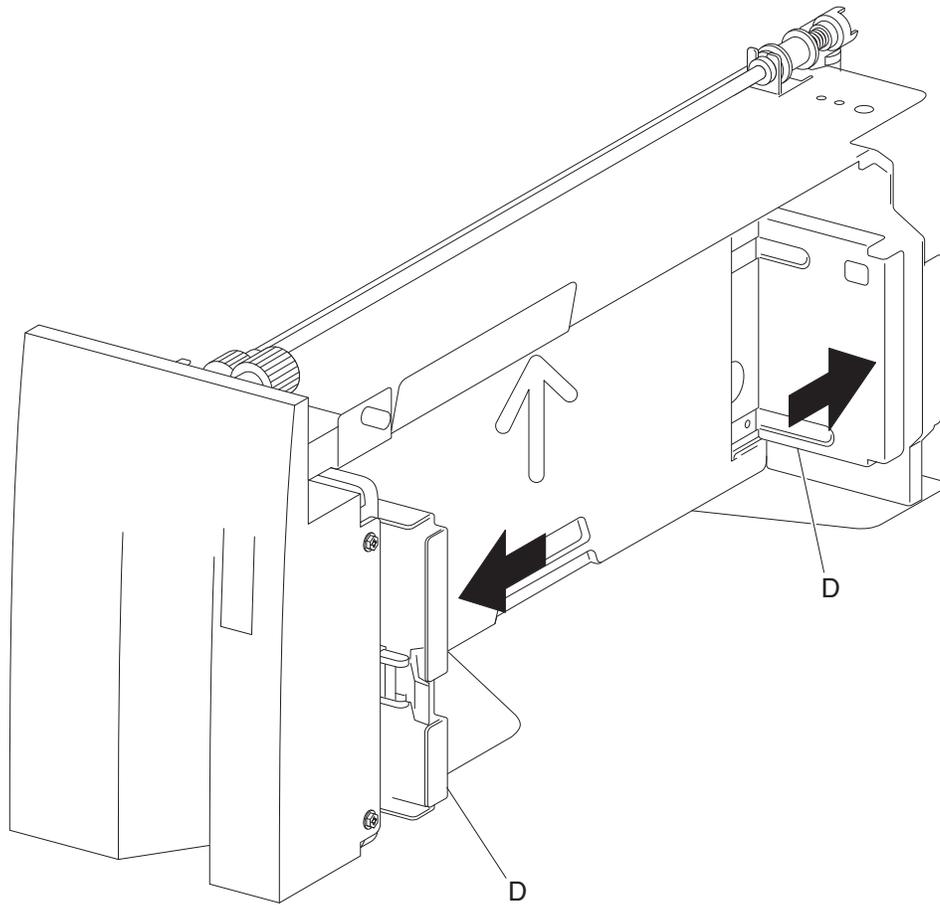
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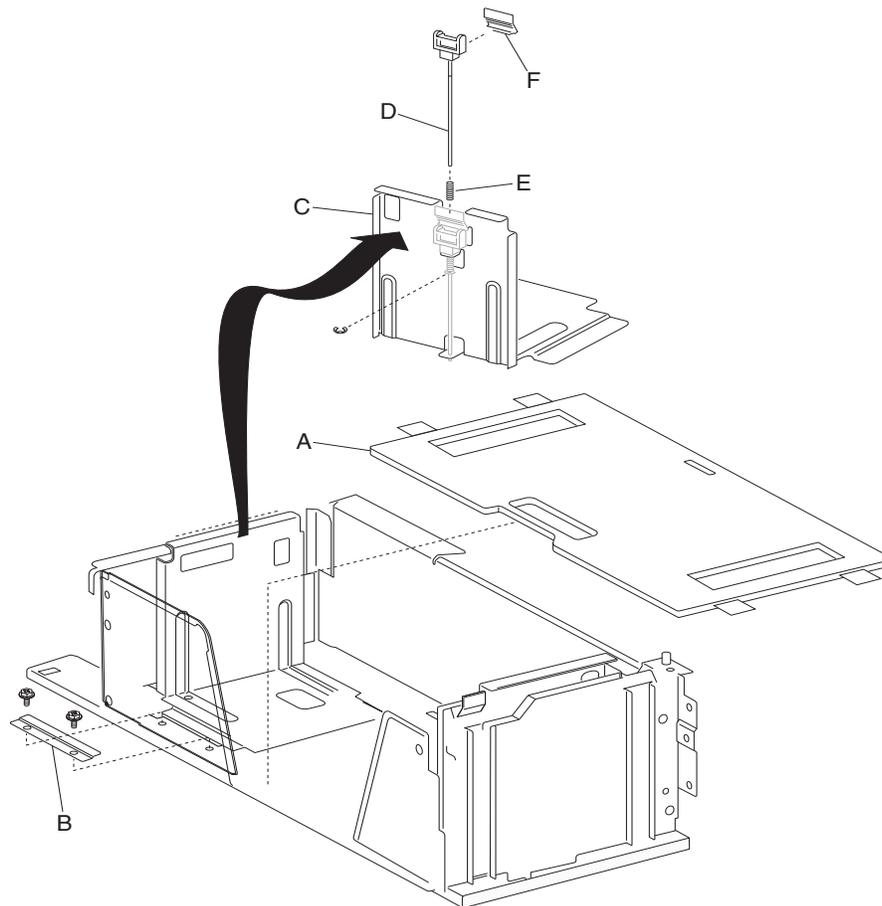
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Note: Before re-installing, move the two side guides (D) of the frame assembly (B) fully outward before installing the two pinion gears (A).

2000-sheet dual input (TTM)—tray 3 media guide lock assembly removal

1. Remove the tray 3 assembly. See “2000-sheet dual input (TTM)—tray 3 assembly removal” on page 4-224.
2. Remove the tray 3 front cover. See “2000-sheet dual input (TTM)—tray 3 front cover removal” on page 4-225.
3. Remove the tray 3 rear cable assembly. See “2000-sheet dual input (TTM)—tray 3 rear cable assembly removal” on page 4-226.
4. Remove the tray 3 front cable assembly. See “2000-sheet dual input (TTM)—tray 3 front cable assembly removal” on page 4-229.
5. Remove the media guide rack and pinion. See “2000-sheet dual input (TTM)—media guide rack and pinion removal” on page 4-230.
6. Move both media guides fully inward.
7. Lift the front edge of the bottom plate from the tray.
8. Remove the bottom plate (A) from the tray.
9. Remove the two screws securing the bracket (B) to the tray.
10. Remove the front media guide (C).
11. Remove the e-clip securing the tray 3 media guide lock (D) to the front media guide (C).
12. Remove the tray 3 media guide lock (D).
13. Remove the spring (E).
14. Remove the tray 3 media guide lock button (F) from the tray 3 media guide lock (D).

Note: Before re-installing, ensure the tray 3 media guide lock (D) and the tray 3 media guide lock button (F) are properly installed as shown in the figure.



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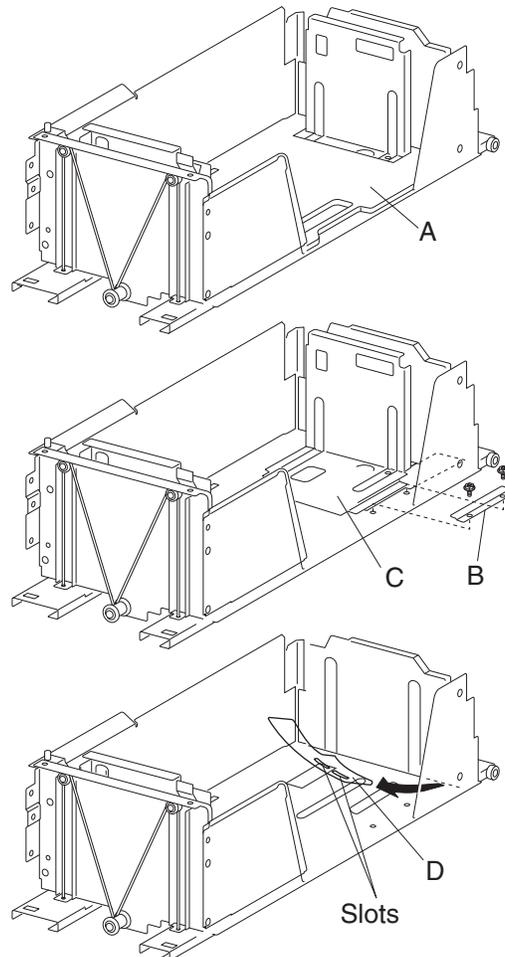


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2000-sheet dual input (TTM)—tray 3 mylar actuator removal

1. Remove the tray 3 assembly. See “2000-sheet dual input (TTM)—tray 3 assembly removal” on page 4-224.
2. Remove the tray 3 front cover. See “2000-sheet dual input (TTM)—tray 3 front cover removal” on page 4-225.
3. Remove the tray 3 rear cable assembly. See “2000-sheet dual input (TTM)—tray 3 rear cable assembly removal” on page 4-226.
4. Remove the tray 3 front cable assembly. See “2000-sheet dual input (TTM)—tray 3 front cable assembly removal” on page 4-229.
5. Remove the media guide rack and pinion. See “2000-sheet dual input (TTM)—media guide rack and pinion removal” on page 4-230.
6. Move both media guides fully inward.
7. Lift the front edge of the bottom plate (A) from the tray.
8. Remove the bottom plate (A) from the tray.
9. Remove the two screws securing the bracket (B) to the tray.
10. Remove the rear media guide (C).
11. Remove the mylar actuator (D) by sliding it out of the tray in the direction of the arrow.

Note: Before re-installing, ensure the bosses on the rear media guide (C) are fitted into the slots on the mylar actuator (D) as shown in the figure.



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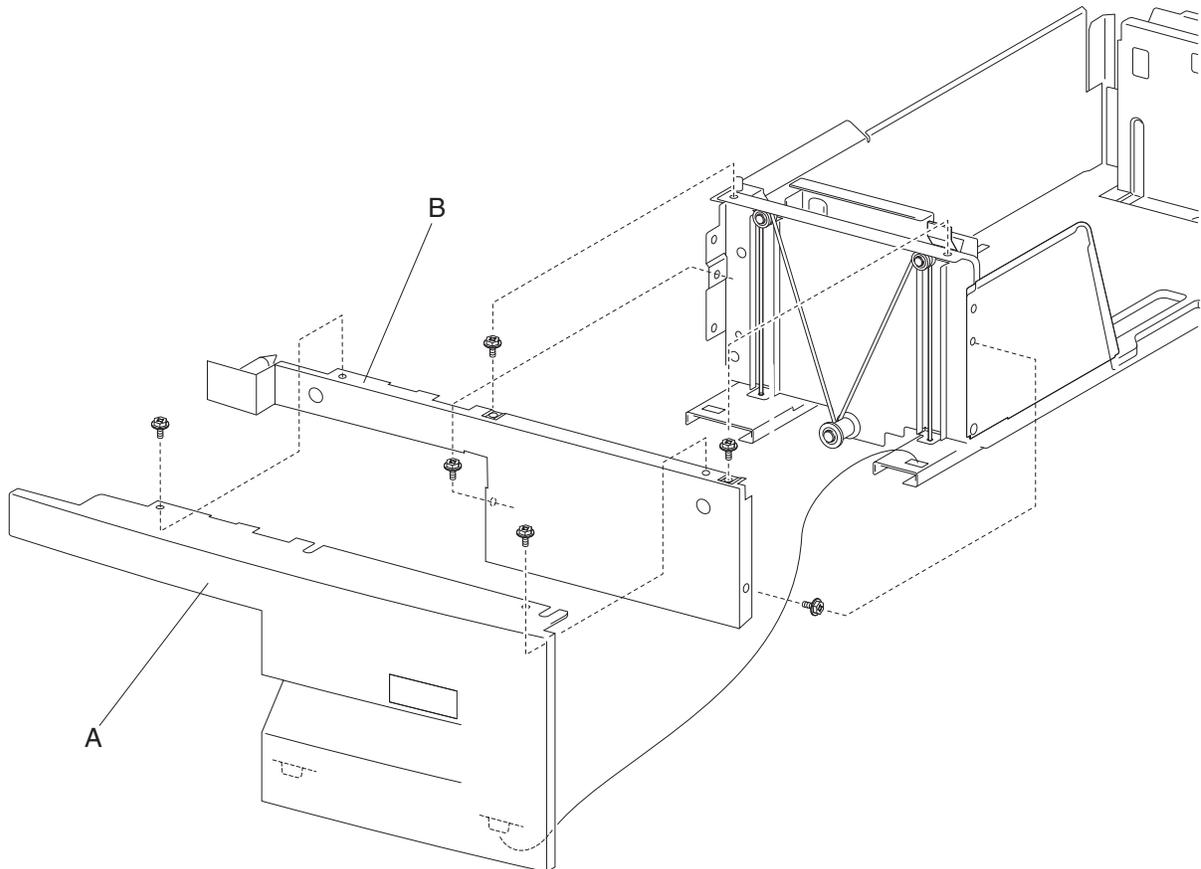
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2000-sheet dual input (TTM)—tray 4 front cover removal

1. Remove the tray 4 assembly. See **“2000-sheet dual input (TTM)—tray 4 assembly removal” on page 4-223.**
2. Remove two screws securing the tray 4 front cover (A).
3. Remove the tray 4 front cover (A) by moving it upward in the direction of the arrow.
4. Remove the four screws securing the bracket (B) to the tray.
5. Remove the bracket (B).



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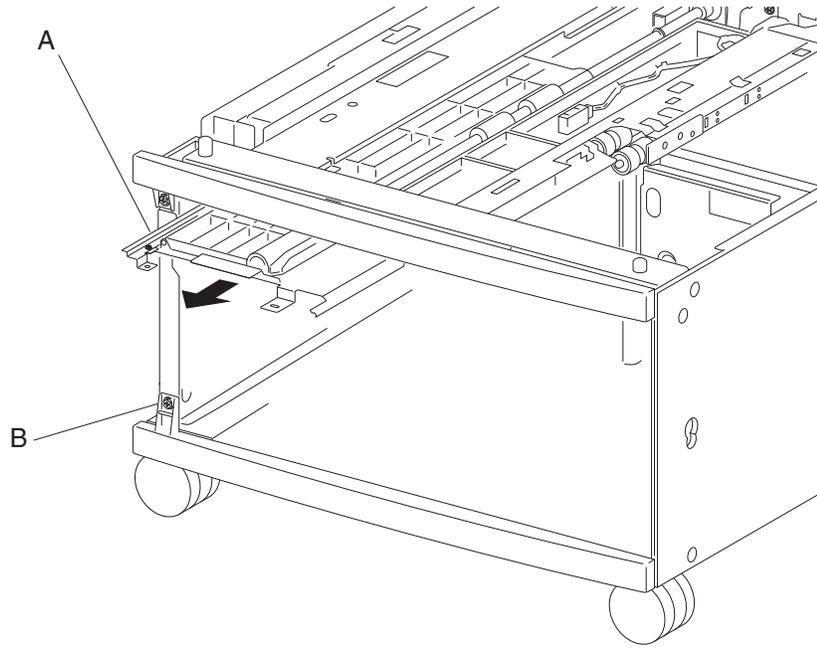


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2000-sheet dual input (TTM)—tray 4 media transport assembly removal

1. Remove the tray 4 assembly. See **“2000-sheet dual input (TTM)—tray 4 assembly removal” on page 4-223.**
2. Remove the tray 4 transport assembly (A).

Note: Before re-installing, insert the tray 4 transport assembly (A) into the rails of the frame assembly (B).



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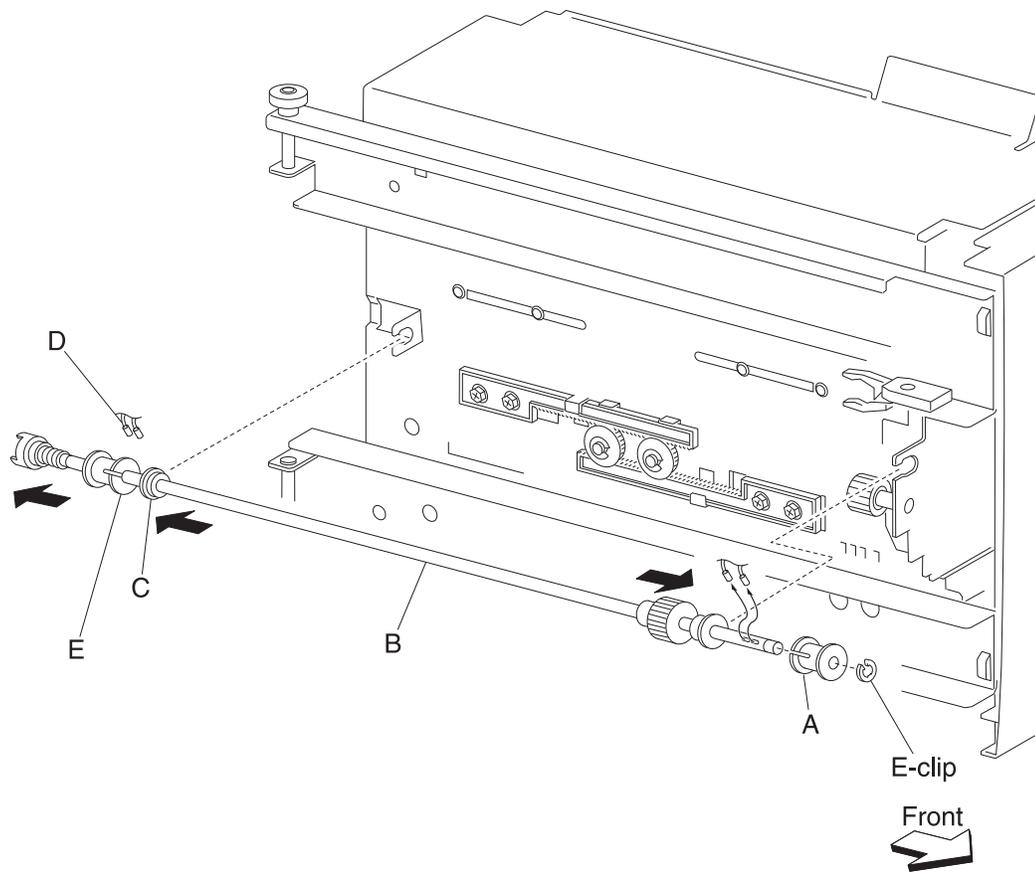


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2000-sheet dual input (TTM)—tray 4 rear cables removal

1. Remove the tray 4 assembly. See [“2000-sheet dual input \(TTM\)—tray 4 assembly removal” on page 4-223.](#)
2. Remove the tray 4 front cover. See [“2000-sheet dual input \(TTM\)—tray 4 front cover removal” on page 4-235.](#)
3. Place the tray 4 assembly on its right side as shown in the figure.
4. Remove the E-clip with a prying tool securing the tray lift cable pulley (A) to the tray lift shaft assembly (B).
5. Gently move the tray lift shaft assembly (B) toward the rear of the tray and detach the rear bushing (C) from the frame.

Note: Do not remove the front lift cable pulley (A) or the front lift cables will become detached.
6. Move the rear portion of the tray lift shaft assembly (B) away from the frame.
7. Move the rear the rear lift cable pulley (E) toward the rear of the tray to release the two tray 4 rear cables (D) from the tray lift shaft assembly (B).
8. Remove the two tray 4 rear cables (D) from the tray lift shaft assembly (B).



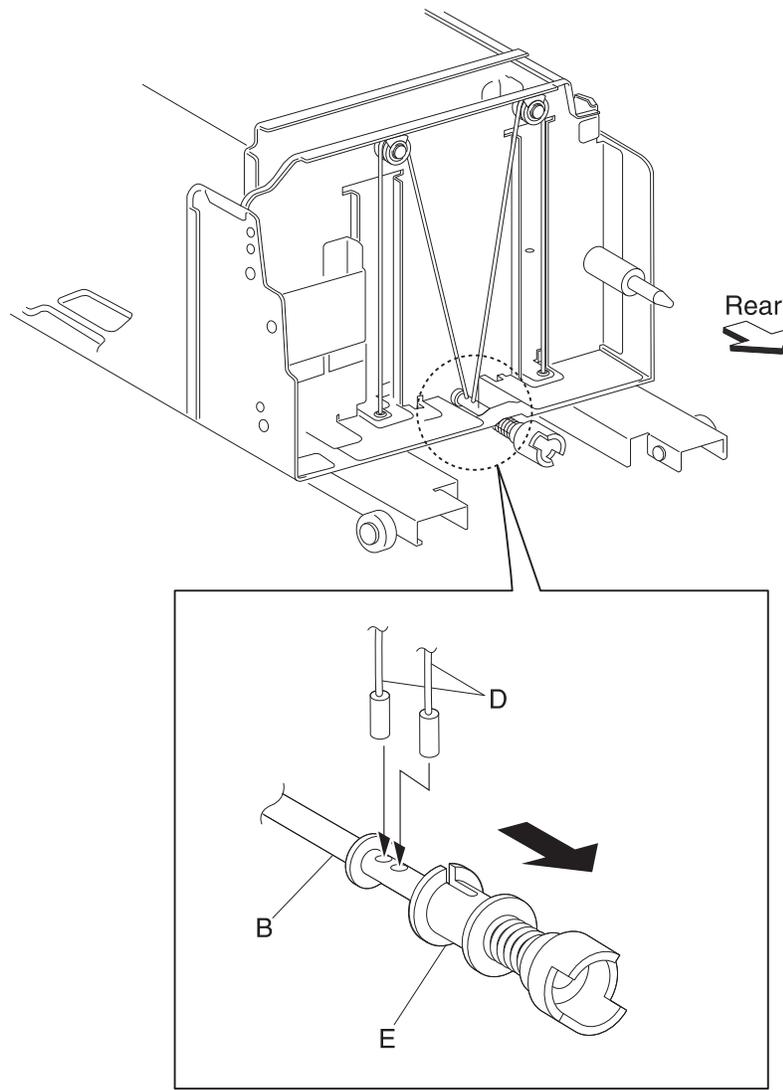
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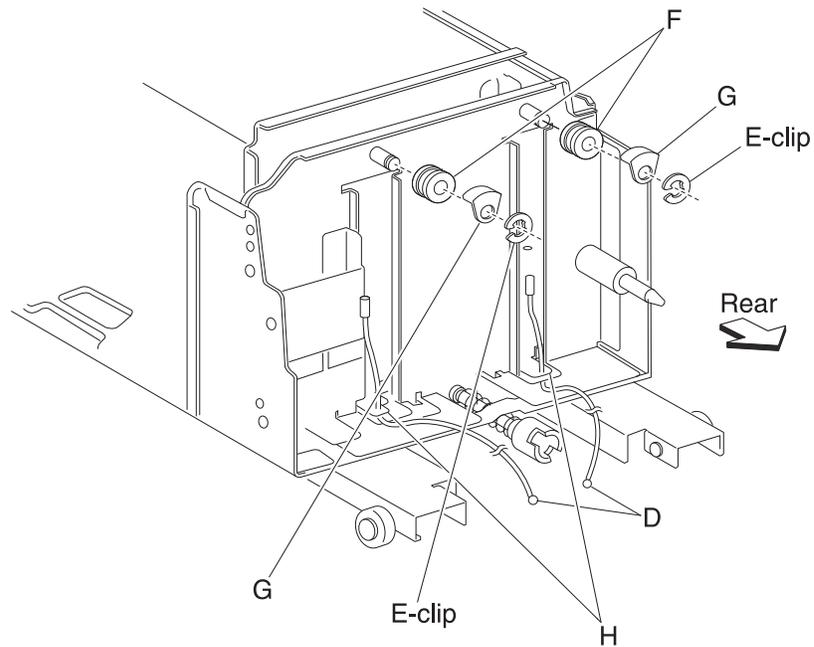
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9. Place the tray 4 assembly back to its upright position.

10. Remove two E-clips with a prying tool securing the two small pulleys (F) on the rear of the frame assembly.
11. Remove two small guides (G) and two small pulleys (F).
12. Remove the tray 4 rear cables (D) from the bottom plate (H).



Note: Before re-installing:

- It is recommended that all four cables be replaced.
- Ensure tray 4 rear cables (D) are not twisted or kinked.
- Route the cables properly as shown in the figure.
- Replace the cables by setting the frame assembly on its side as shown in the figure.

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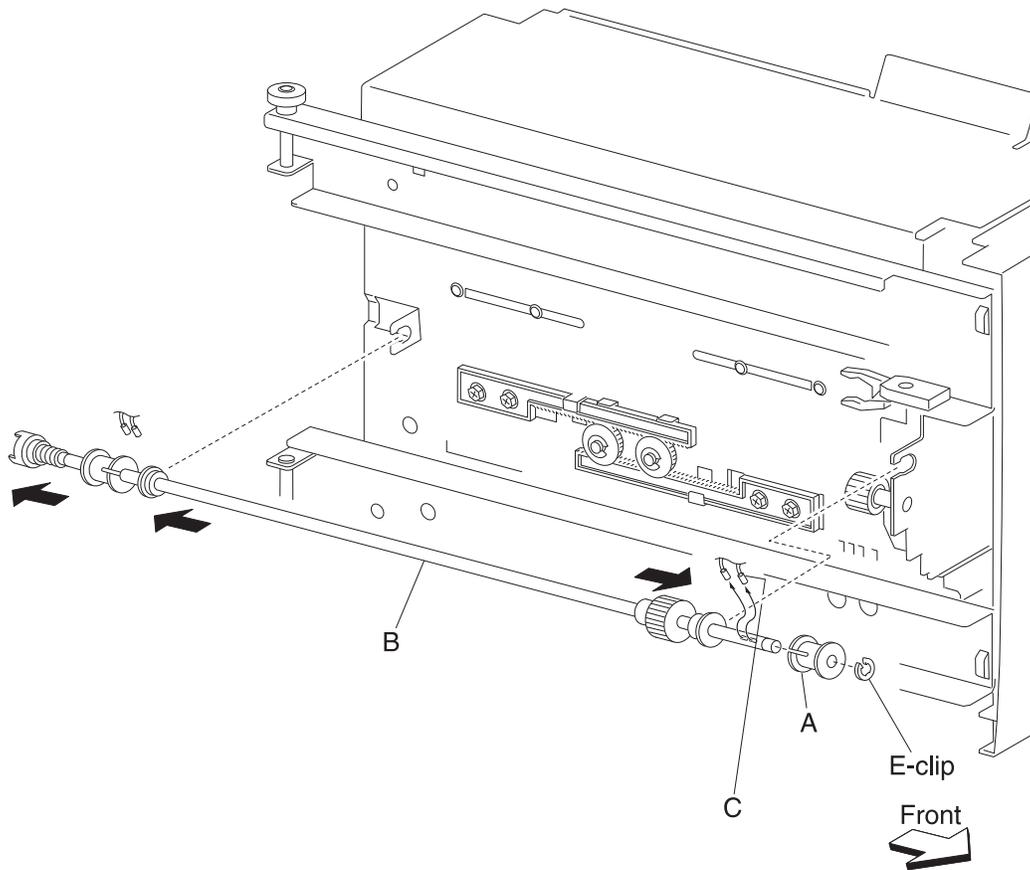
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2000-sheet dual input (TTM)—tray 4 front cables removal

1. Remove the tray 4 assembly. See **“2000-sheet dual input (TTM)—tray 4 assembly removal” on page 4-223.**
 2. Remove the tray 4 front cover. See **“2000-sheet dual input (TTM)—tray 4 front cover removal” on page 4-235.**
 3. Place the tray 4 assembly on its right side, as shown in the figure.
 4. Remove the E-clip with a prying tool securing the front tray lift pulley (A) to the tray lift shaft assembly (B).
 5. Remove the front tray lift pulley (A).
 6. Remove the tray 4 front cables (C) from the tray lift shaft assembly (B).
- Note:** The tray 4 front cables (C) become detached.



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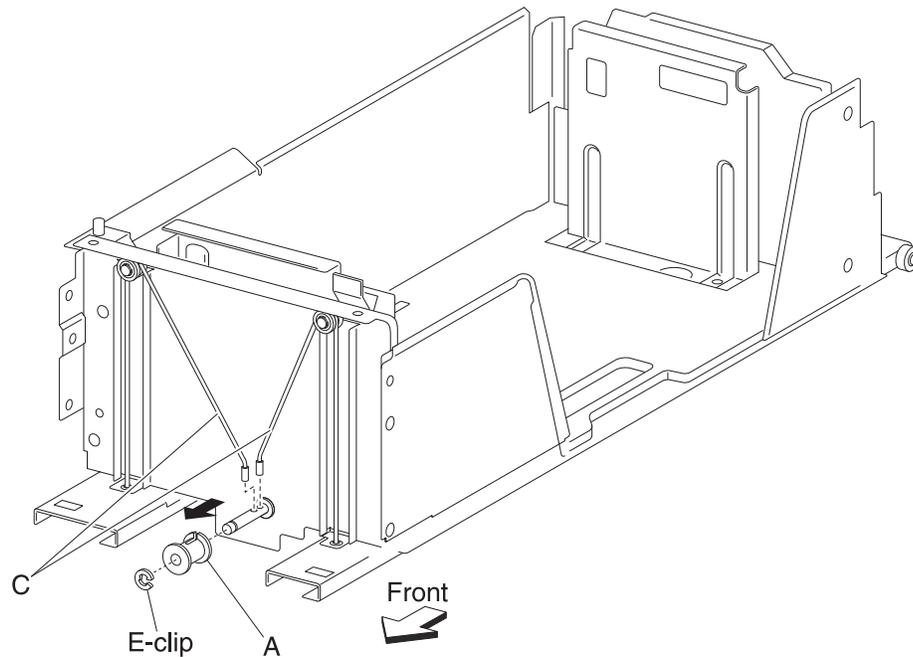


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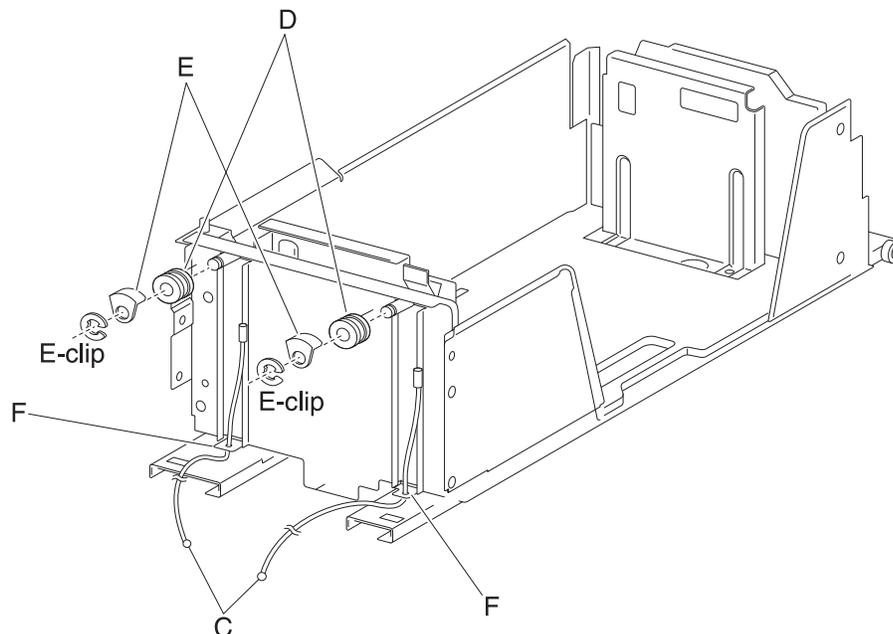


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7. Place the tray 4 assembly back in its upright position.



8. Remove two E-clips with a prying tool securing the two small pulleys (D) on the front of the frame assembly.
9. Remove the two small guides (E) and the two small pulleys (D).
10. Remove the tray 4 front cables (C) from the bottom plates (F).



Note: Before re-installing:

- It is recommended that all four cables be replaced.
- Ensure tray 4 front cables (C) are not twisted or kinked.
- Route the cables properly as shown in the figure.
- Replace the cables by setting the frame assembly (B) on its side as shown in the figure.

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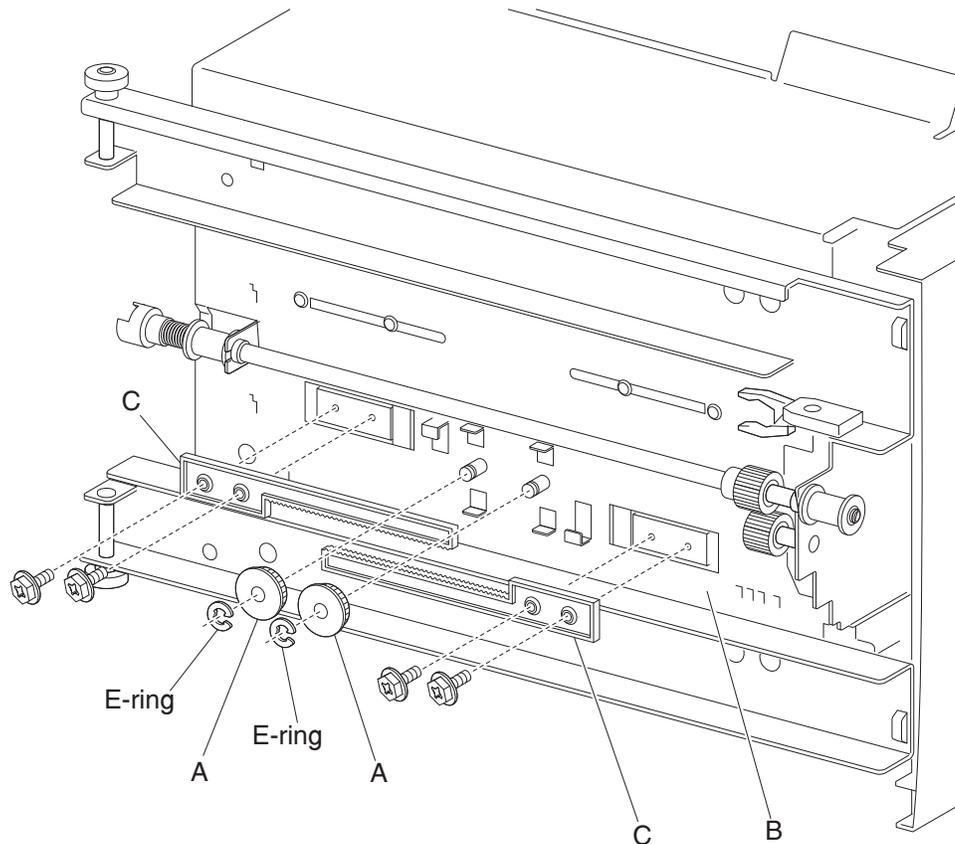
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2000-sheet dual input (TTM)—tray 4 media guide rack and pinion removal

1. Remove the tray 4 assembly. See **“2000-sheet dual input (TTM)—tray 4 assembly removal”** on **page 4-223**.
2. Place the tray 4 assembly on its right side, as shown in the figure.
3. Remove two e-clips securing the two pinion gears (A) to the frame assembly (B).
4. Remove two pinion gears (A).



5. Remove four screws securing the two rack gears (C) to the frame assembly (B).

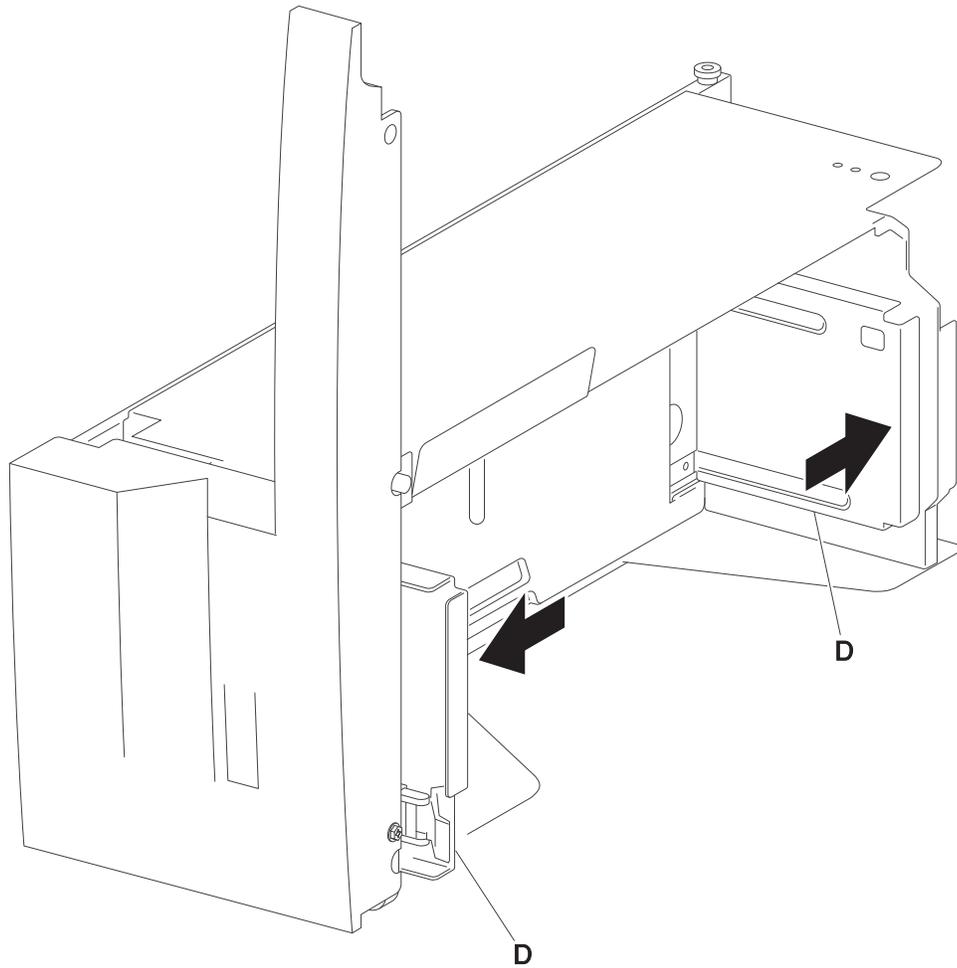
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6. Remove the rack gears (C).

Note: Before re-installing, move the two side guides (D) of the frame assembly (B) fully outward before installing the two pinion gears (A).

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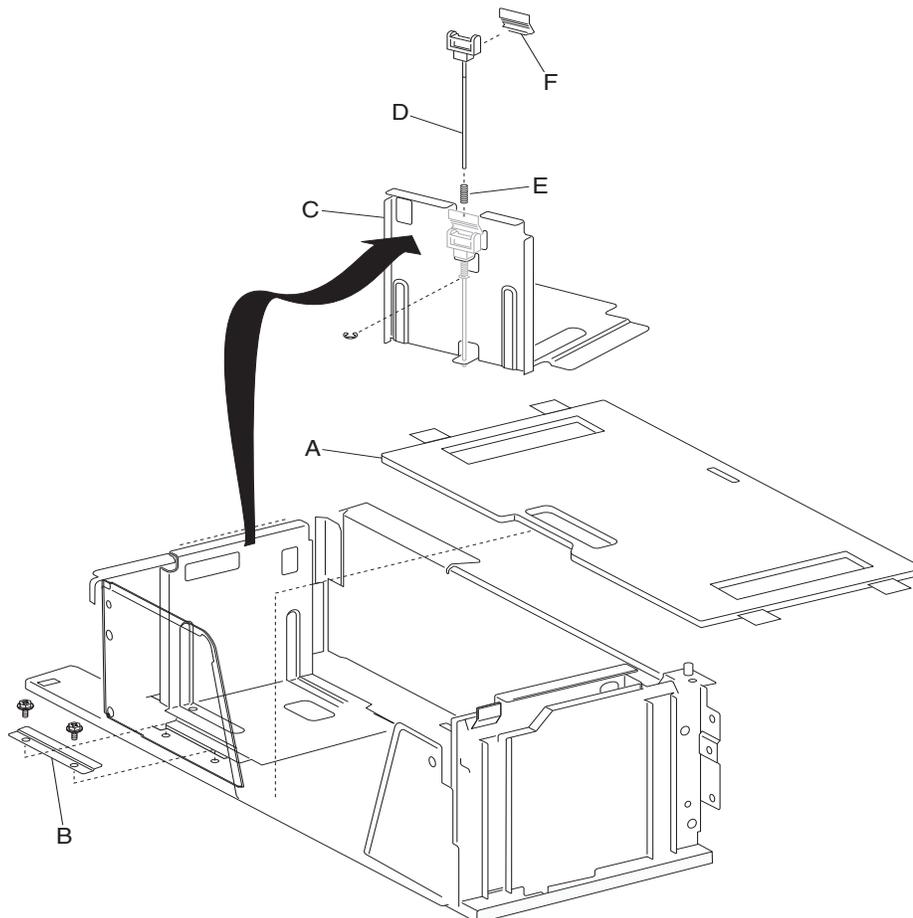


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2000-sheet dual input (TTM)—tray 4 media guide lock assembly removal

1. Remove the tray 4 assembly. See “2000-sheet dual input (TTM)—tray 4 assembly removal” on page 4-223.
2. Remove the tray 4 front cover. See “2000-sheet dual input (TTM)—tray 4 front cover removal” on page 4-235.
3. Remove the tray 4 rear cable assembly. See “2000-sheet dual input (TTM)—tray 4 rear cables removal” on page 4-237.
4. Remove the tray 4 front cable assembly. See “2000-sheet dual input (TTM)—tray 4 front cables removal” on page 4-240.
5. Remove the media guide rack and pinion. See “2000-sheet dual input (TTM)—media guide rack and pinion removal” on page 4-230.
6. Move both media guides inward.
7. Lift the front edge of the bottom plate from the tray.
8. Remove the bottom plate (A) from the tray.
9. Remove two screws securing the bracket (B) to the tray.
10. Remove the front media guide (C).
11. Remove the e-clip securing the tray 4 media guide lock (D) to the front media guide (C).
12. Remove the tray 4 media guide lock (D).
13. Remove the spring (E).
14. Remove the tray 4 media guide lock button (F) from the tray 4 media guide lock (D).

Note: Before re-installing, ensure the tray 4 media guide lock (D) and the tray 4 media guide lock button (F) are properly installed as shown in the figure.



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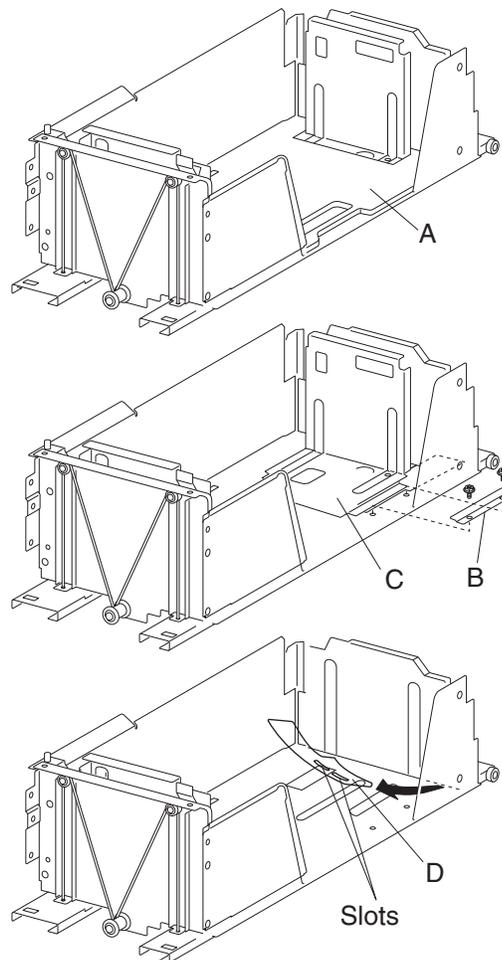


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2000-sheet dual input (TTM)—tray 4 mylar actuator removal

1. Remove the tray 4 assembly. See “2000-sheet dual input (TTM)—tray 4 assembly removal” on page 4-223.
2. Remove the tray 4 front cover. See “2000-sheet dual input (TTM)—tray 4 front cover removal” on page 4-235.
3. Remove the tray 4 rear cable assembly. See “2000-sheet dual input (TTM)—tray 4 rear cables removal” on page 4-237.
4. Remove the tray 4 front cable assembly. See “2000-sheet dual input (TTM)—tray 4 front cables removal” on page 4-240.
5. Remove the media guide rack and pinion. See “2000-sheet dual input (TTM)—media guide rack and pinion removal” on page 4-230.
6. Move both media guides inward.
7. Lift the front edge of the bottom plate (A) from the tray.
8. Remove the bottom plate (A) from the tray.
9. Remove two screws securing the bracket (B) to the tray.
10. Remove the rear media guide (C).
11. Remove the mylar actuator (D) by sliding it out of the tray in the direction of the arrow.

Note: Before re-installing, ensure the bosses on the rear media guide (C) are fitted into the slots on the mylar actuator (D) as shown in the figure.



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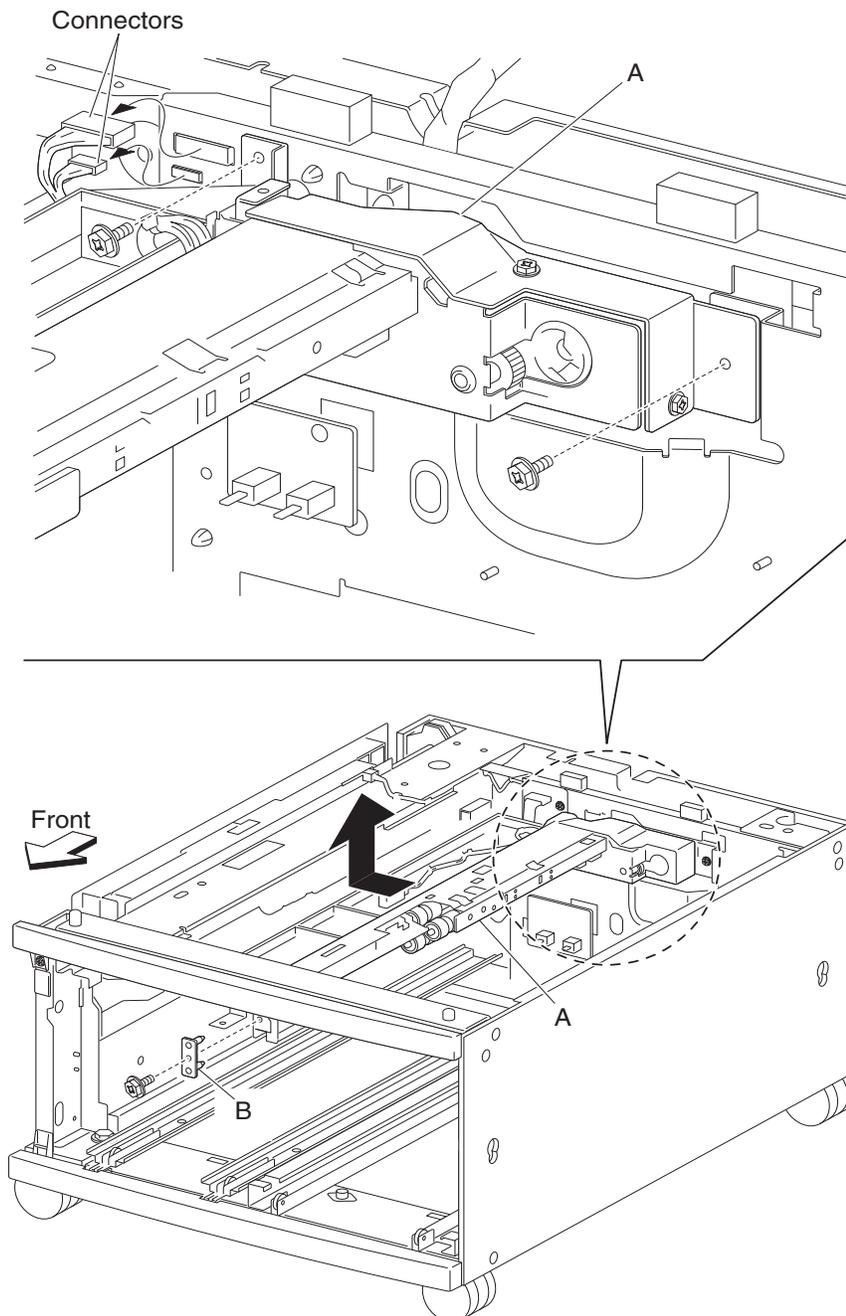


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2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)

1. Remove the tray 3 assembly. See “2000-sheet dual input (TTM)—tray 3 assembly removal” on page 4-224.
2. Remove the tray 4 assembly. See “2000-sheet dual input (TTM)—tray 4 assembly removal” on page 4-223.
3. Remove the tray 4 transport assembly. See “2000-sheet dual input (TTM)—tray 4 media transport assembly removal” on page 4-236.
4. Disconnect the two connectors from the media feed unit assembly (A).
5. Remove two screws securing the media feed unit assembly (A).

Note: Removing the media tray 1 and media tray 2 in the printer makes removing the media feed unit assembly (A) rear screws easier.



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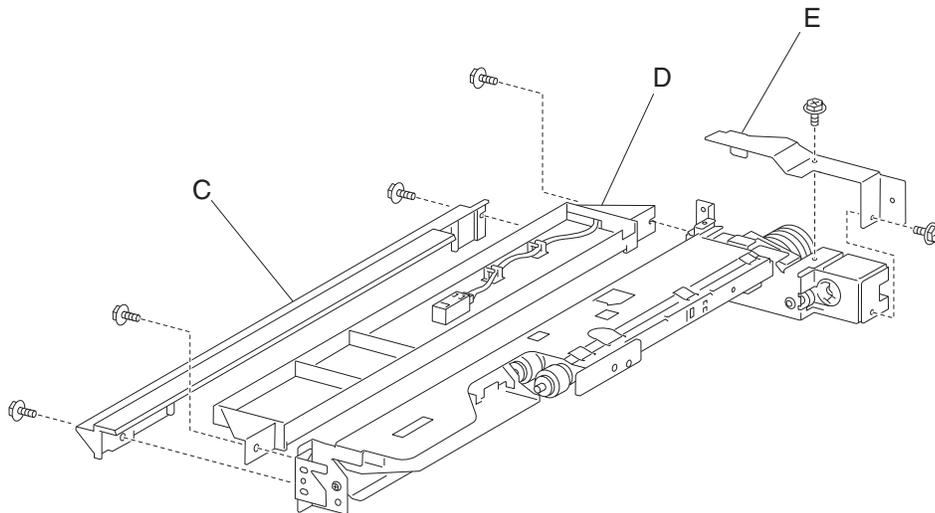


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6. Remove one screw securing the front bracket (B).
7. Remove the front bracket (B).
8. Move the media feed unit assembly (A) leftward and upward in the direction of the arrow to remove it.
9. Remove the two screws securing the lower guide (C) to the media feed unit assembly (A).
10. Remove the lower guide (C).
11. Remove two screws securing the upper guide (D) to the media feed unit assembly (A).
12. Remove the upper guide (D).
13. Remove two screws securing the rear bracket (E) to the media feed unit assembly (A).
14. Remove the rear bracket (E).



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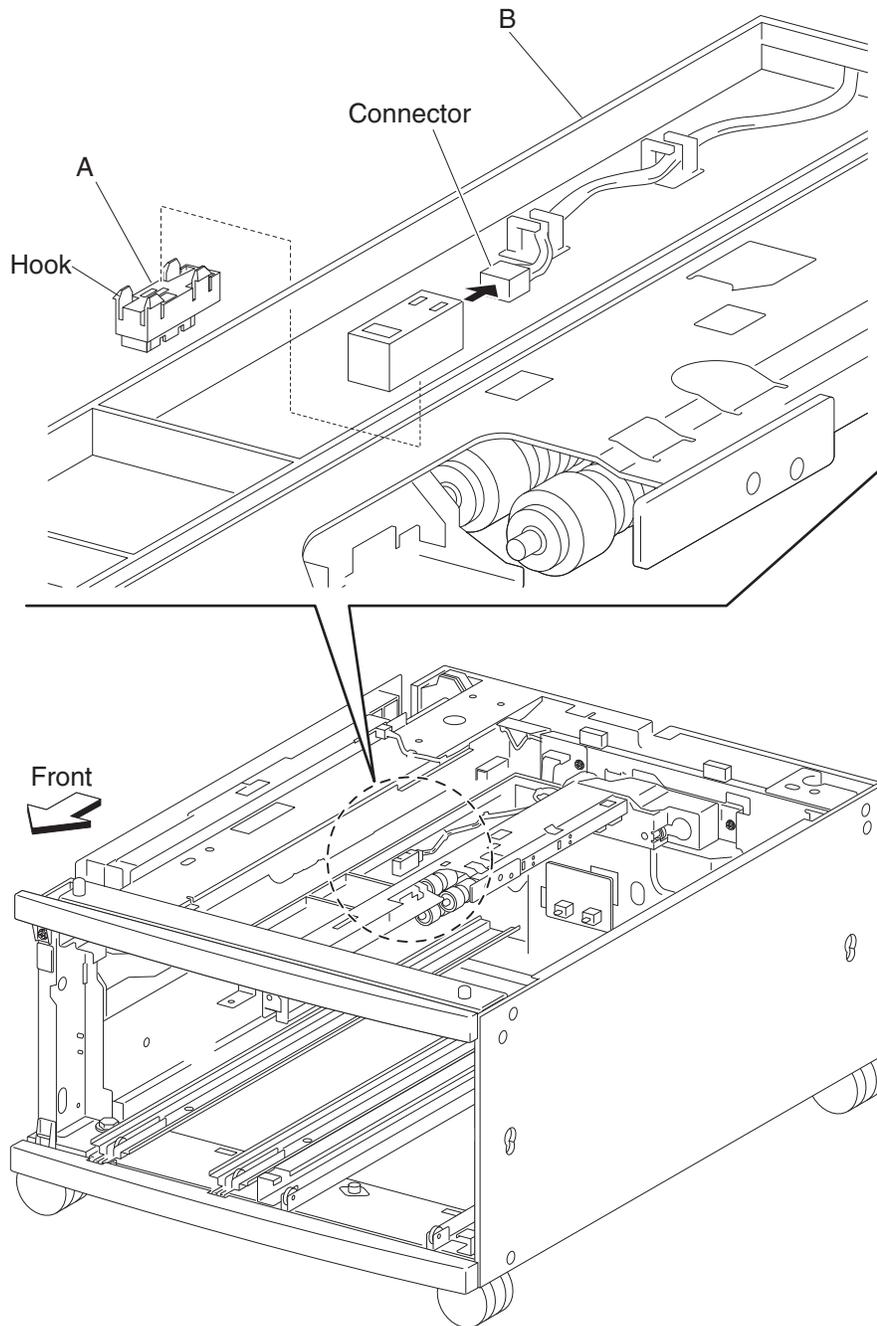
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2000-sheet dual input (TTM)—sensor (tray 4 feed-out) removal

1. Remove the tray 3 assembly. See **“2000-sheet dual input (TTM)—tray 3 assembly removal”** on **page 4-224**.
2. Remove the tray 4 assembly. See **“2000-sheet dual input (TTM)—tray 4 assembly removal”** on **page 4-223**.
3. Disconnect the connector from the sensor (tray 4 feed-out) (A).
4. Release the hooks securing the sensor (tray 4 feed-out) (A) to the upper guide (B).
5. Remove the sensor (tray 4 feed-out) (A).



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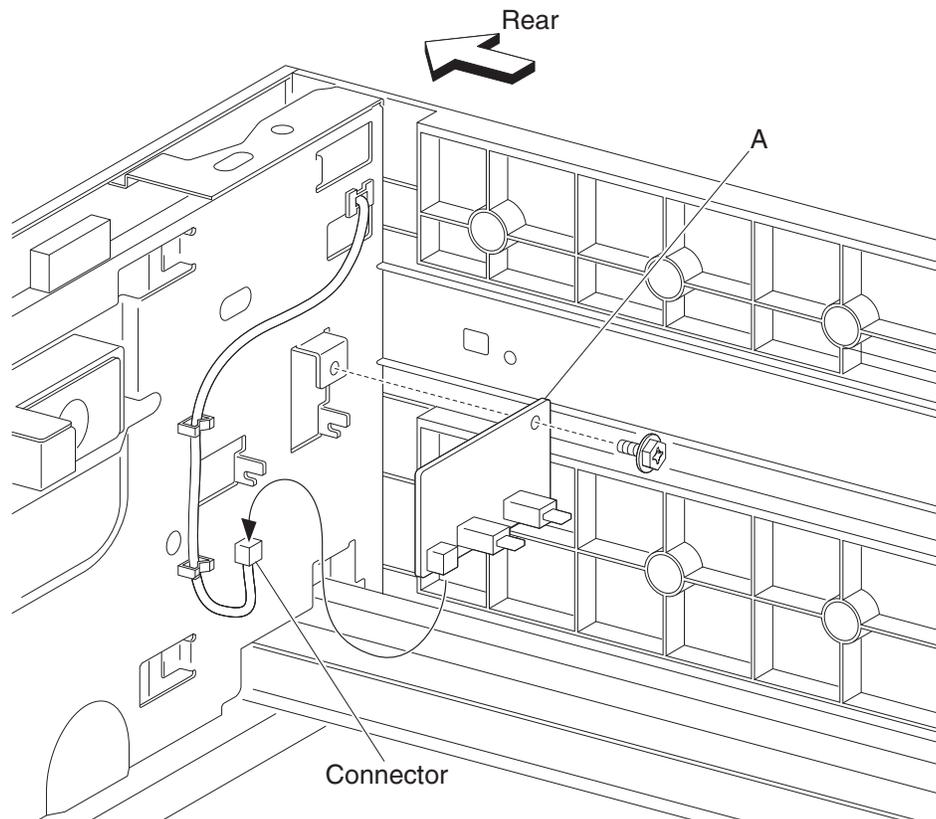


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2000-sheet dual input (TTM)—switch (TTM media size) removal

Note: This removal procedure may be applied to tray 3 and tray 4.

1. Remove the tray 3 assembly See (“2000-sheet dual input (TTM)—tray 3 assembly removal” on page 4-224) or tray 4 assembly (“2000-sheet dual input (TTM)—tray 4 assembly removal” on page 4-223).
2. Disconnect the connector from the switch (TTM media size) (A).
3. Remove one screw securing the switch (TTM media size) (A).
4. Remove the switch (TTM media size) (A).



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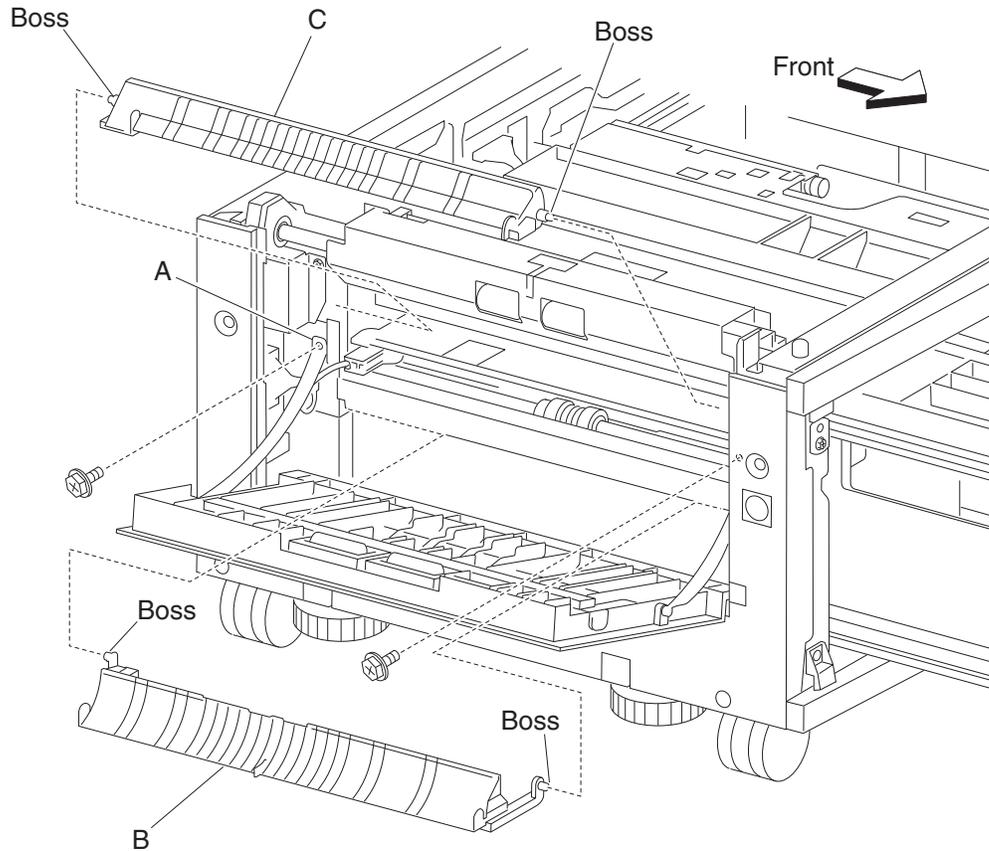
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2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)

1. Pull out the tray 3 assembly.
2. Pull out the tray 4 assembly.
3. Open the 2TM/TTM left door assembly.
4. Remove one screw securing the 2TM/TTM left door support strap (A).
5. Release the bosses on both sides securing the vertical turn guide (B).
6. Remove the vertical turn guide (B).
7. Release the bosses on both sides securing the upper vertical turn guide (C).
8. Remove the upper vertical turn guide (C).



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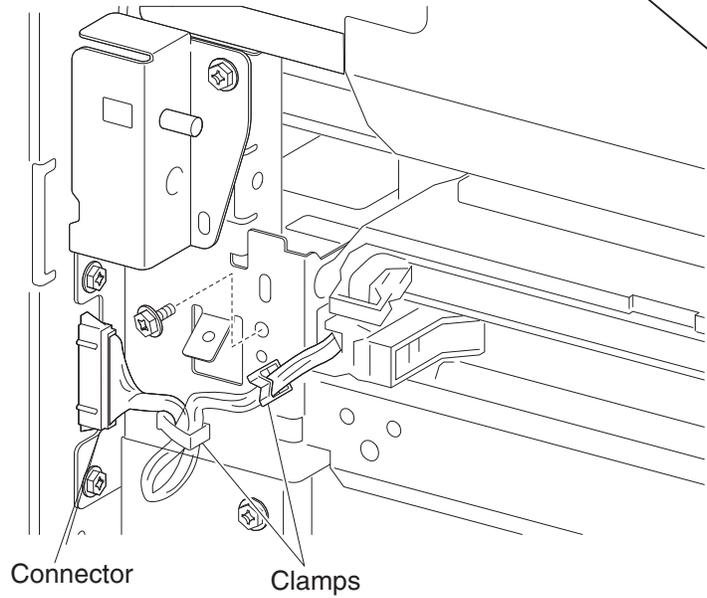
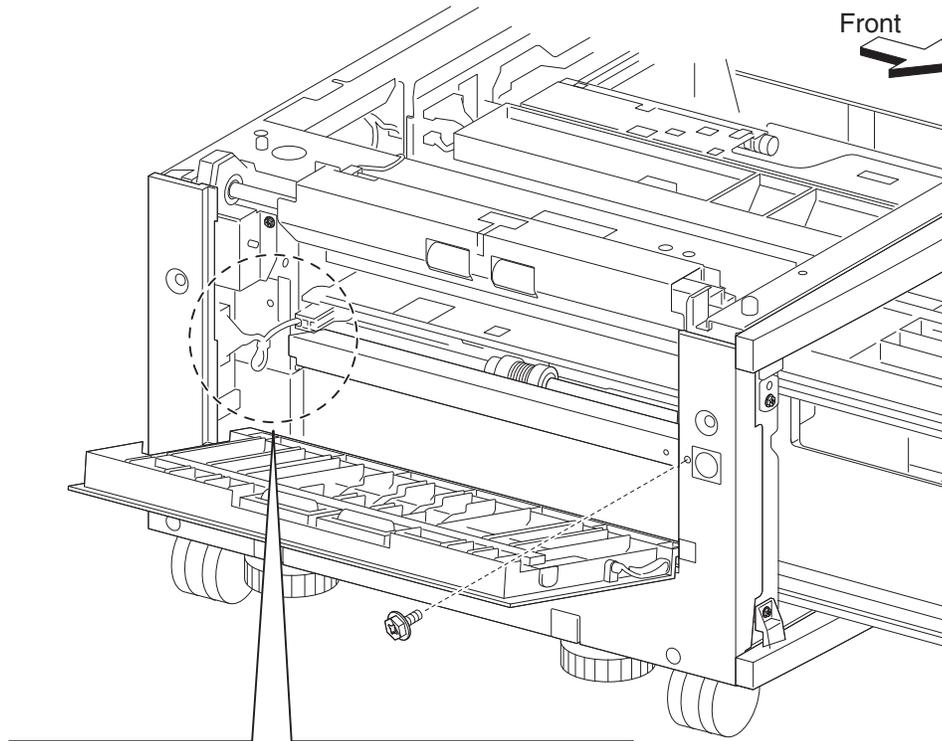


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- 9. Release the harness from the clamp.
- 10. Disconnect the connector from the machine.



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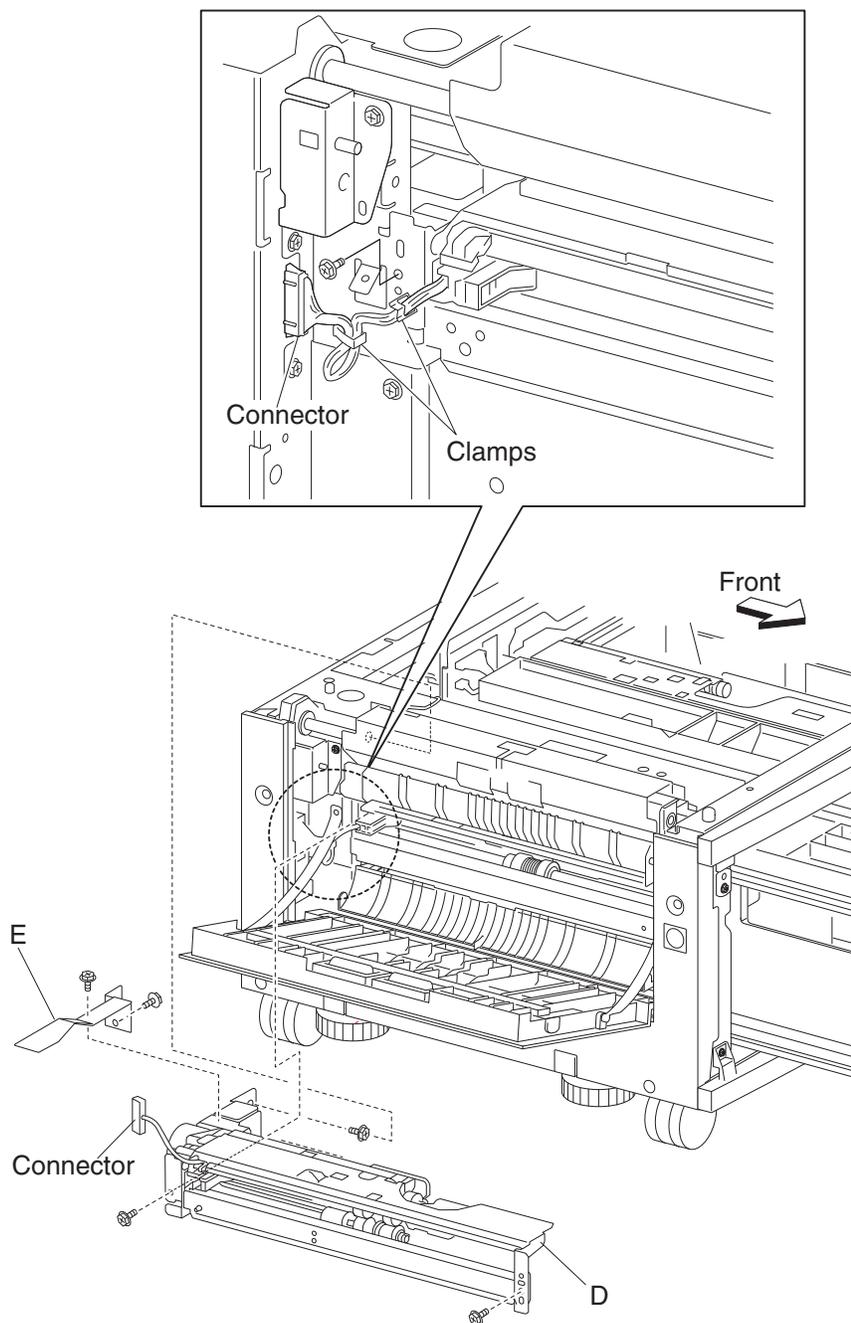


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11. Remove three screws securing the media feed unit assembly (D).
12. Remove the media feed unit assembly (D) by pulling outward.
13. Remove two screws securing the rear bracket (E) to the media feed unit assembly (D).
14. Remove the rear bracket (E).



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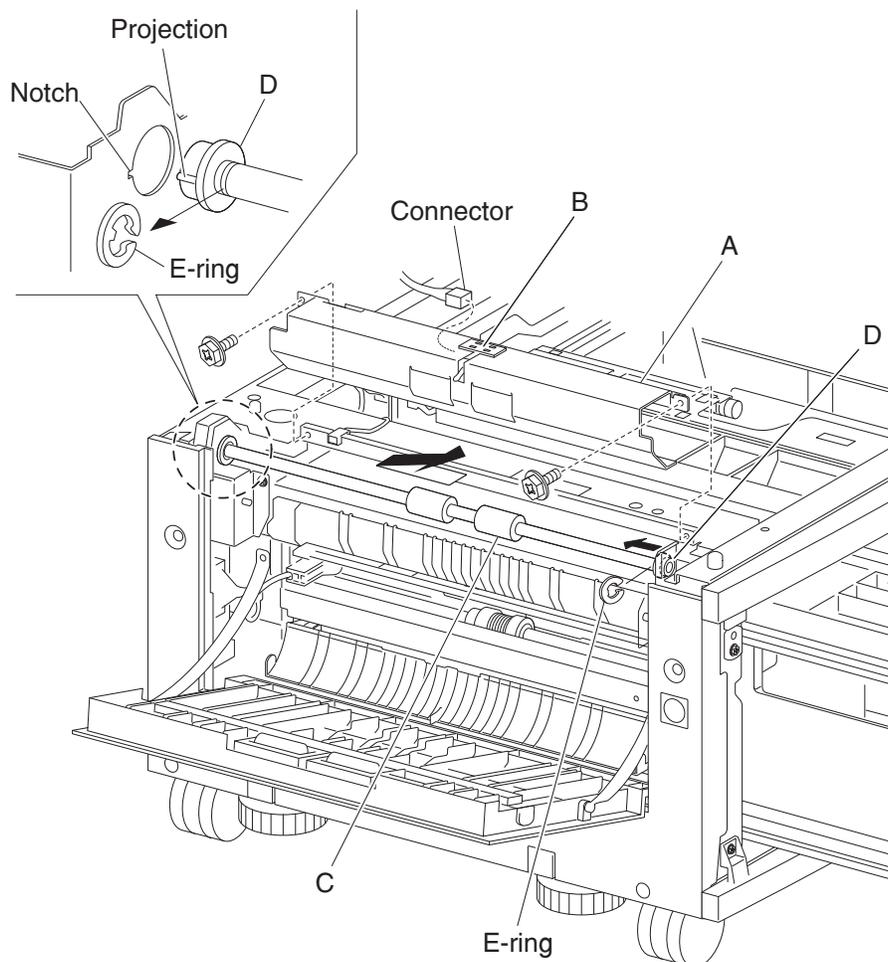
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2000-sheet dual input (TTM)—2TM/TTM media transport roll assembly removal

1. Open the left door assembly.
2. Remove two screws securing the bracket (A).
3. Disconnect the connector to the sensor (tray 3 feed-out) (B).
4. Remove the bracket (A).
5. Remove the large e-clip on the left securing the 2TM/TTM media transport roll assembly (C).
6. Slide the bushing (D) to the right.
7. Move the 2TM/TTM media transport roll assembly (C) leftward and outward in the direction of the arrow to remove.
8. Remove the 2TM/TTM media transport roll assembly (C).

Note: One of the bushings may become detached.

Note: When removing the 2TM/TTM media transport roll assembly (C), do not touch the rubber surface.



Note: Before re-installing the 2TM/TTM media transport roll assembly (C), do not touch the rubber surface.

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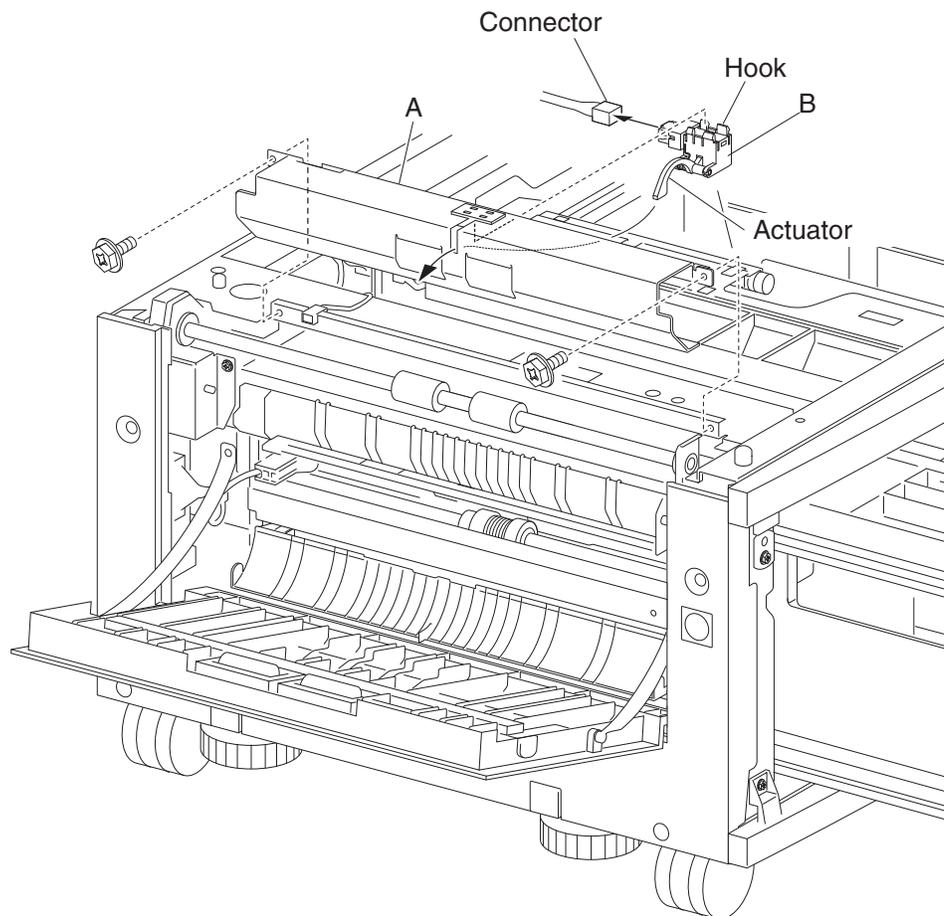
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2000-sheet dual input (TTM)—sensor (tray 3 feed-out) removal

1. Open the left door assembly.
2. Remove two screws securing the bracket (A).
3. Disconnect the connector to the sensor (tray 3 feed-out) (B).
4. Remove the bracket (A).
5. Release the hooks securing the sensor (tray 3 feed-out) (B) to the bracket (A).
6. Remove the sensor (tray 3 feed-out) (B).



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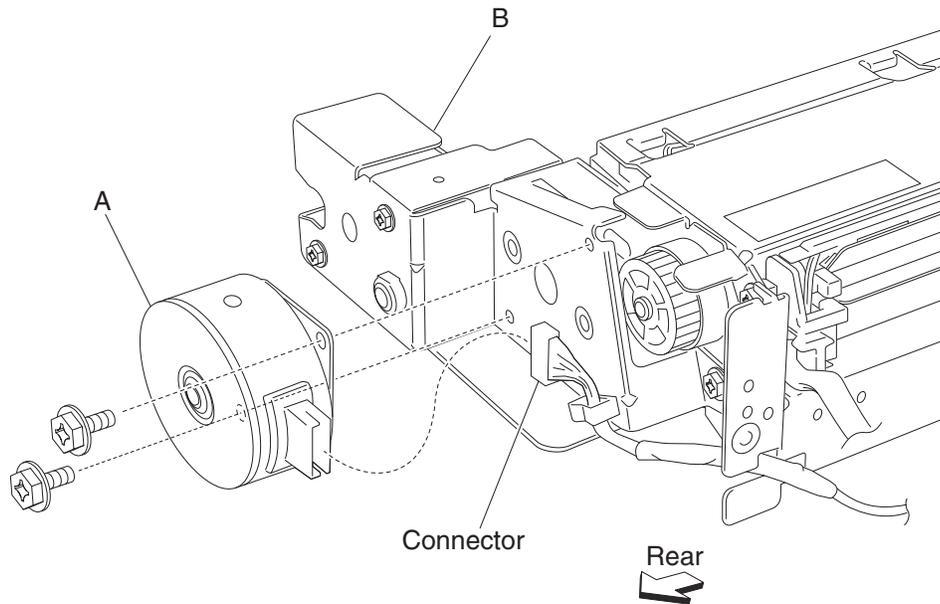
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2000-sheet dual input (TTM)—media feed lift motor removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-250** or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-246**.
2. Disconnect the harness from the media feed lift motor (A).
3. Remove the two screws securing the media feed lift motor to the media feed unit assembly (B).
4. Remove the media feed lift motor (B).



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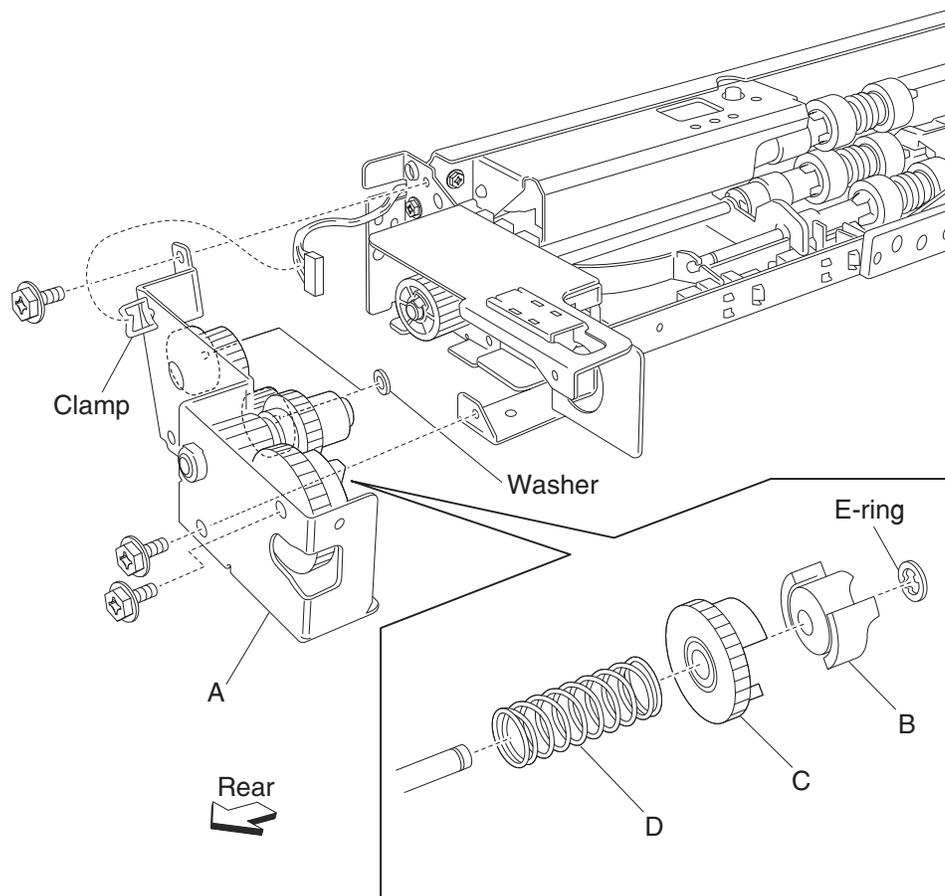
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2000-sheet dual input (TTM)—lift coupling assembly removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)”** on page 4-250 or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)”** on page 4-246.
2. Remove the harness from bracket (A).
3. Remove three screws securing bracket (A) to the media feed unit assembly.
4. Remove bracket (A).
 - Note:** The gears may become detached from bracket (A).
5. Remove the e-ring with a prying tool securing the tray lift coupling (B) to bracket (A).
6. Remove the tray lift coupling gear 31 tooth (C).
7. Remove the spring (D).



Note: Before re-installing, ensure all gears and washers attached to bracket (A) are securely installed.

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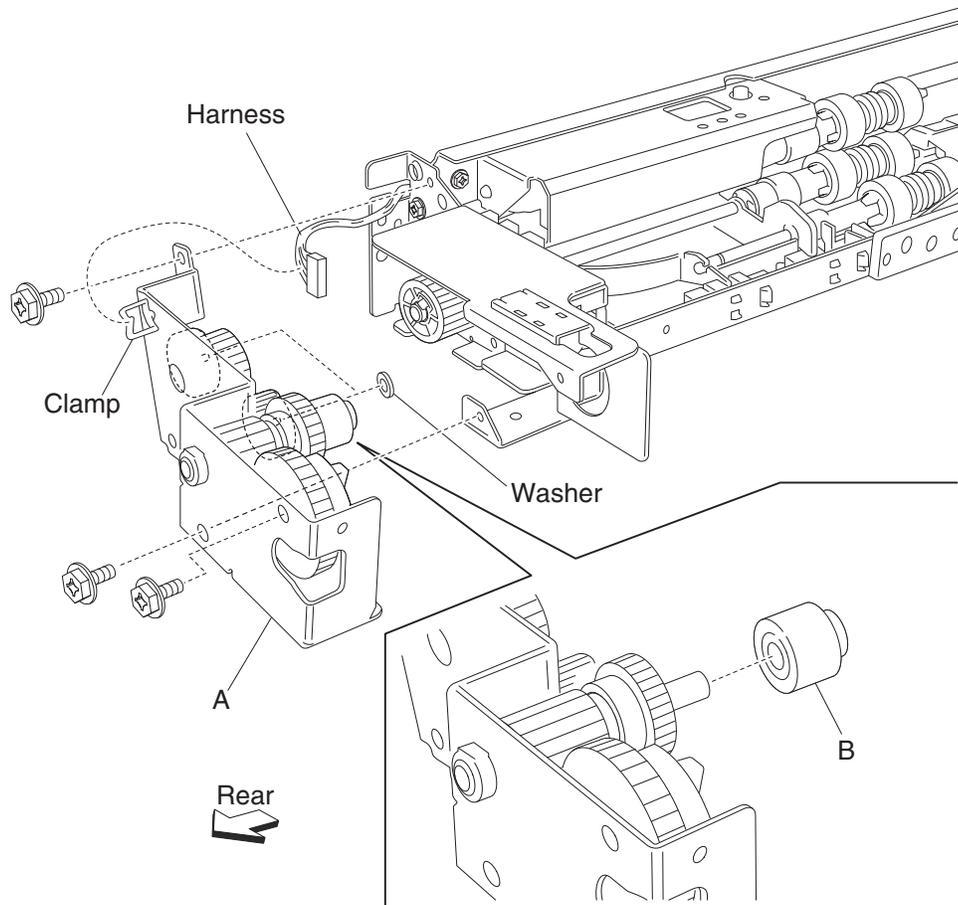


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2000-sheet dual input (TTM)—one-way clutch / gear assembly removal

1. Remove the media feed unit assembly. See “2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-250 or “2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-246.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).

Note: The gears may become detached from the bracket (A).
5. Remove the tray lift one-way clutch (B).



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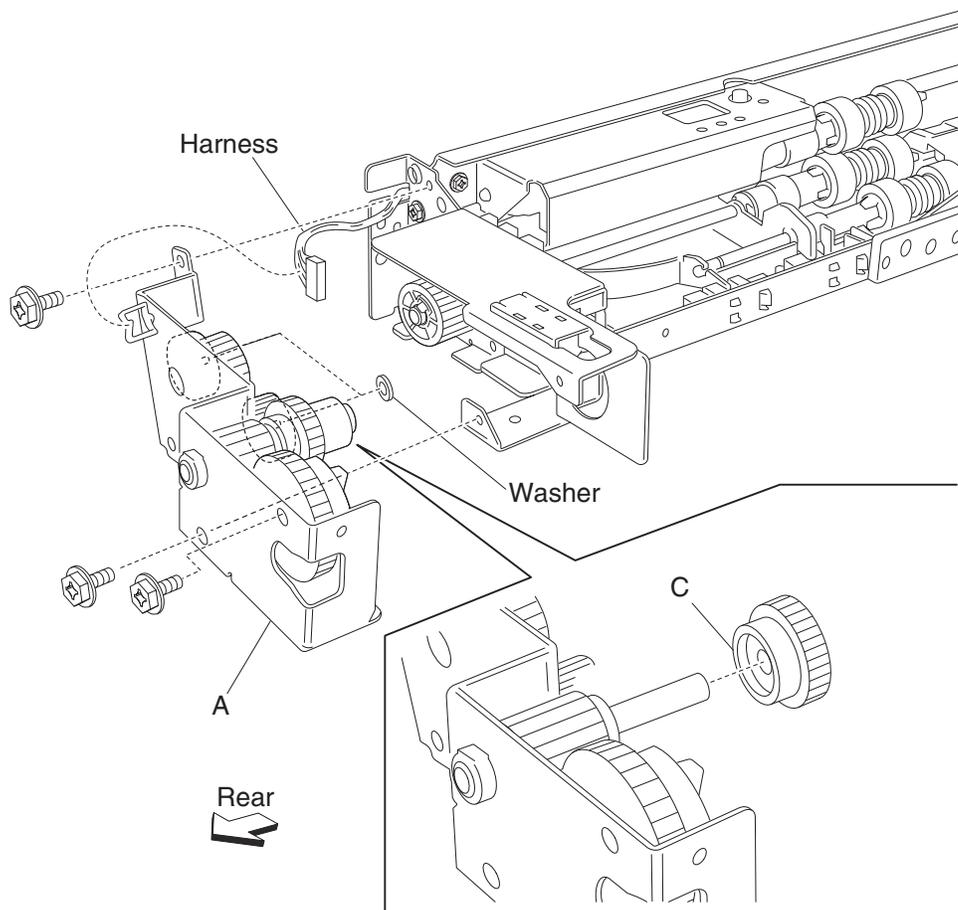


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6. Remove the tray lift one-way gear 24 tooth (C).



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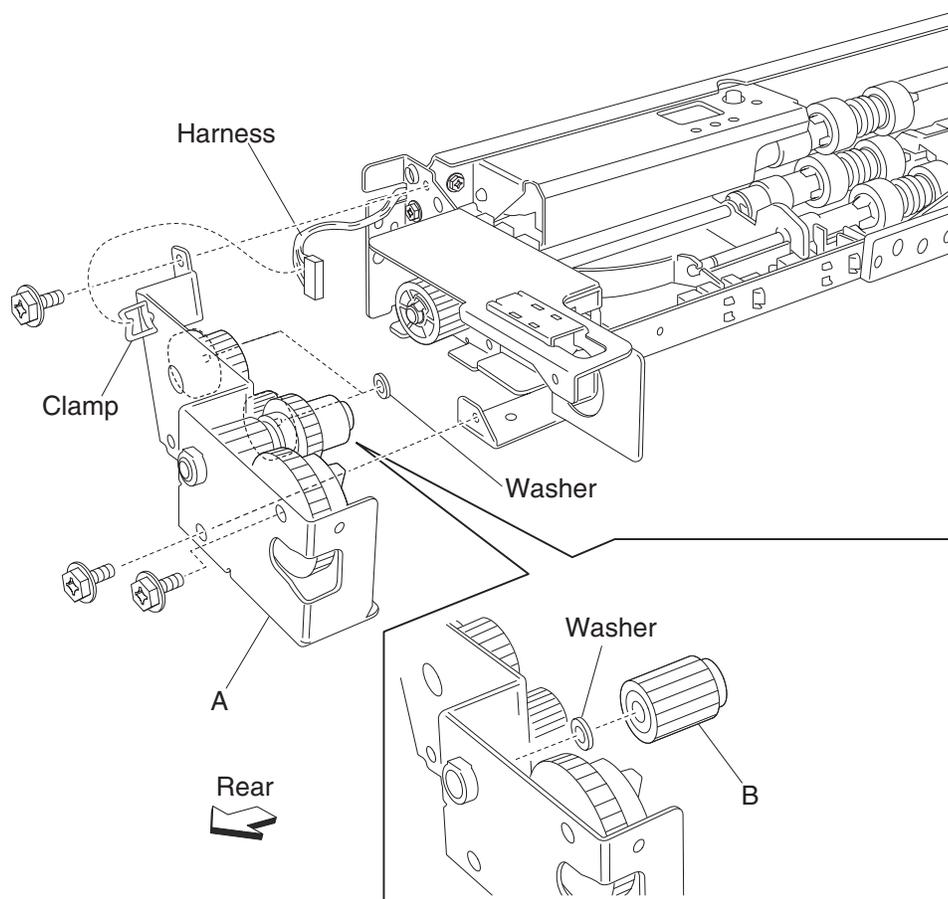


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Note: Before re-installing, ensure all gears and washers are securely attached to the bracket (A).

2000-sheet dual input (TTM)—media feed unit drive gear 13 tooth removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-250** or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-246**.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).
Note: Gears may become detached from the bracket (A).
5. Remove the tray lift one-way clutch. See **“2000-sheet dual input (TTM)—feed roll one-way clutch removal” on page 4-267**.
6. Remove the tray lift one-way gear 24 tooth. See **“2000-sheet dual input (TTM)—one-way 22 tooth removal” on page 4-268**.
7. Remove the media feed unit drive gear - 13 tooth (B).



Note: Before re-installing, ensure all gears and washers are securely attached to the bracket (A).

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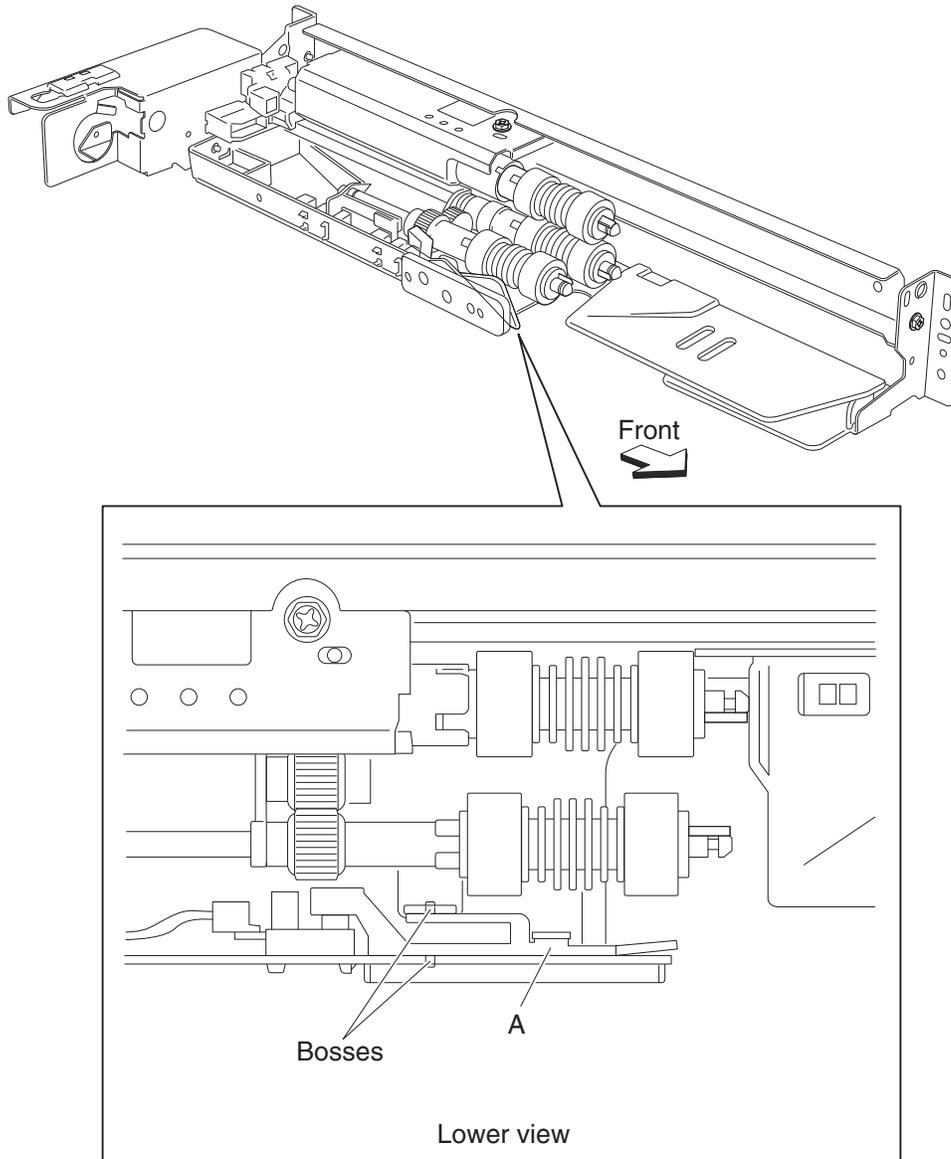
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2000-sheet dual input (TTM)—media out actuator removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-250** or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-246**.
2. Remove the two bosses on the media out actuator (A) from the media feed unit assembly.
3. Remove the media out actuator (A).



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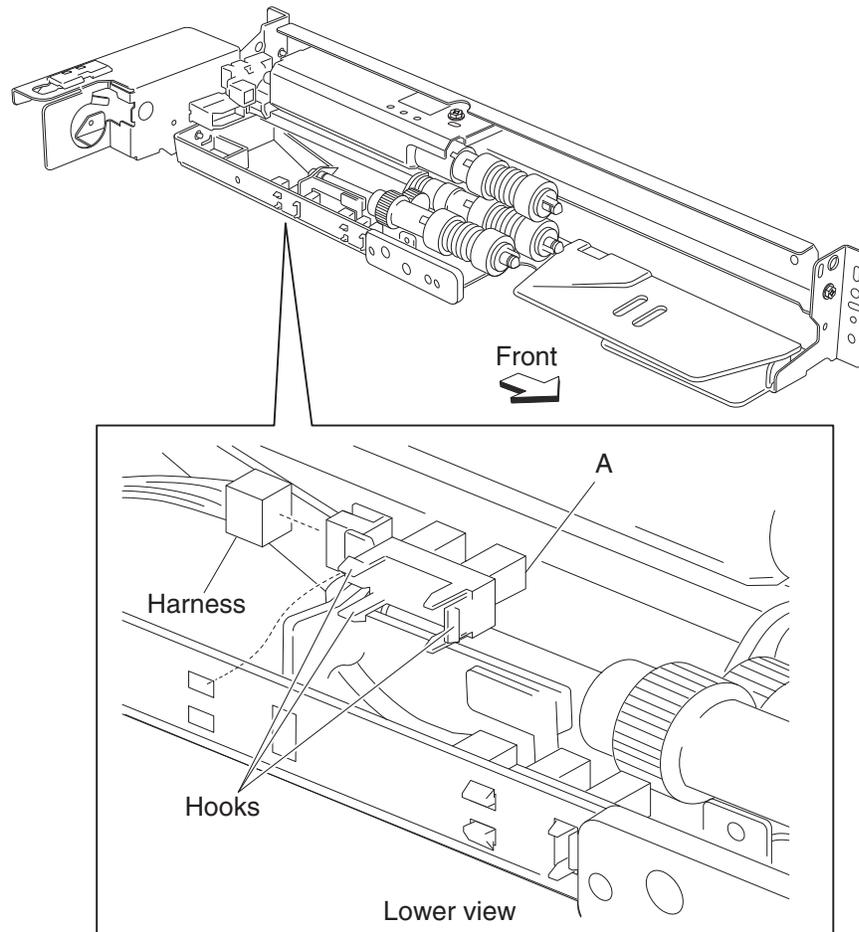
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2000-sheet dual input (TTM)—sensor (media level) removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-250** or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-246**.
2. Disconnect the connector from the sensor (media level) (A).
3. Release the hooks securing the sensor (media level) (A) to the media feed unit assembly.
4. Remove the sensor (media level) (A).



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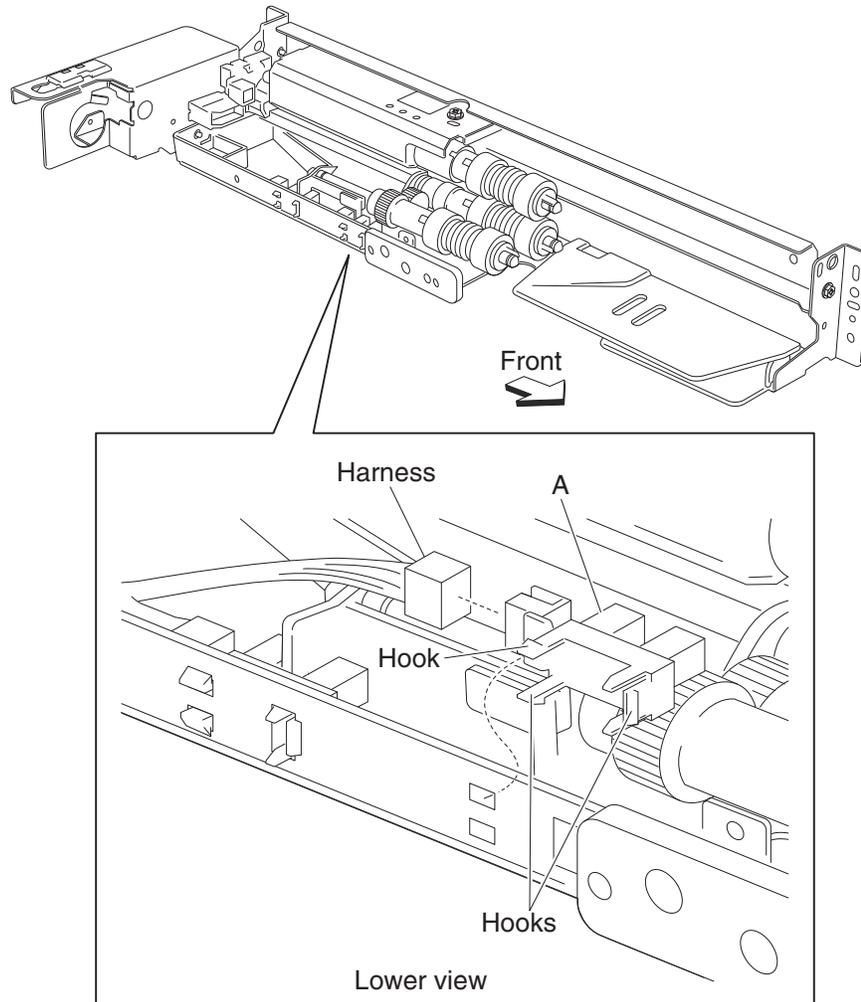
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2000-sheet dual input (TTM)—sensor (media out) removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-250** or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-246**.
2. Remove the media out actuator. See **“2000-sheet dual input (TTM)—media out actuator removal” on page 4-260**.
3. Disconnect the connector from the sensor (media out) (A).
4. Release the hooks securing the sensor (media out) (A) to the media feed unit assembly.
5. Remove the sensor (media out) (A).



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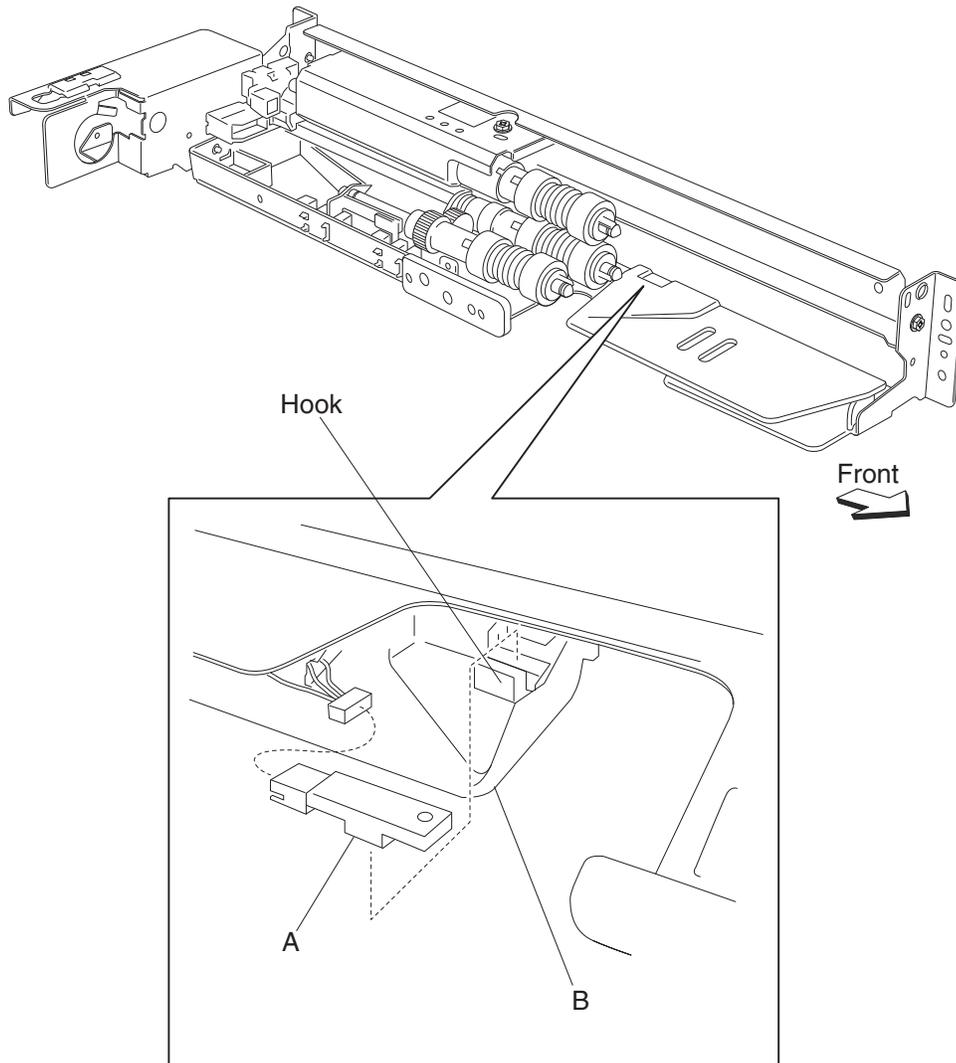
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2000-sheet dual input (TTM)—sensor (pre-feed) removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-250** or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-246**.
2. Remove the sensor (pre-feed) (A) from the feed unit front guide (B).
3. Disconnect the connector from the sensor (pre-feed) (A).



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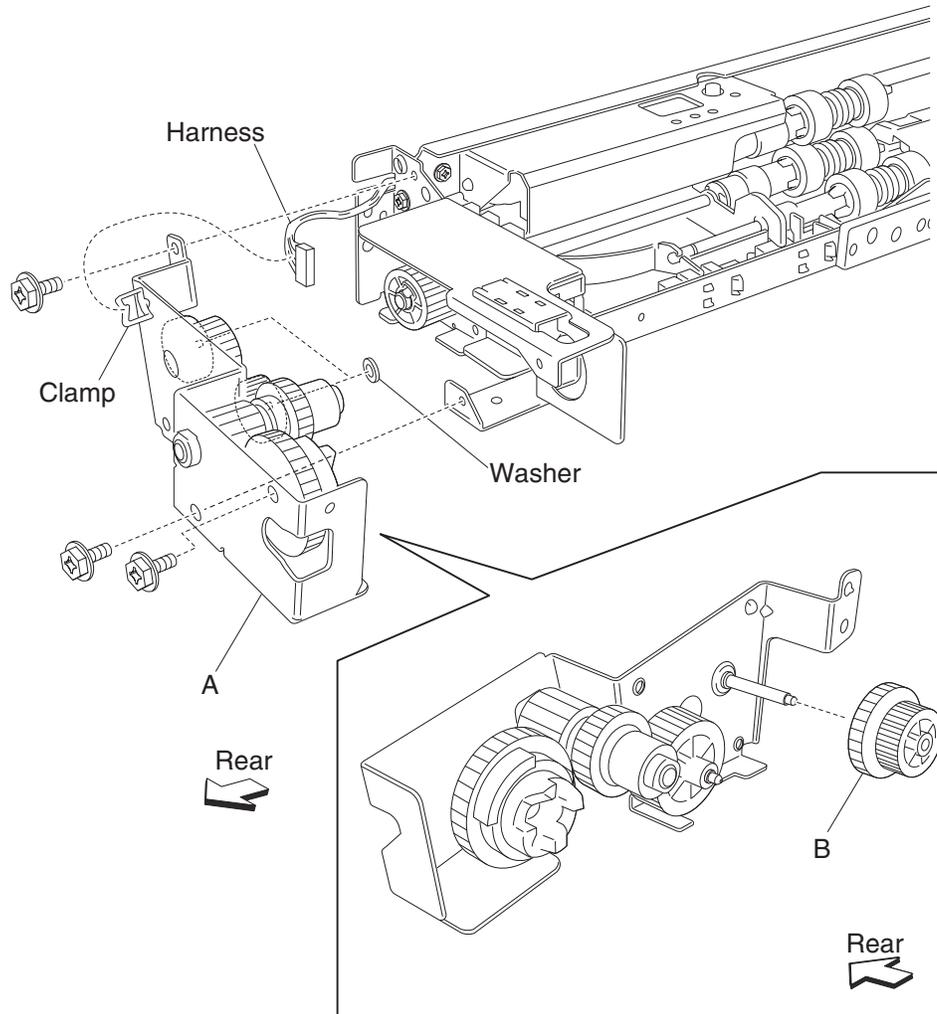


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2000-sheet dual input (TTM)—media feed unit drive gear 28 / 21 tooth removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-250** or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-246**.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).

Note: The gears may become detached from the bracket (A).
5. Remove the feed unit drive gear - 28 tooth / 21 tooth (B).



Note: Before re-installing, ensure all gears and washers are securely attached to the bracket (A).

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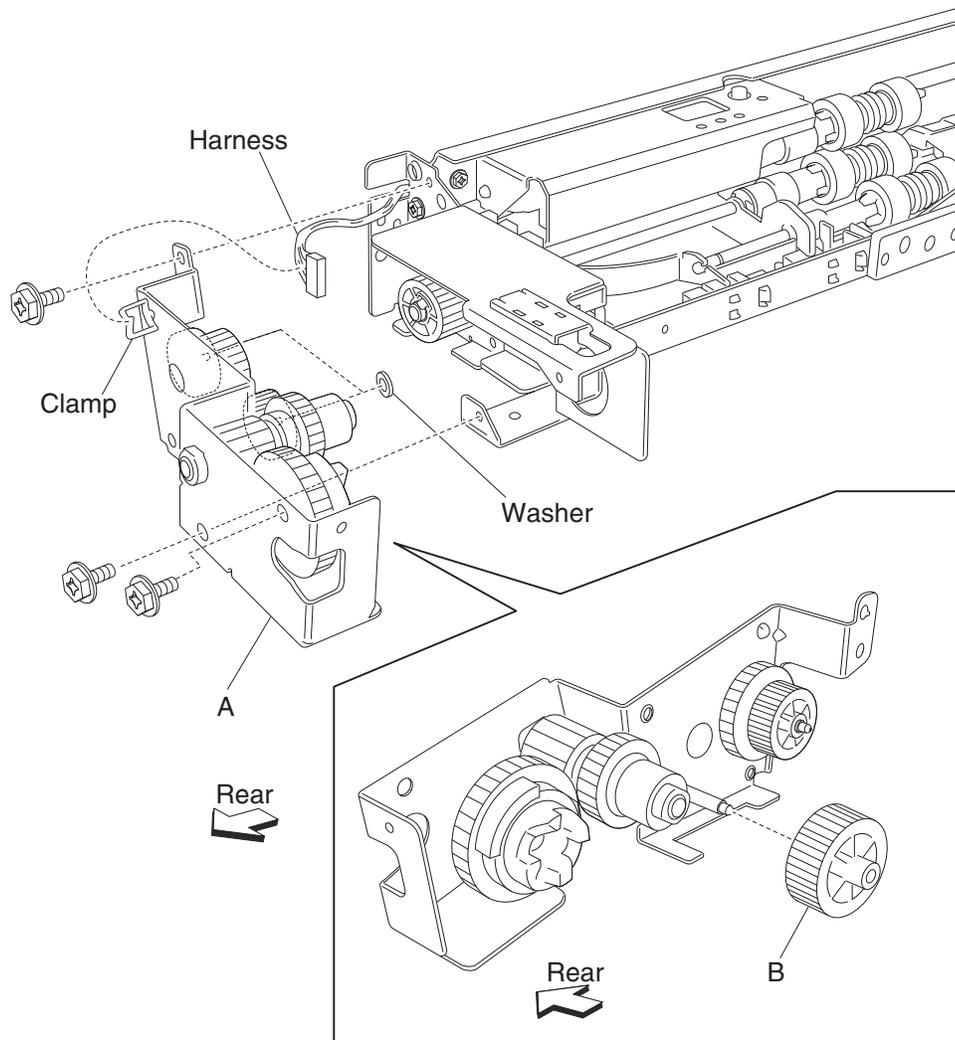
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2000-sheet dual input (TTM)—media feed unit drive gear 29 tooth removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)” on page 4-250** or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)” on page 4-246**.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).
Note: The gears may become detached from the bracket (A).
5. Remove the feed unit drive gear - 28 tooth / 21 tooth (B).



Note: Before re-installing, ensure all gears and washers are securely attached to the bracket (A).

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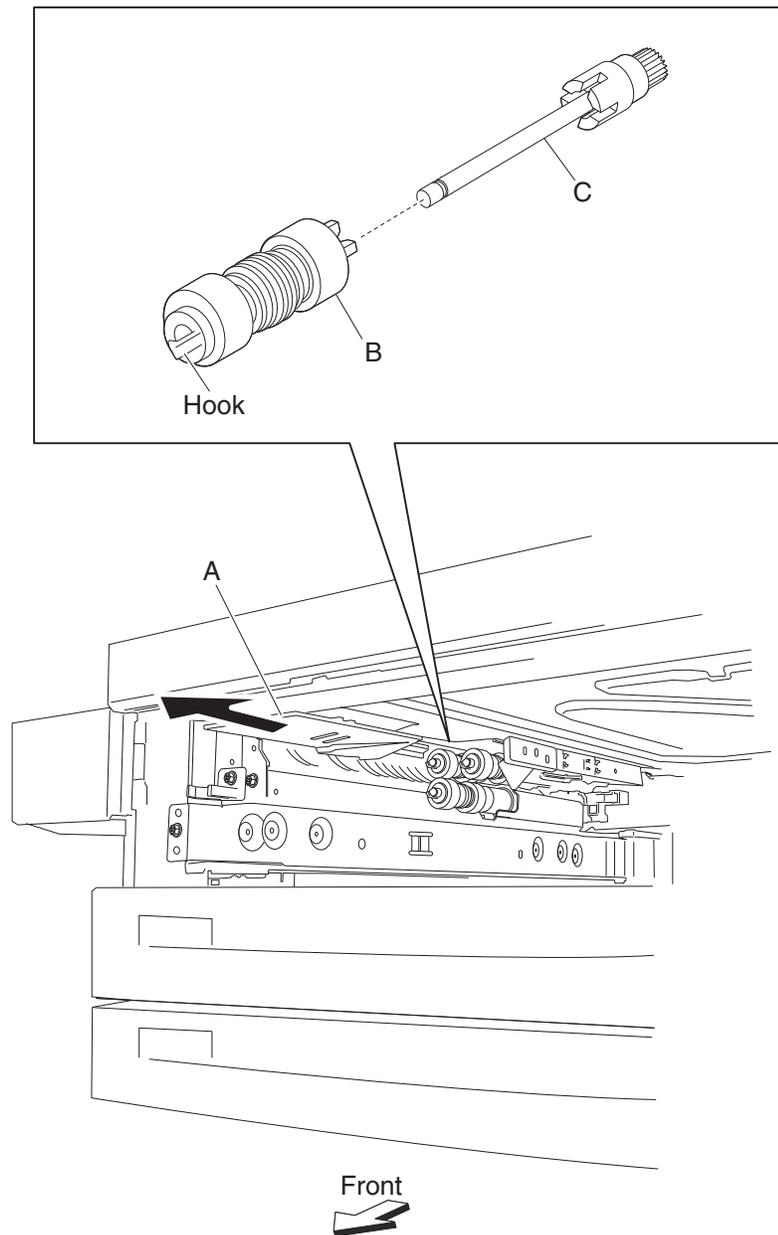


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2000-sheet dual input (TTM)—feed roll removal

1. Remove the media tray assembly.
2. Move the feed unit front guide (A) in the direction of the arrow.
3. Release the hook securing the feed roll (B) to the shaft (C).
4. Remove the feed roll (B).

Note: Do not touch the rubber surface of the feed roll (B).

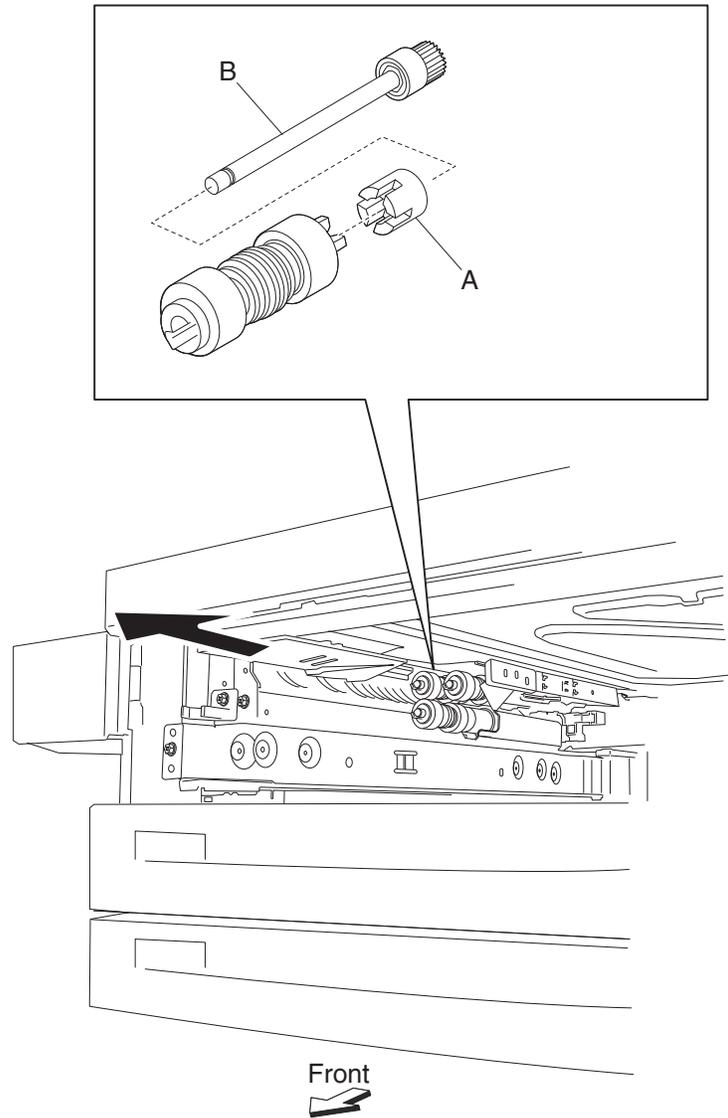


Note: Before re-installing, do not touch the rubber surface of the feed roll (B).



2000-sheet dual input (TTM)—feed roll one-way clutch removal

1. Remove the media tray assembly.
2. Remove the feed roll. See **“2000-sheet dual input (TTM)—feed roll removal”** on page 4-266.
3. Remove the feed roll one-way clutch (A) from the shaft (B).



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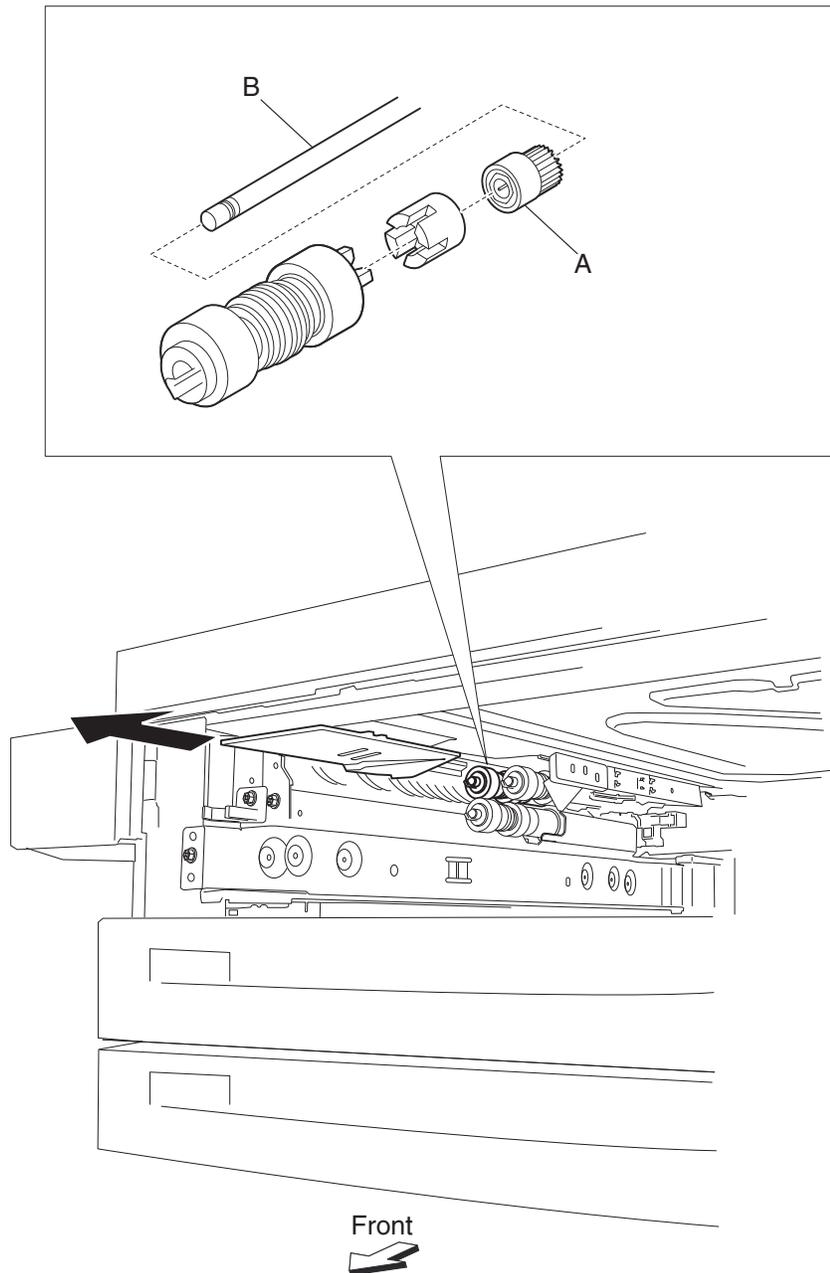
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2000-sheet dual input (TTM)—one-way 22 tooth removal

1. Remove the media tray assembly.
2. Remove the feed roll. See **“2000-sheet dual input (TTM)—feed roll removal” on page 4-266.**
3. Remove the feed roll one-way clutch. See **“2000-sheet dual input (TTM)—feed roll one-way clutch removal” on page 4-267.**
4. Remove the feed roll one-way gear 22 tooth (A).



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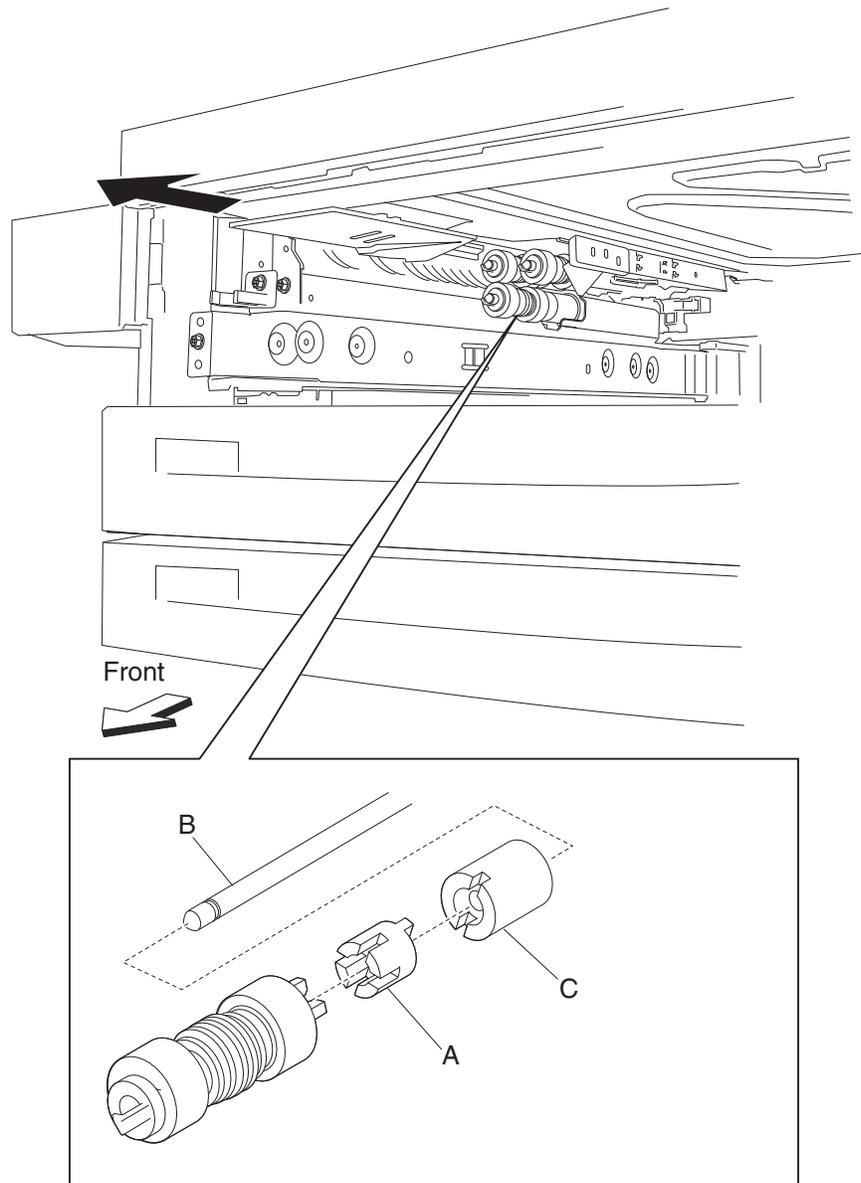
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2000-sheet dual input (TTM)—separation roll one-way friction clutch removal

1. Remove the media tray assembly.
2. Remove the separation roll. See [“2000-sheet dual input \(TTM\)—separation roll removal” on page 4-270.](#)
3. Remove the separation roll spacer (A).
4. Remove the separation roll one-way friction clutch (B).



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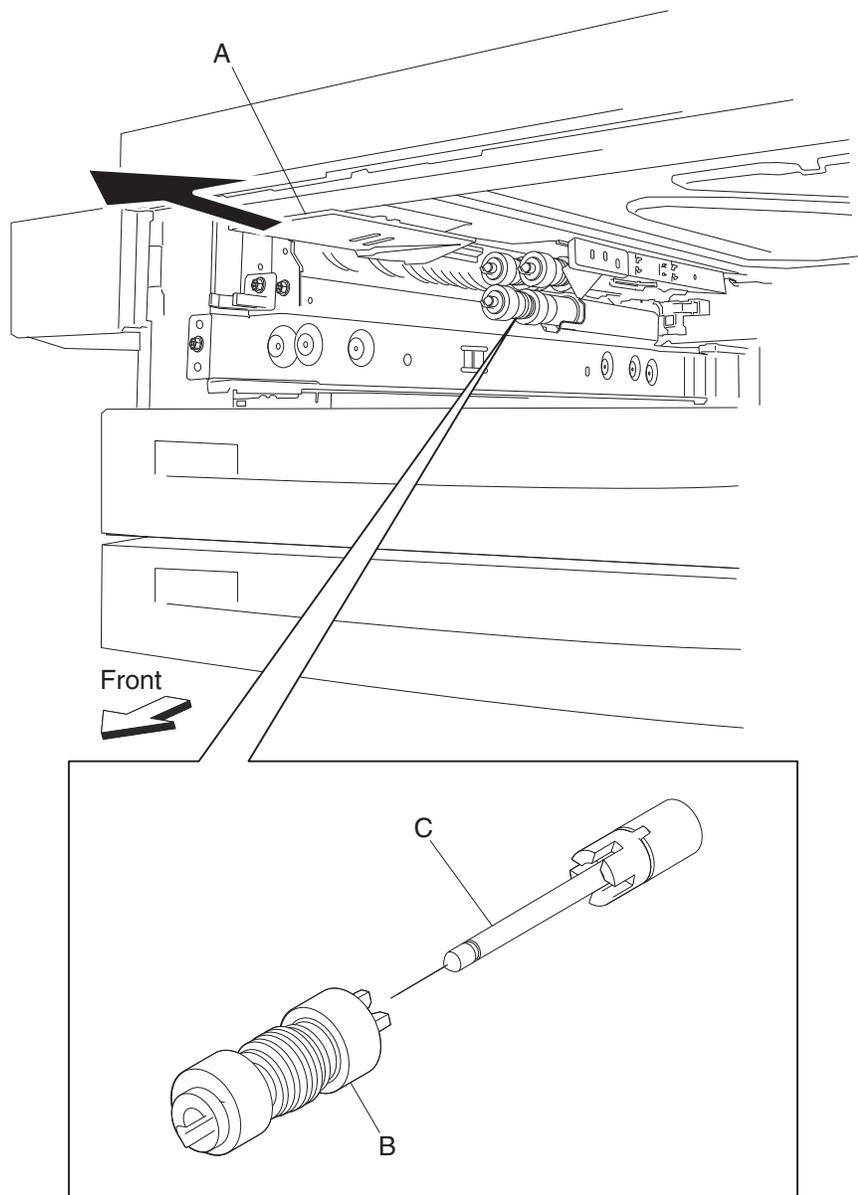
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2000-sheet dual input (TTM)—separation roll removal

1. Remove the media tray assembly.
2. Move the feed unit front guide (A) in the direction of the arrow.
3. Release the hook securing the separation roll (B) to the shaft (C).



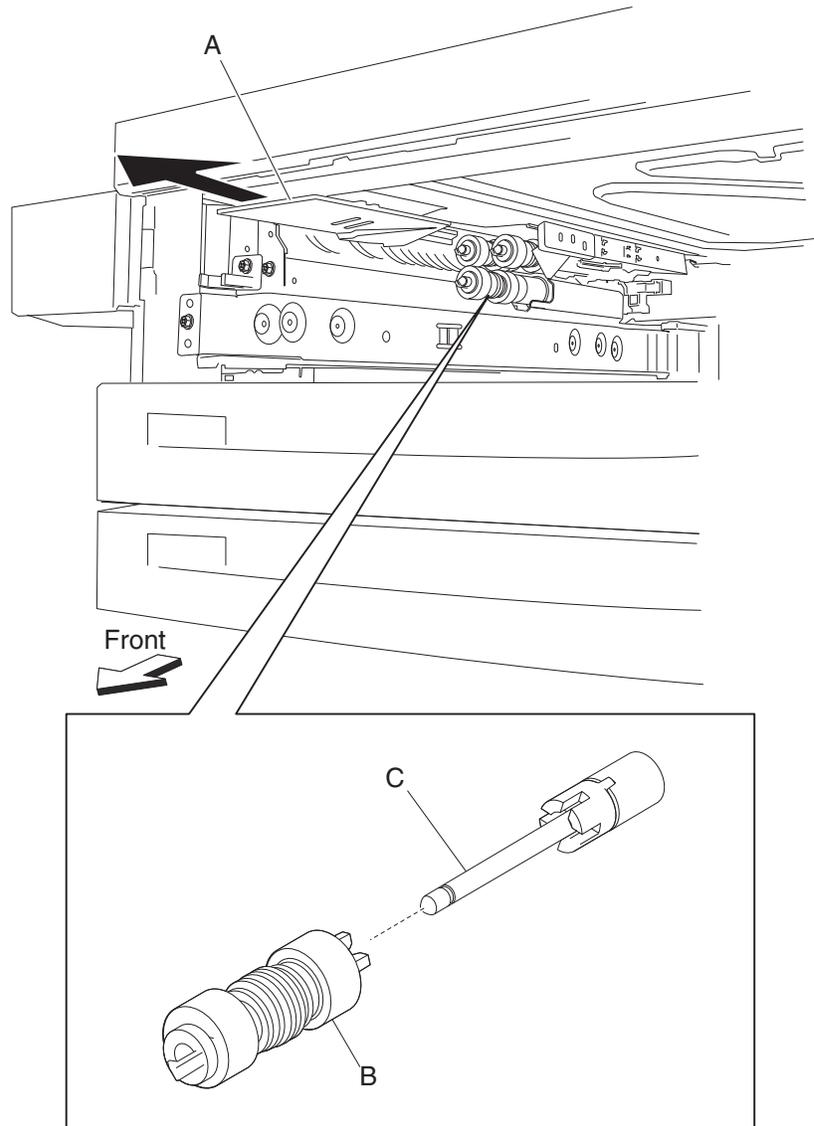
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4. Remove the separation roll (B).**Note:** Do not touch the rubber surface of the feed roll (B).**Note:** Before re-installing, do not touch the rubber surface of the separation roll (B).

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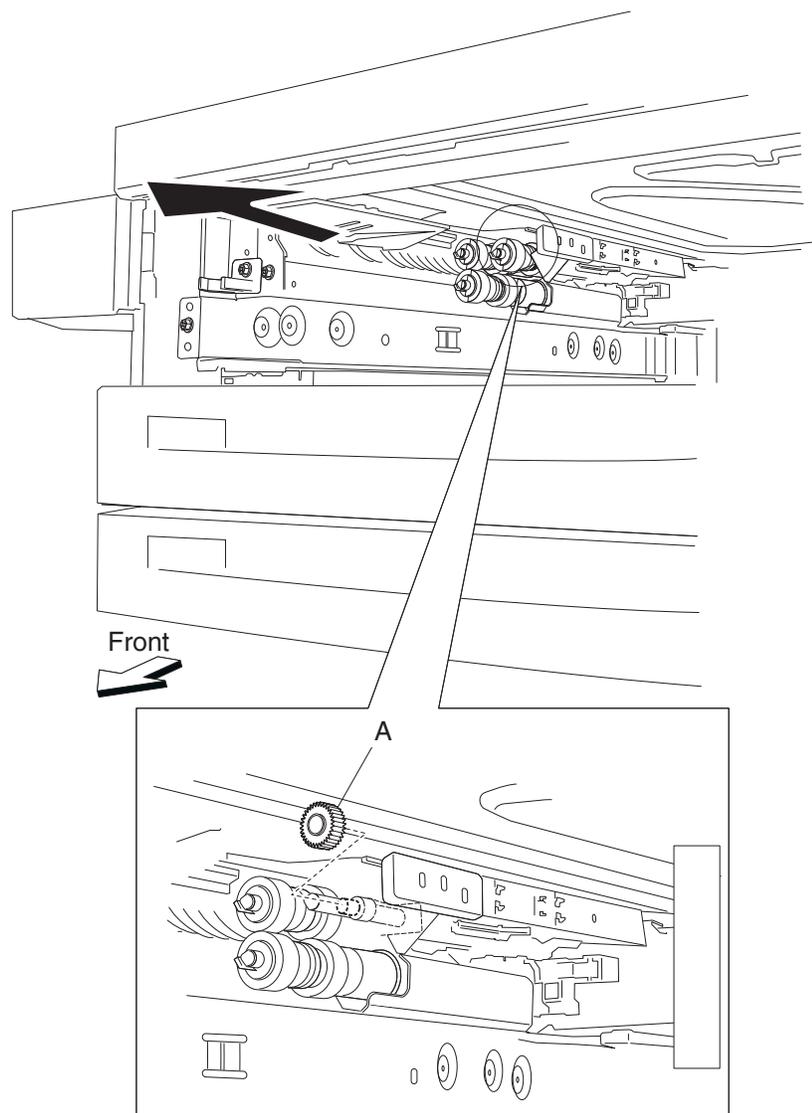
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2000-sheet dual input (TTM)—pick roll idler gear 33 tooth removal

1. Remove the media tray assembly.
2. Remove the pick roll. See **“2000-sheet dual input (TTM)—pick roll removal” on page 4-273.**
3. Remove the pick roll drive gear 25 tooth. See **“2000-sheet dual input (TTM)—pick roll drive gear 25 tooth removal” on page 4-274.**
4. Remove the pick roll idler gear 33 tooth (A).



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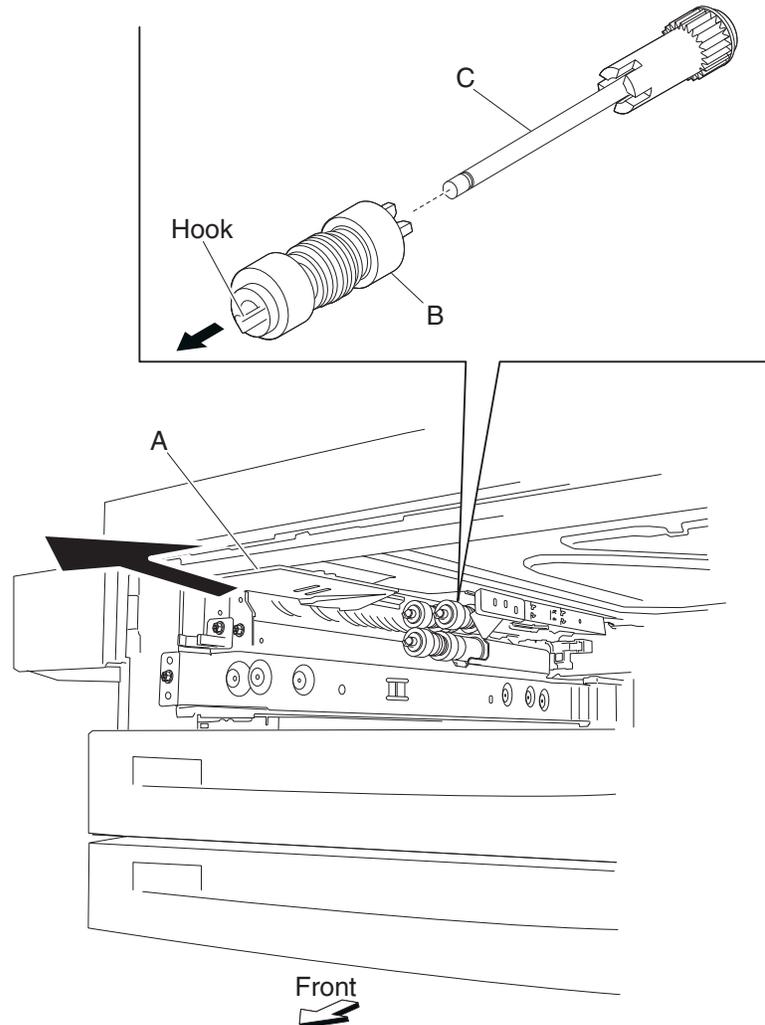


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2000-sheet dual input (TTM)—pick roll removal

1. Remove the media tray assembly.
2. Move the front guide (A) in the direction of the arrow.
3. Release the hook securing the pick roll (B) to the shaft (C).
4. Remove the pick roll (B).

Note: Do not touch the rubber surface of the feed roll (B).



Note: Before re-installing, do not touch the rubber surface of the pick roll (B).

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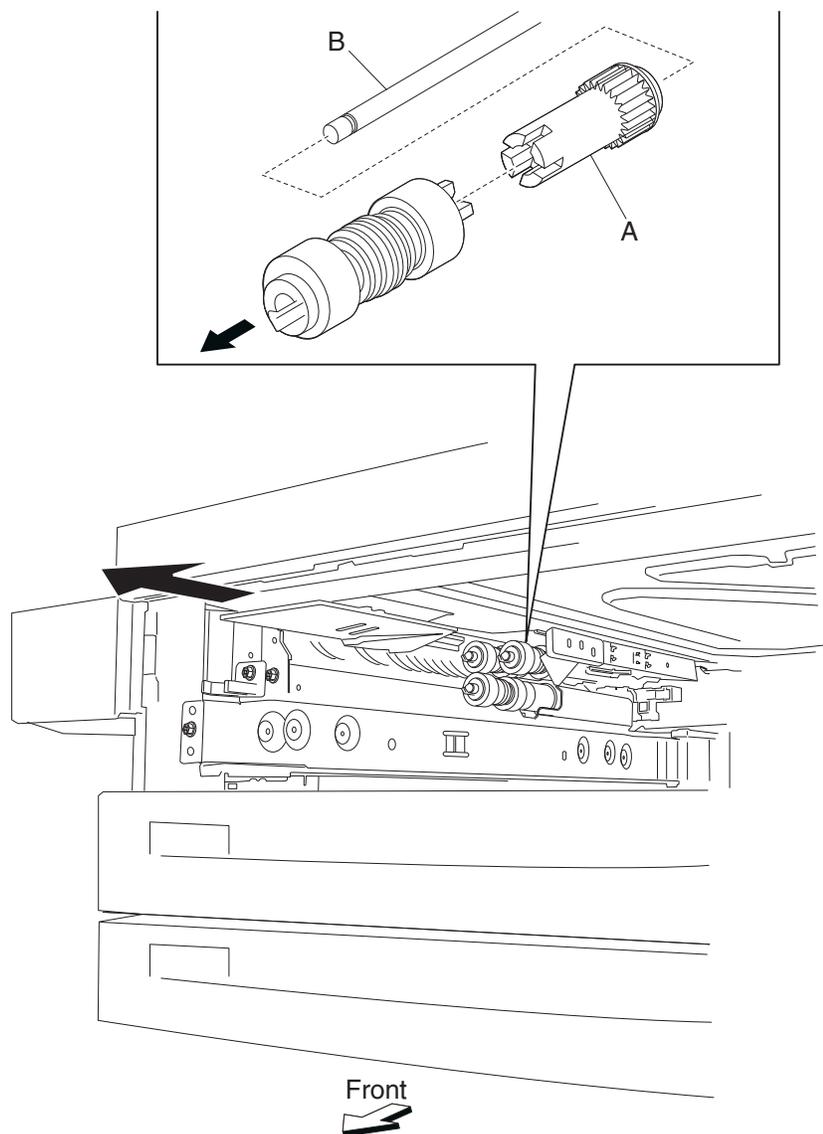
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2000-sheet dual input (TTM)—pick roll drive gear 25 tooth removal

1. Remove the media tray assembly.
2. Remove the pick roll. See **“2000-sheet dual input (TTM)—pick roll removal”** on page 4-273.
3. Remove the pick roll drive gear 25 tooth (A).



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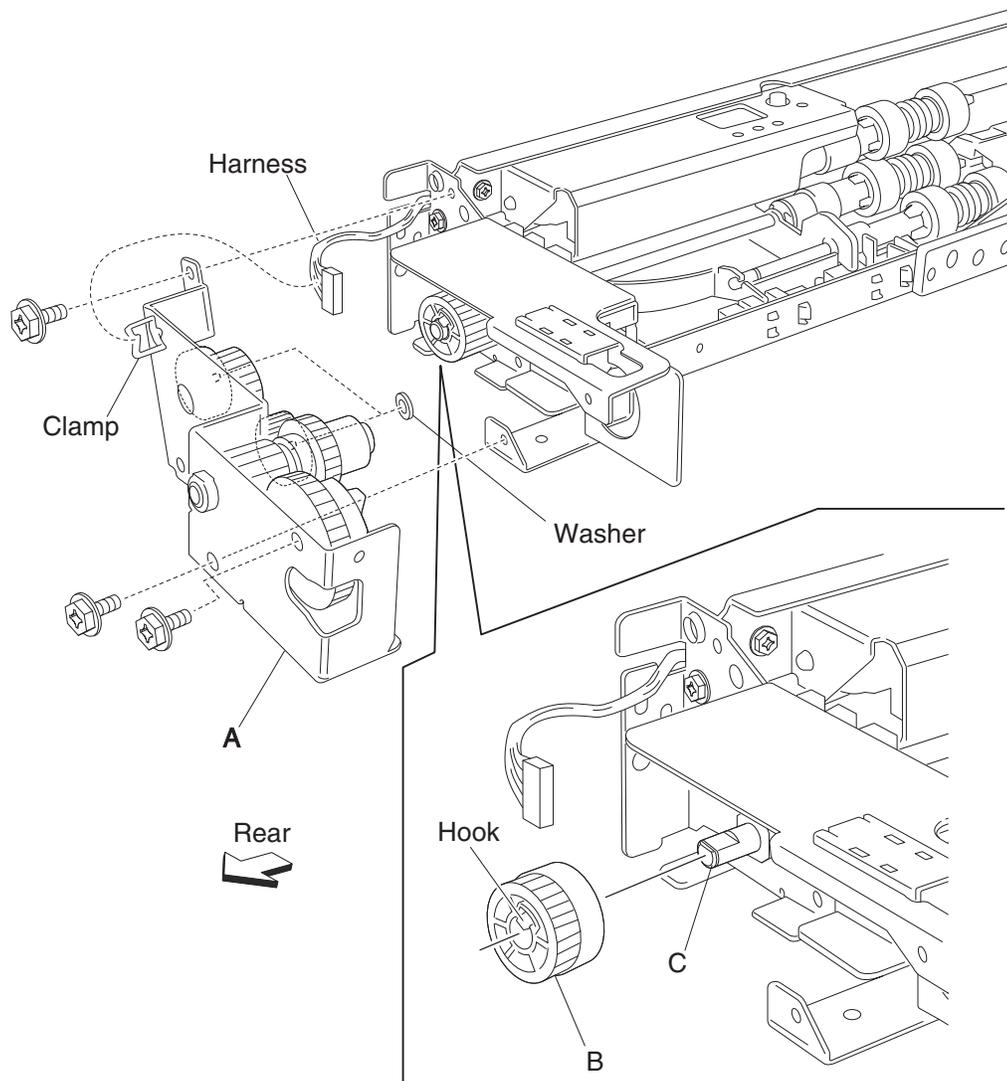


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2000-sheet dual input (TTM)—feed unit drive gear 27 tooth removal

1. Remove the media feed unit assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)”** on page 4-250 or **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 4)”** on page 4-246.
2. Remove the harness from the bracket (A).
3. Remove the three screws securing the bracket (A) to the media feed unit assembly.
4. Remove the bracket (A).

Note: The gears may become detached from the bracket (A).
5. Remove the hook securing the feed unit drive gear - 27 tooth (B) to the shaft (C).
6. Remove the feed unit drive gear - 27 tooth (B).



Note: Before re-installing, ensure all gears and washers are securely attached to the bracket (A).

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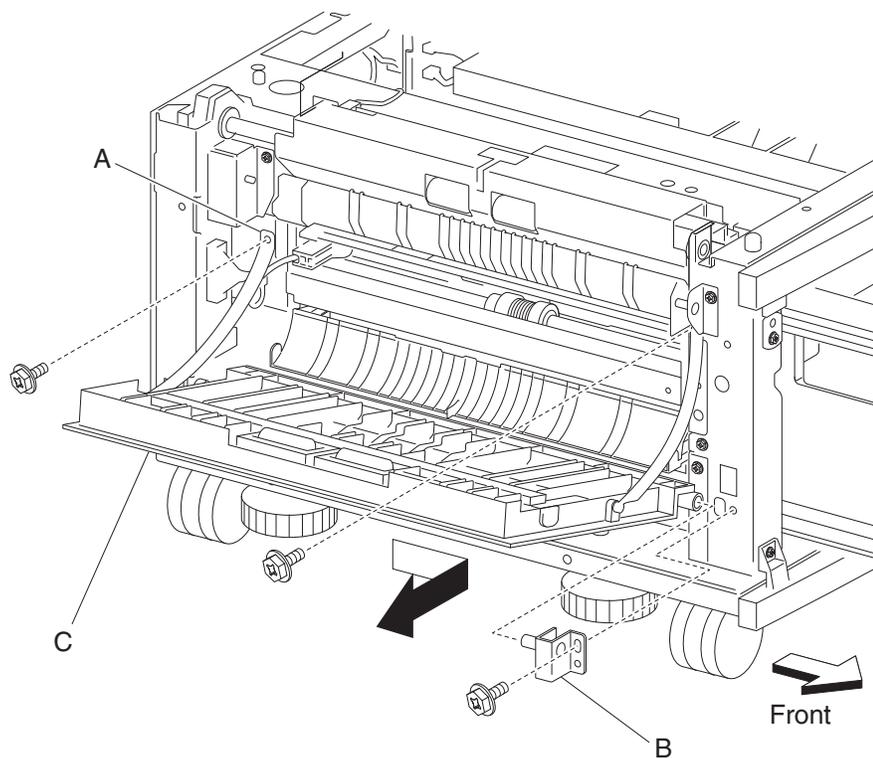
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2000-sheet dual input (TTM)—2TM/TTM left door assembly removal

1. Open the 2TM/TTM left door assembly.
2. Remove one screw securing the 2TM/TTM left door support strap (A).
3. Remove one screw securing the bracket (B).
4. Remove the bracket (B).
5. Move the 2TM/TTM left door assembly (C) toward the right and outward in the direction of the arrow.
6. Remove the 2TM/TTM left door assembly (C).



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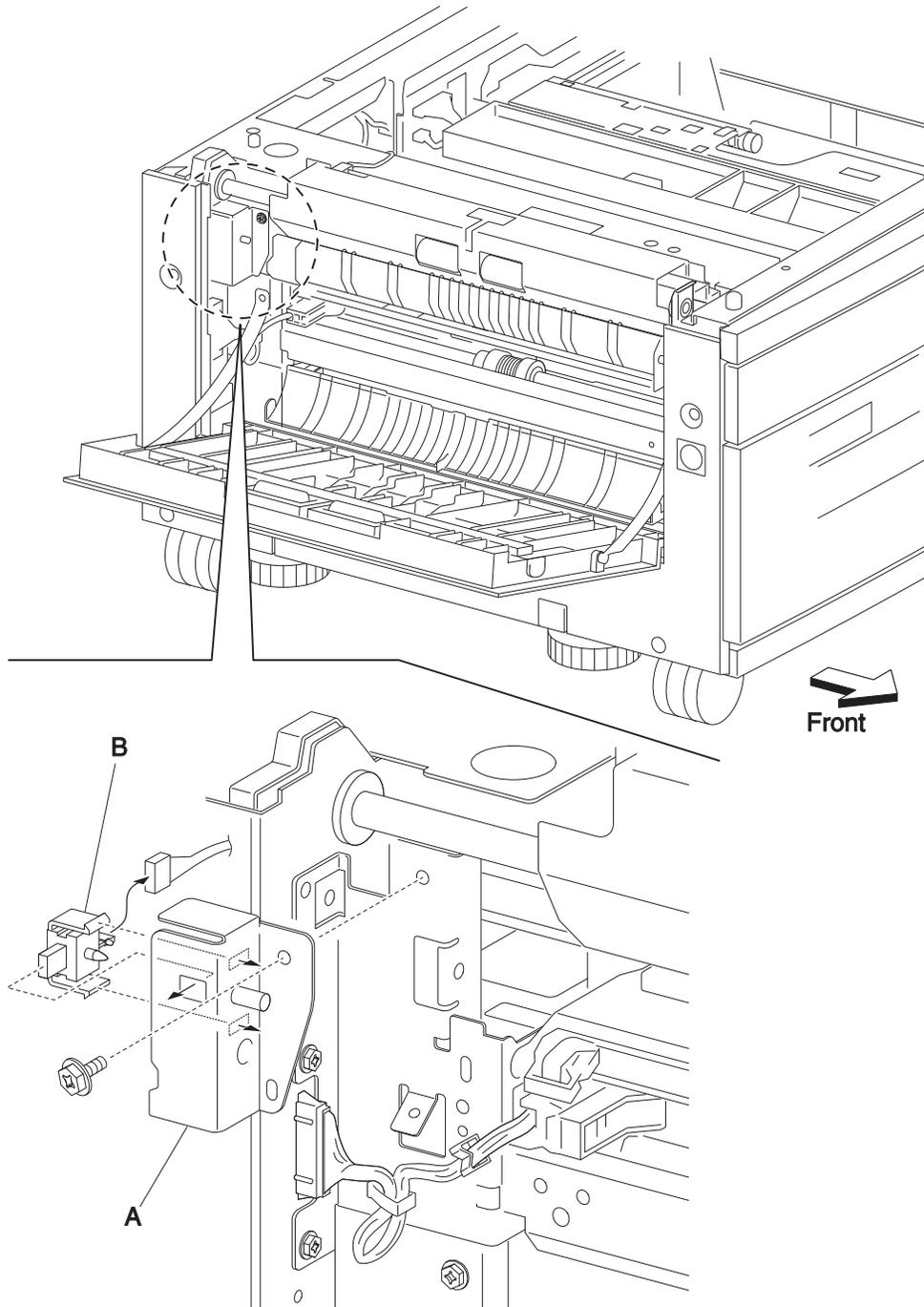
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2000-sheet dual input (TTM)—switch (2TM/TTM left door interlock) removal

1. Open the left door assembly.
2. Remove the screw securing the bracket (A).
3. Remove the bracket (A).
4. Disconnect the connector from the switch (2TM/TTM left door interlock) (B).
5. Release the hooks securing the switch (2TM/TTM left door interlock) (B) to the bracket (A).
6. Remove the switch (2TM/TTM left door interlock) (B).



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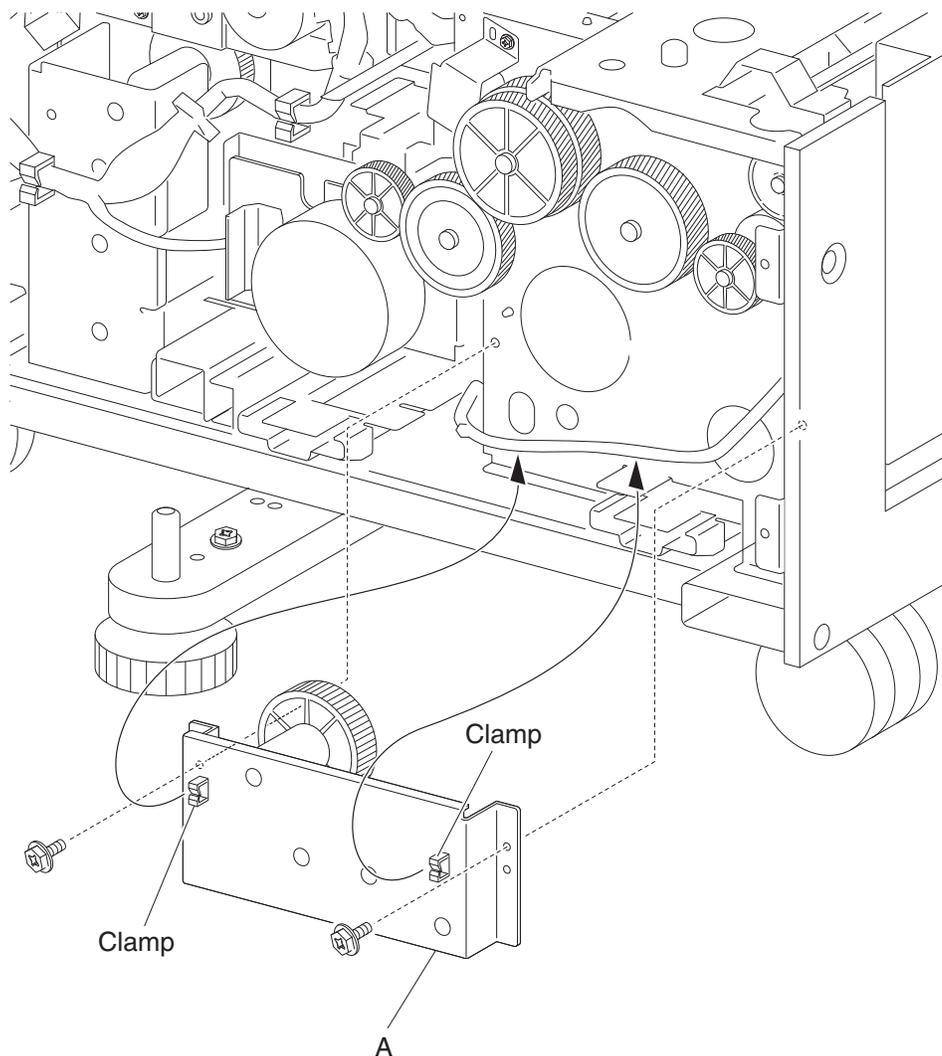
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2000-sheet dual input (TTM)—tray 3 lift gear assembly removal

1. Remove the rear cover. See **“2000-sheet dual input (TTM)—rear cover removal”** on page 4-219.
2. Remove the media feed unit 3 assembly. See **“2000-sheet dual input (TTM)—media feed unit assembly removal (tray 3)”** on page 4-250.
3. Release the harness from the clamp of the tray 3 lift gear assembly (A).
4. Remove two screws securing the tray 3 lift gear assembly (A).
5. Remove the tray 3 lift gear assembly (A).



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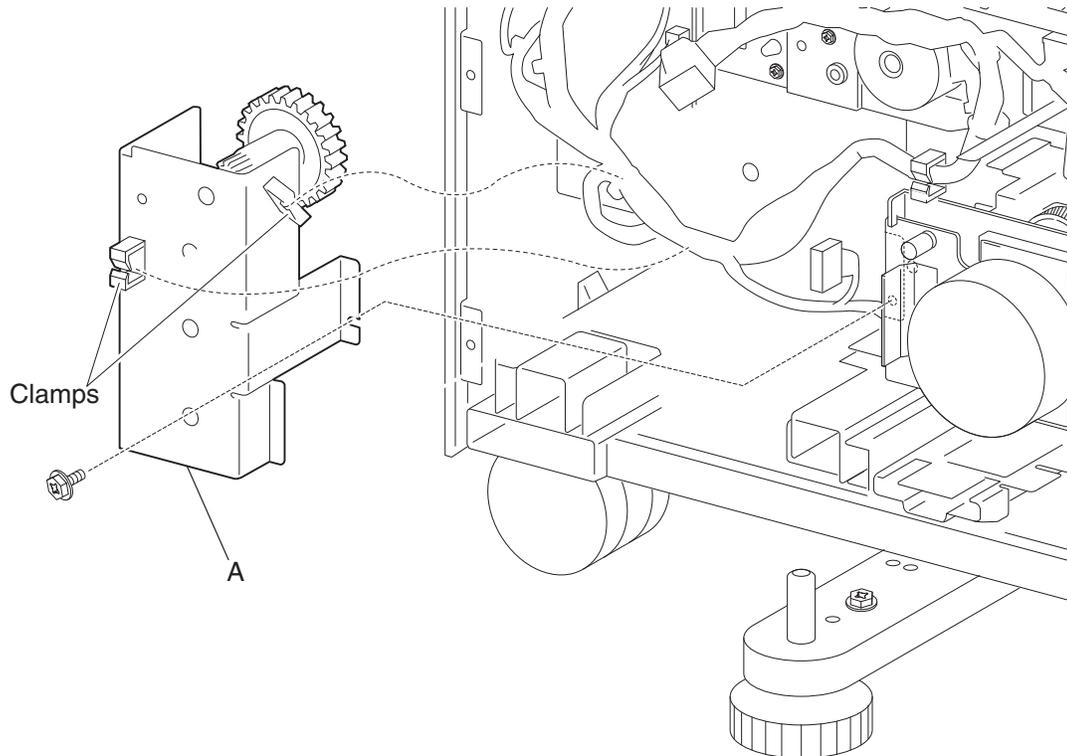
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2000-sheet dual input (TTM)—tray 4 lift gear assembly removal

1. Remove the rear cover. See **“2000-sheet dual input (TTM)—rear cover removal”** on page 4-219.
2. Remove the controller card assembly. See **“2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal”** on page 4-281.
3. Release the two harnesses from the clamp of the tray 4 lift gear assembly (A).
4. Remove two screws securing the tray 4 lift gear assembly (A).
5. Remove the tray 4 lift gear assembly (A).



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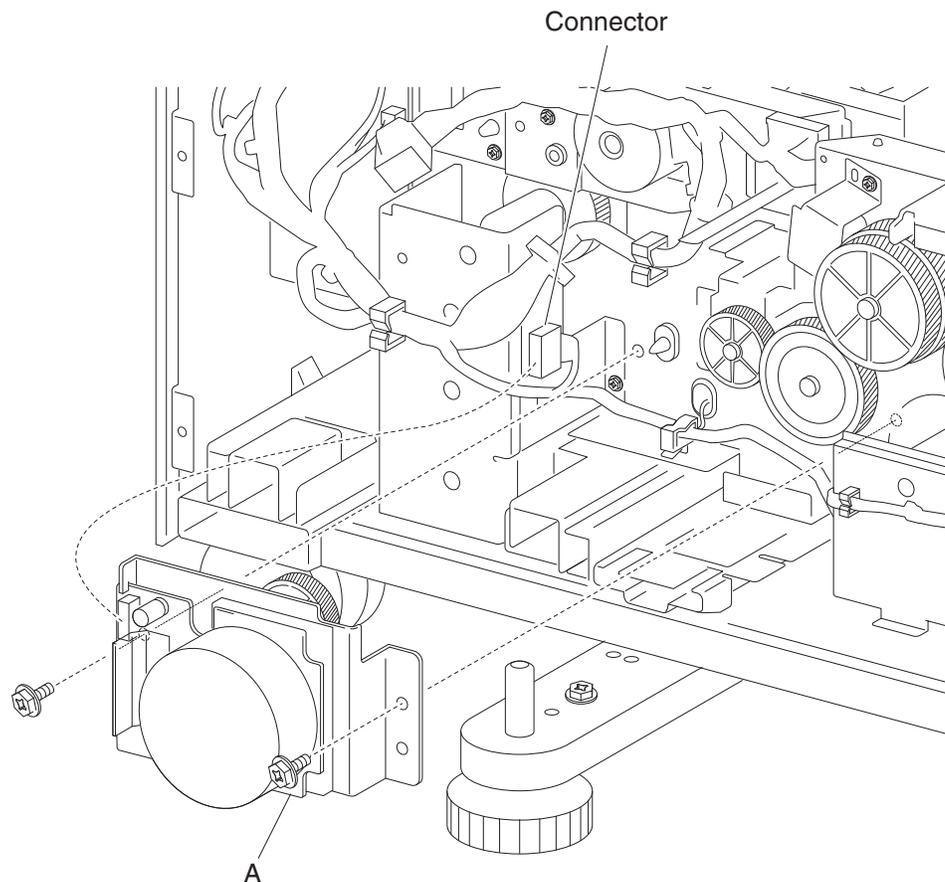
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2000-sheet dual input (TTM)—drive motor assembly removal

1. Remove the rear cover. See **“2000-sheet dual input (TTM)—rear cover removal”** on page 4-219.
2. Disconnect the connector from the 2TM/TTM drive motor (A).
3. Remove two screws securing the 2TM/TTM drive motor (A).
4. Remove the 2TM/TTM drive motor (A).



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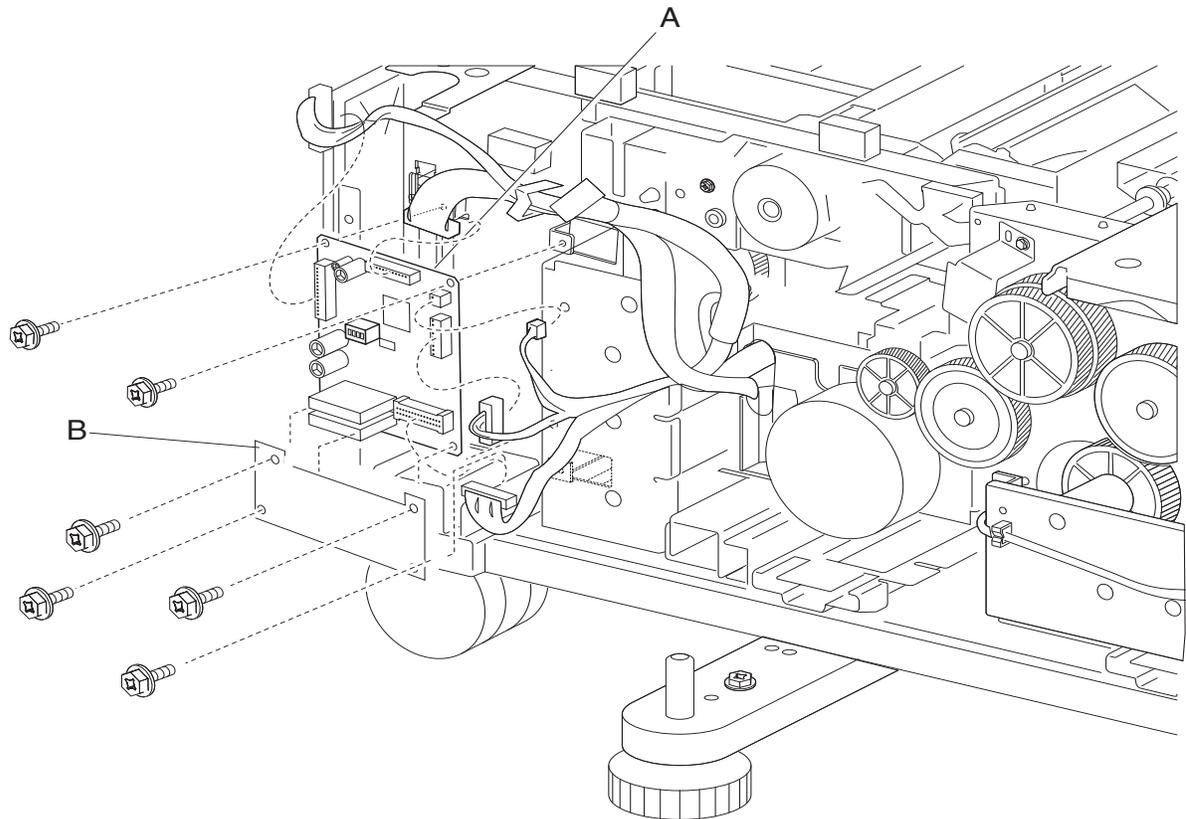
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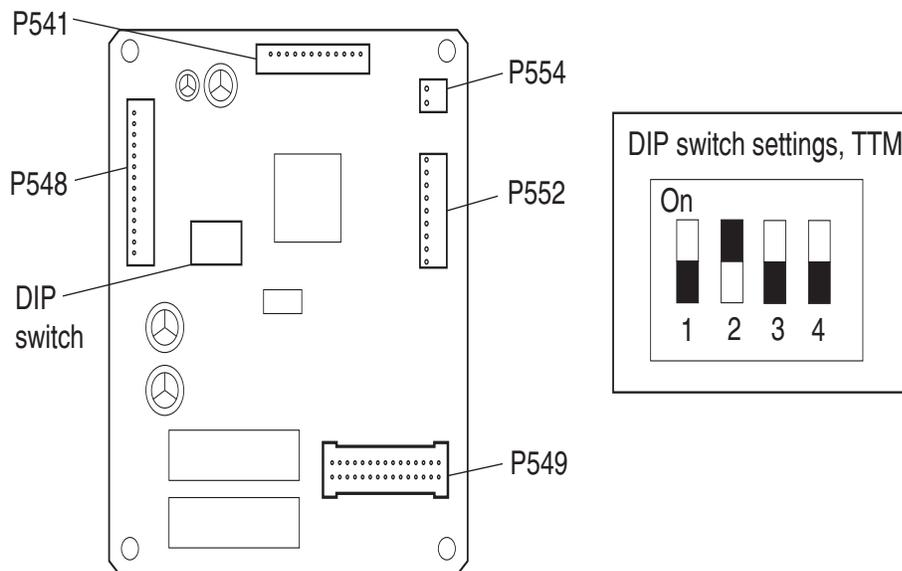
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2000-sheet dual input (TTM)—2TM/TTM controller card assembly removal

1. Remove the rear cover. See **"2000-sheet dual input (TTM)—rear cover removal"** on page 4-219.
2. Disconnect all the connectors from the 2TM/TTM controller card assembly (A).



3. Remove four screws securing the 2TM/TTM controller card assembly (A).
4. Remove the controller card assembly (A).



2TM /TTM control card

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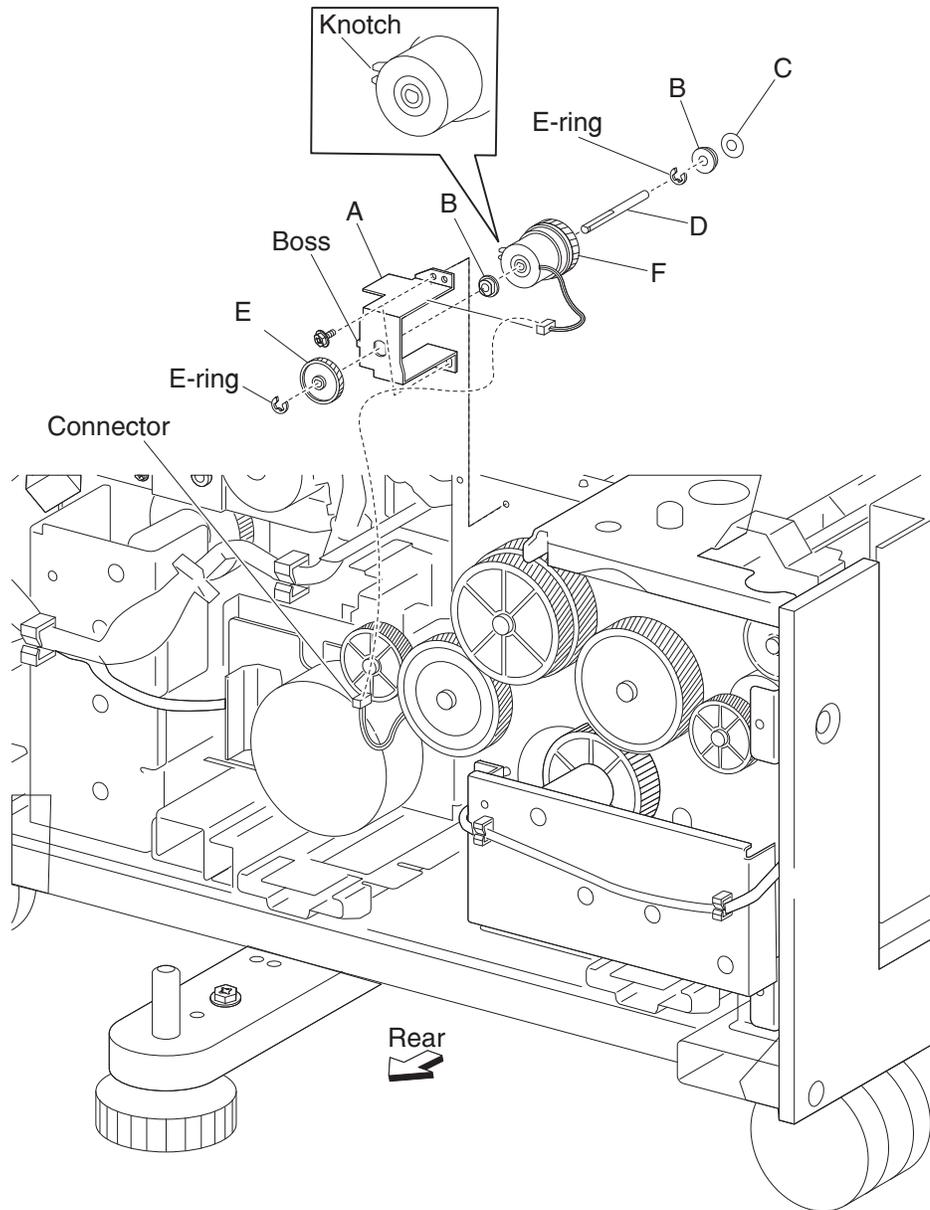
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2000-sheet dual input (TTM)—clutch removal

1. Remove the rear cover. See **“2000-sheet dual input (TTM)—rear cover removal”** on page 4-219.
2. Disconnect the connector from the machine to the bracket (A).
3. Remove two screws securing the bracket (A) to the frame assembly.
4. Remove the bracket (A).
Note: The bushing (B) and washer (C) may become detached from the shaft (D).
5. Remove the e-clip securing the clutch gear - 38 tooth (E) to the shaft (D) using a prying tool, and remove the clutch gear - 38 tooth (E).
6. Disconnect the harness connector to the 2TM/TTM clutch (F) from the bracket (A).
7. Remove the 2TM/TTM clutch (F).



Note: Before re-installing:

- The notch on the 2TM/TTM clutch (F) must be placed over the boss of the bracket (A), as shown in the figure.

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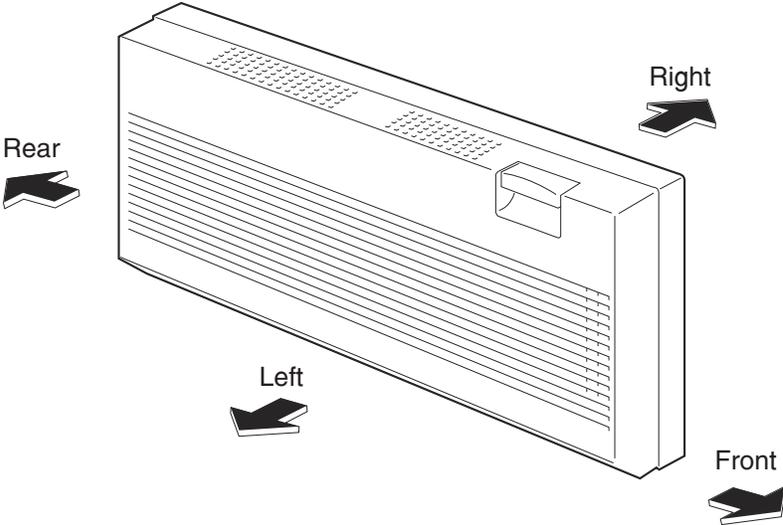
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- Ensure the harness does not come in contact with the gears.

Duplex unit removals



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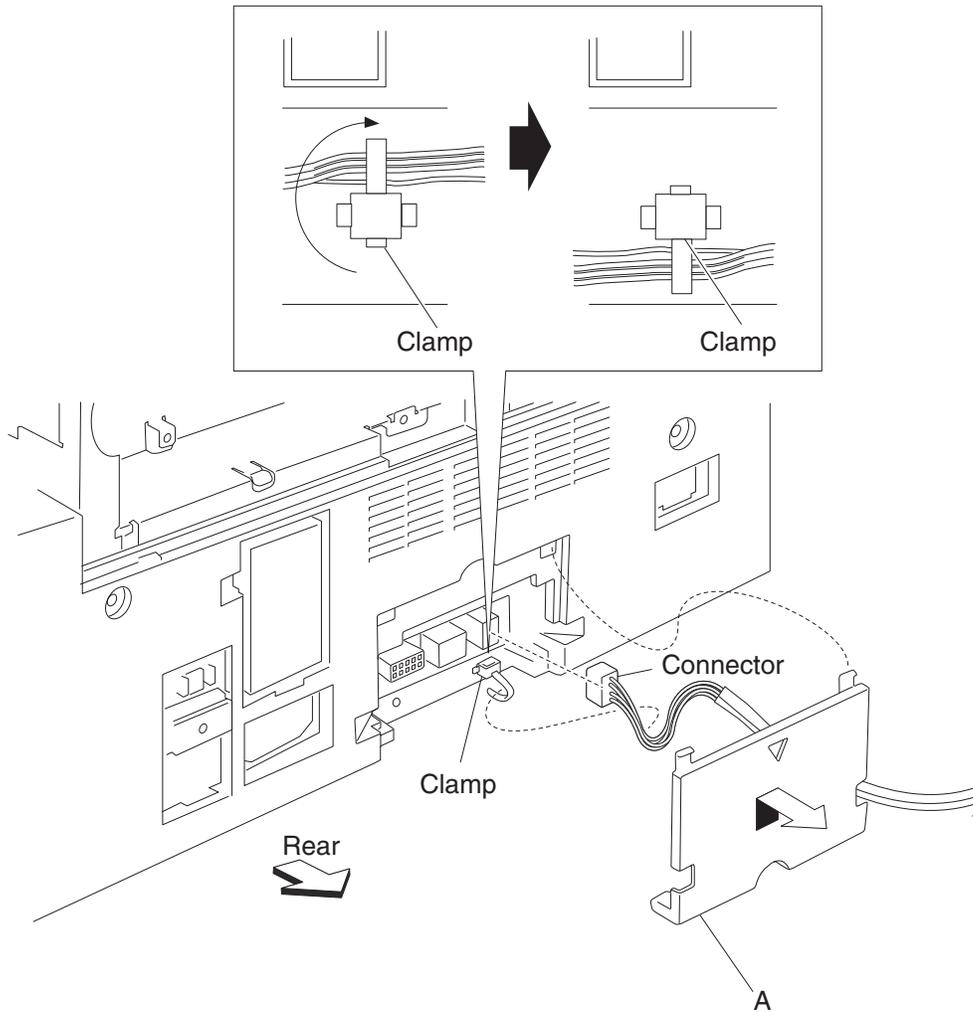
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Duplex unit assembly removal

1. Pull the option hookup cover (A) outward in the direction of the arrow to remove.
2. Disconnect the connector of the duplex unit assembly harness from the machine.
3. Release the duplex unit assembly harness clamp from the machine.
4. Open the duplex unit assembly.



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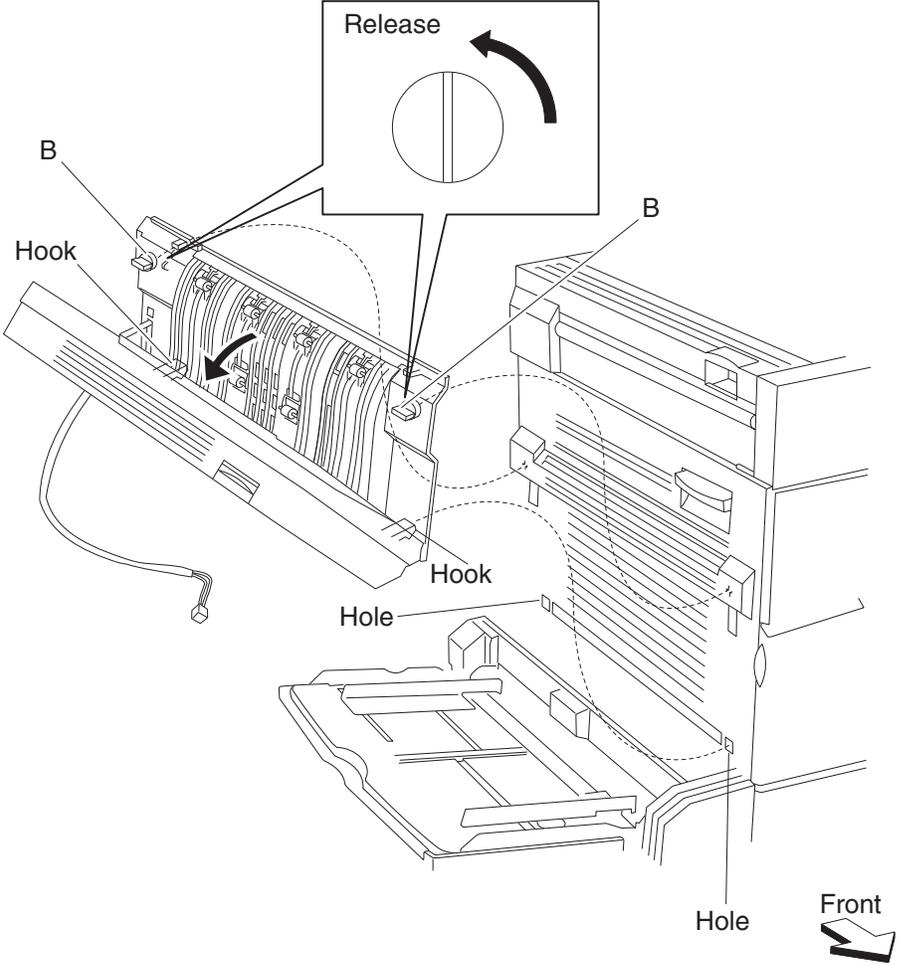


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- 5. Turn the two duplex docking locks (B) on the duplex unit assembly by 90 degrees counterclockwise to release the duplex unit assembly from the machine.
- 6. Remove the duplex unit assembly.



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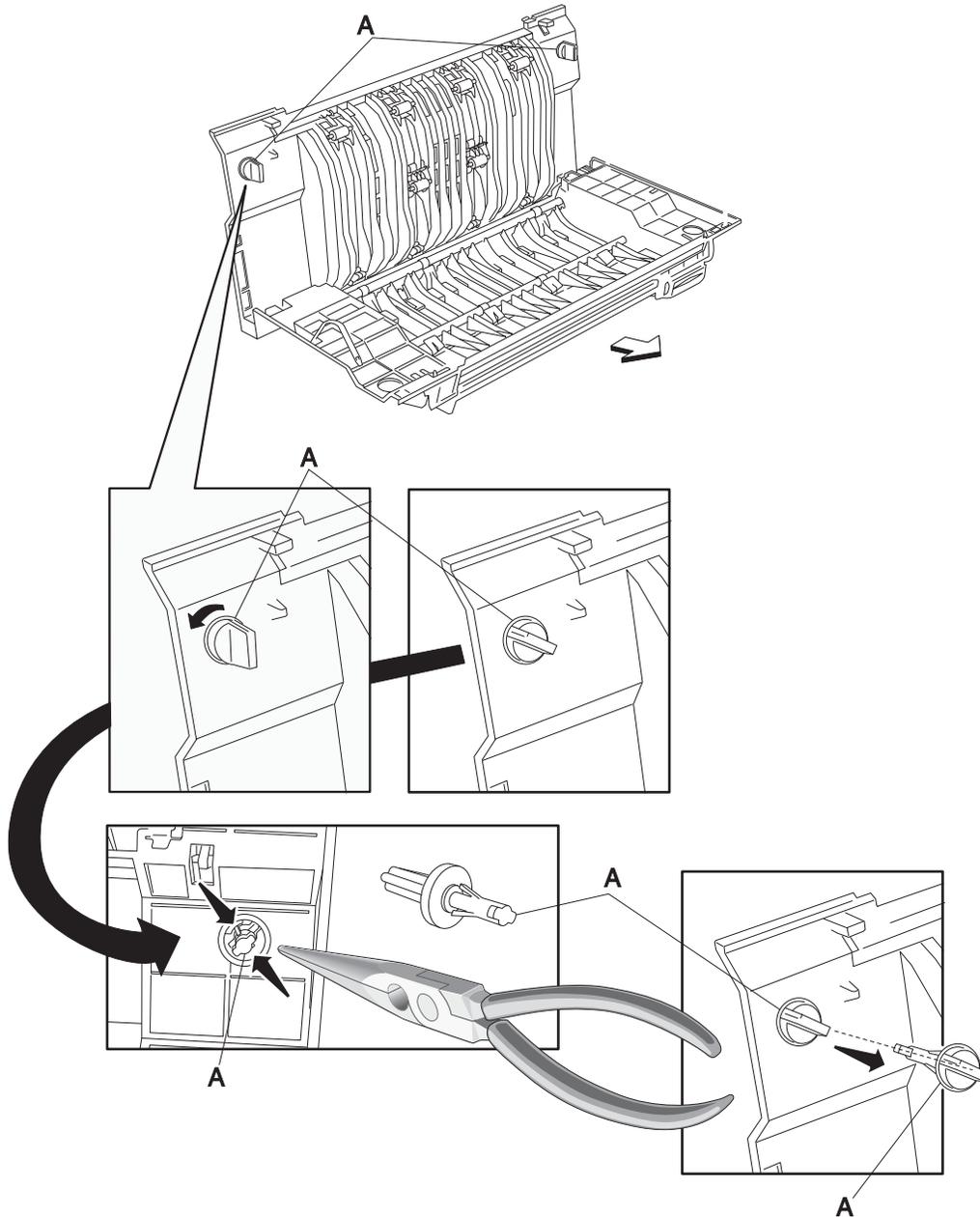
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Duplex docking locks removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Open the duplex unit assembly.
3. Turn the two duplex docking locks (A) 45 degrees, and release the hooks with needle nose pliers on the back side securing them to the duplex.
4. Remove the two duplex docking locks (A).



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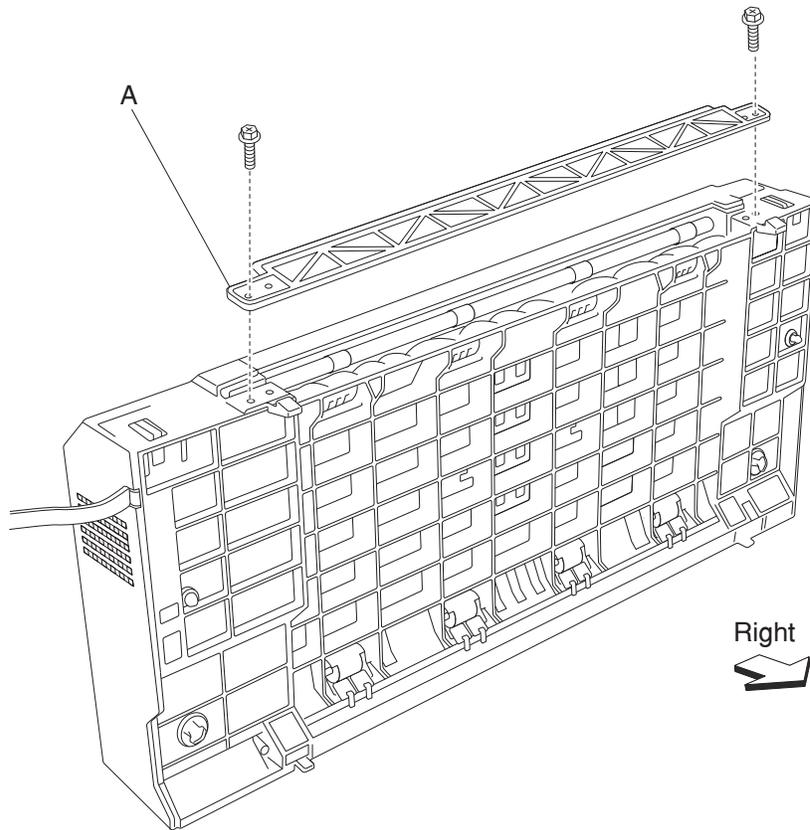
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Duplex support strap removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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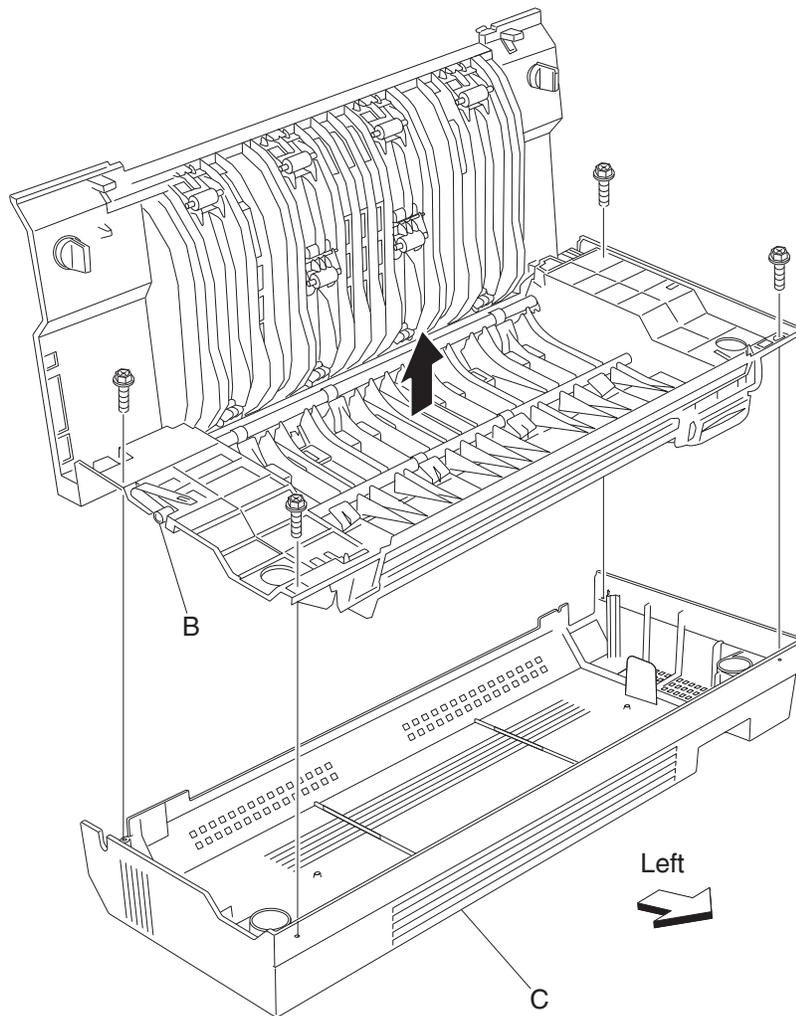


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.



6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).

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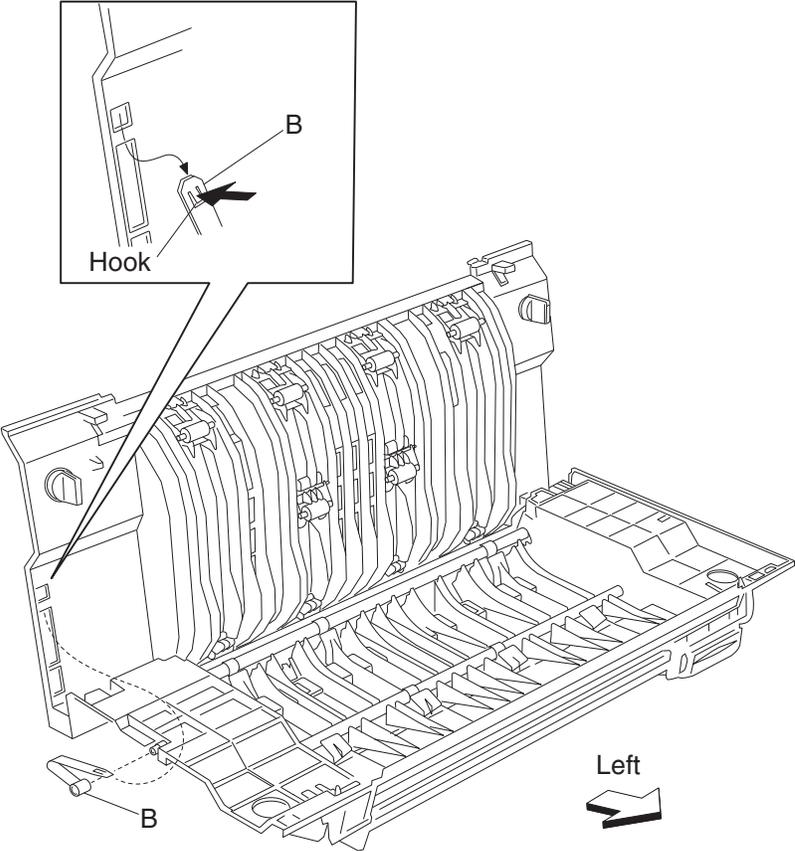


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8. Remove the duplex left door support strap (B) from the duplex unit assembly.



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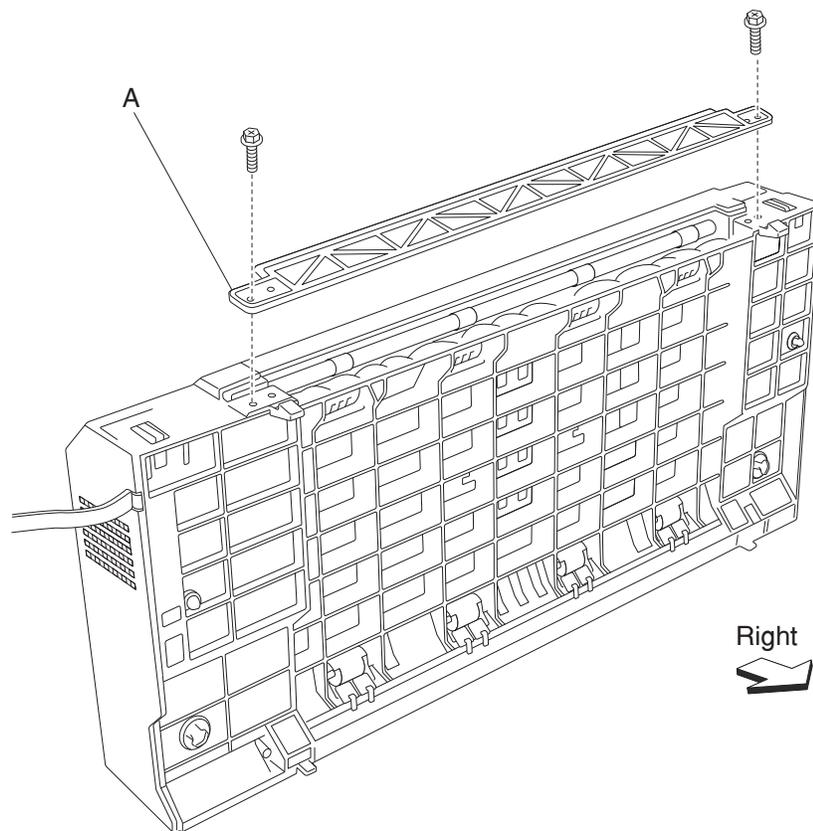
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Duplex drive gear 28 tooth removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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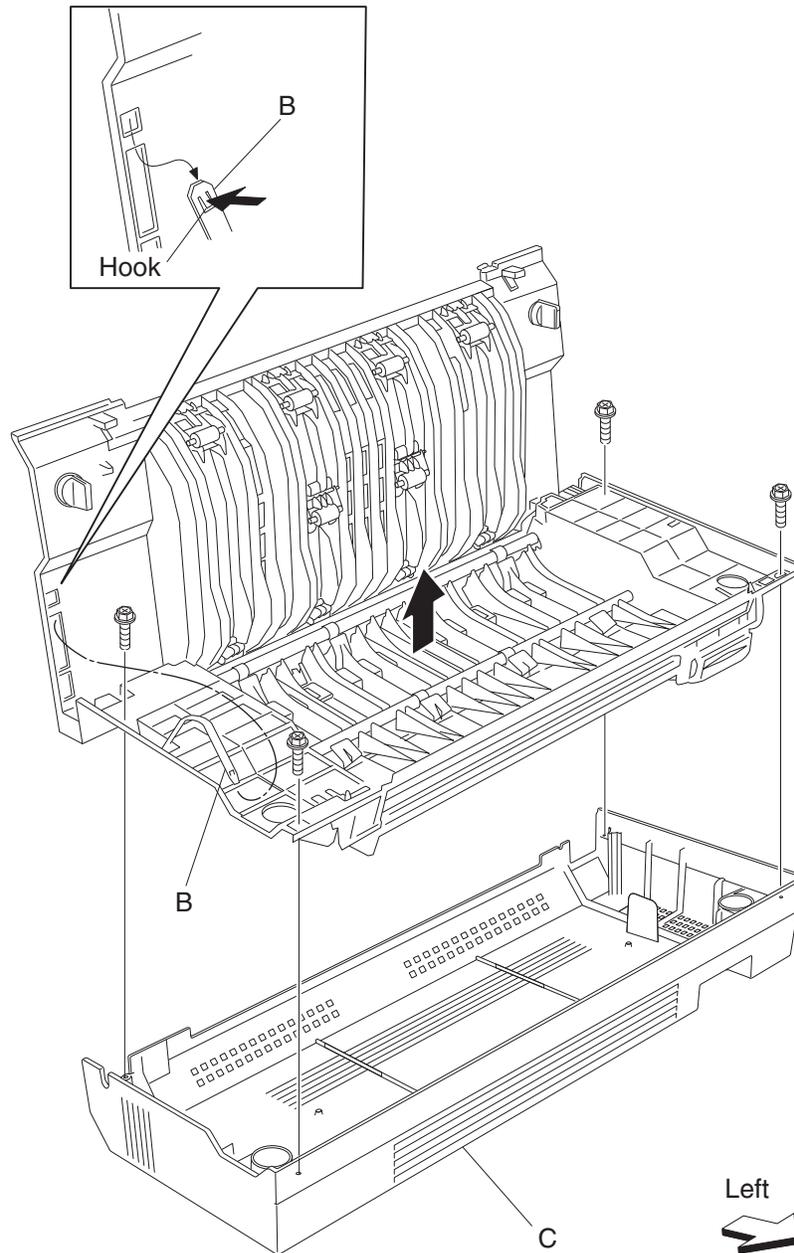


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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8. Disconnect the connector of the harness from duplex drive motor assembly (D) to the duplex main cable assembly.
9. Release the harness from the clamps of the duplex unit assembly.
10. Remove the three screws securing the bracket (E) to the duplex unit assembly.
11. Remove the bracket (E).
12. Remove the two duplex drive gears 33/74T (G).
13. Release the hooks securing the three duplex drive gears 28T (F) to the duplex unit assembly.
14. Remove the three duplex drive gears 28T (F).

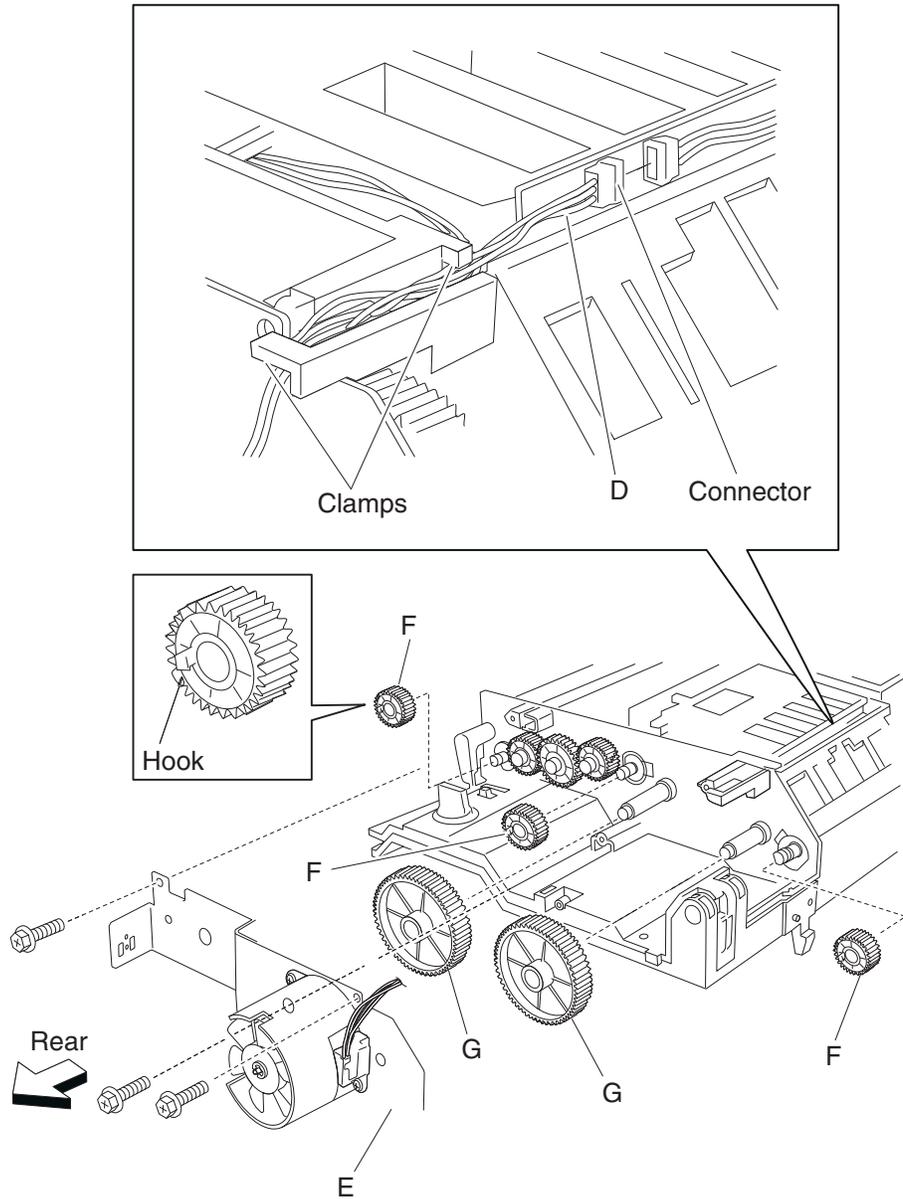
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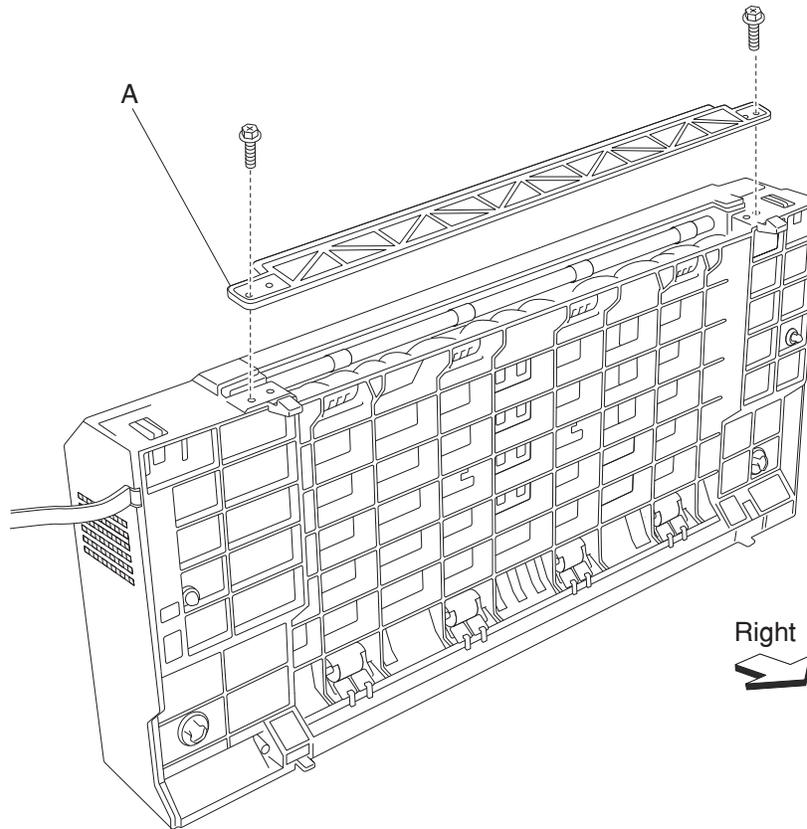


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Duplex drive gear 33 / 74 tooth removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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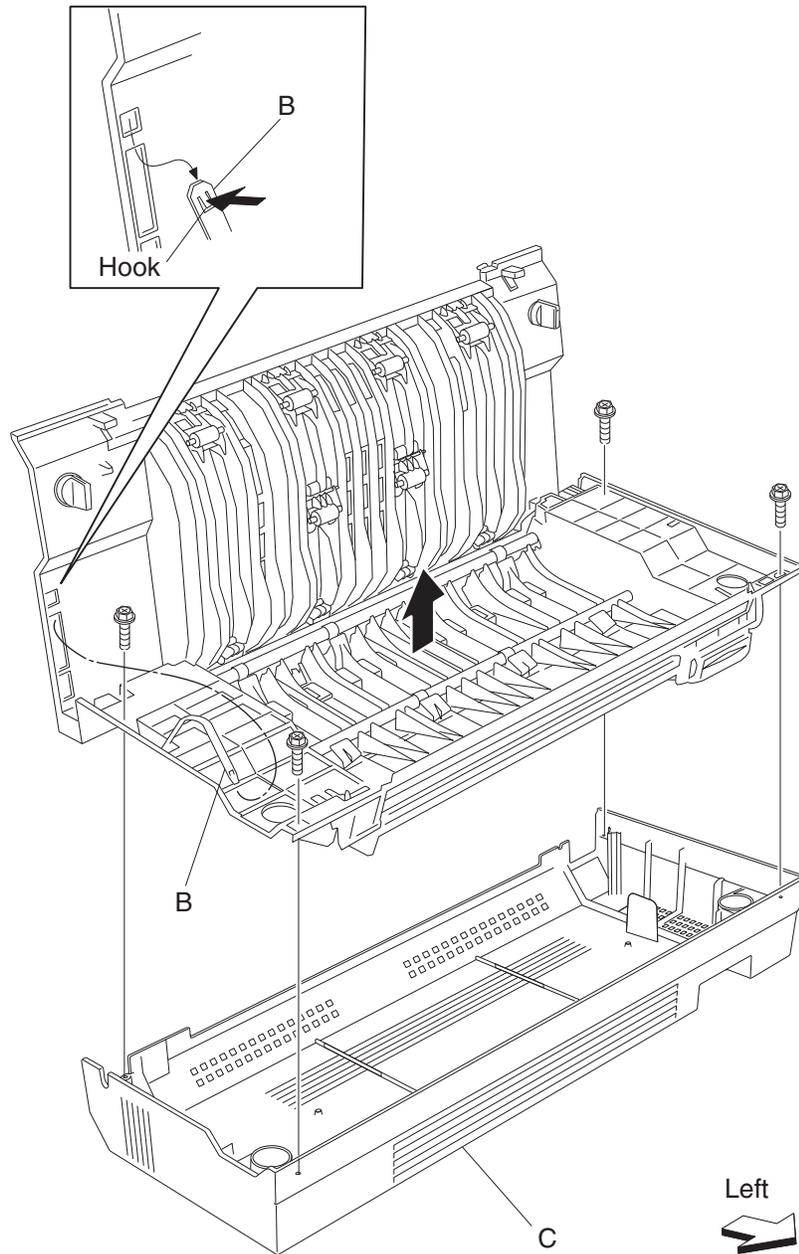


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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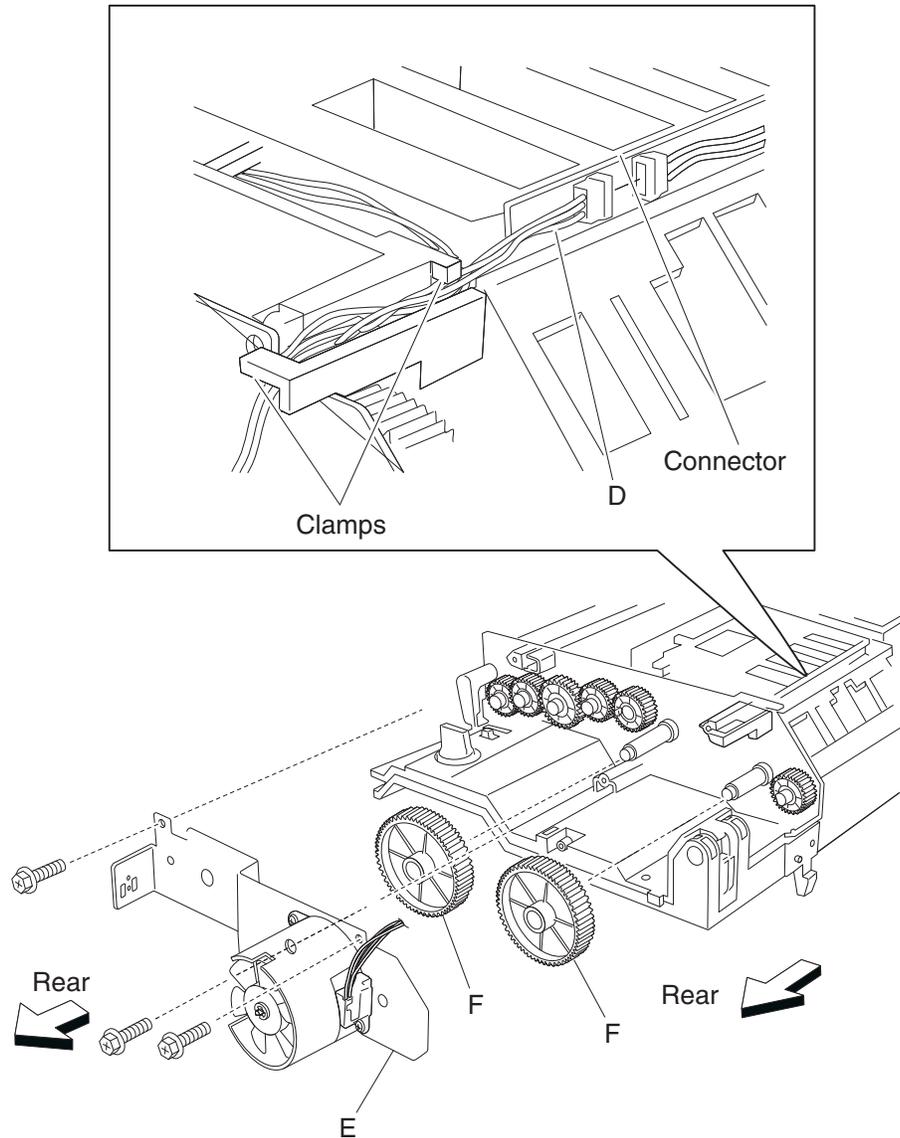


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8. Disconnect the connector of the harness from duplex drive motor assembly (D) to the duplex main cable assembly.
9. Release the harness from the clamps of the duplex unit assembly.
10. Remove the three screws securing the bracket (E) to the duplex unit assembly.
11. Remove the bracket (E).
12. Remove the two duplex drive gears 33/74T (F).



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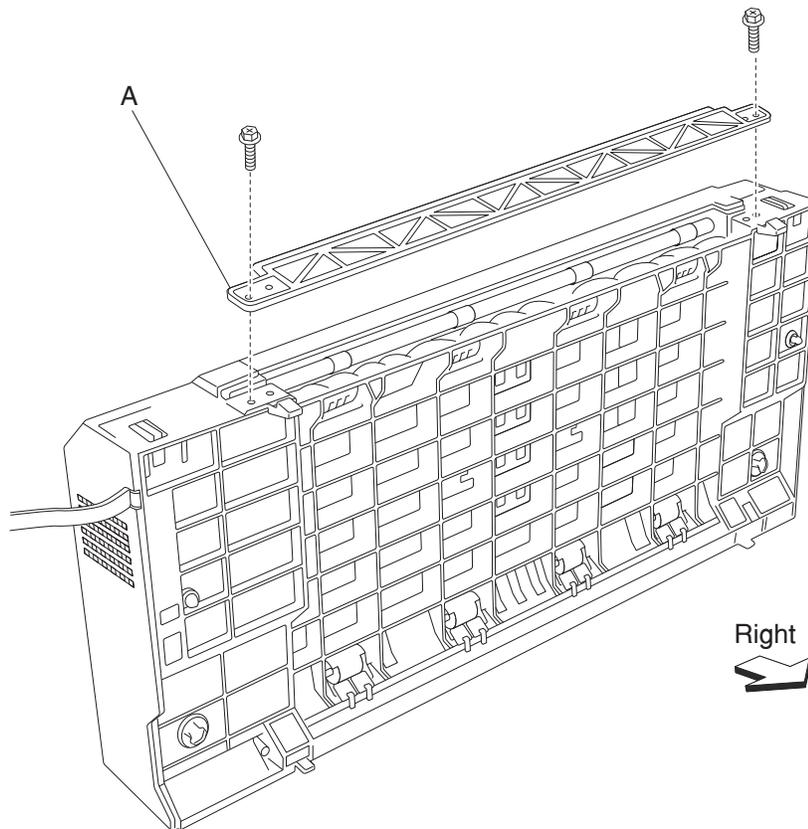
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Duplex drive gear 33 tooth removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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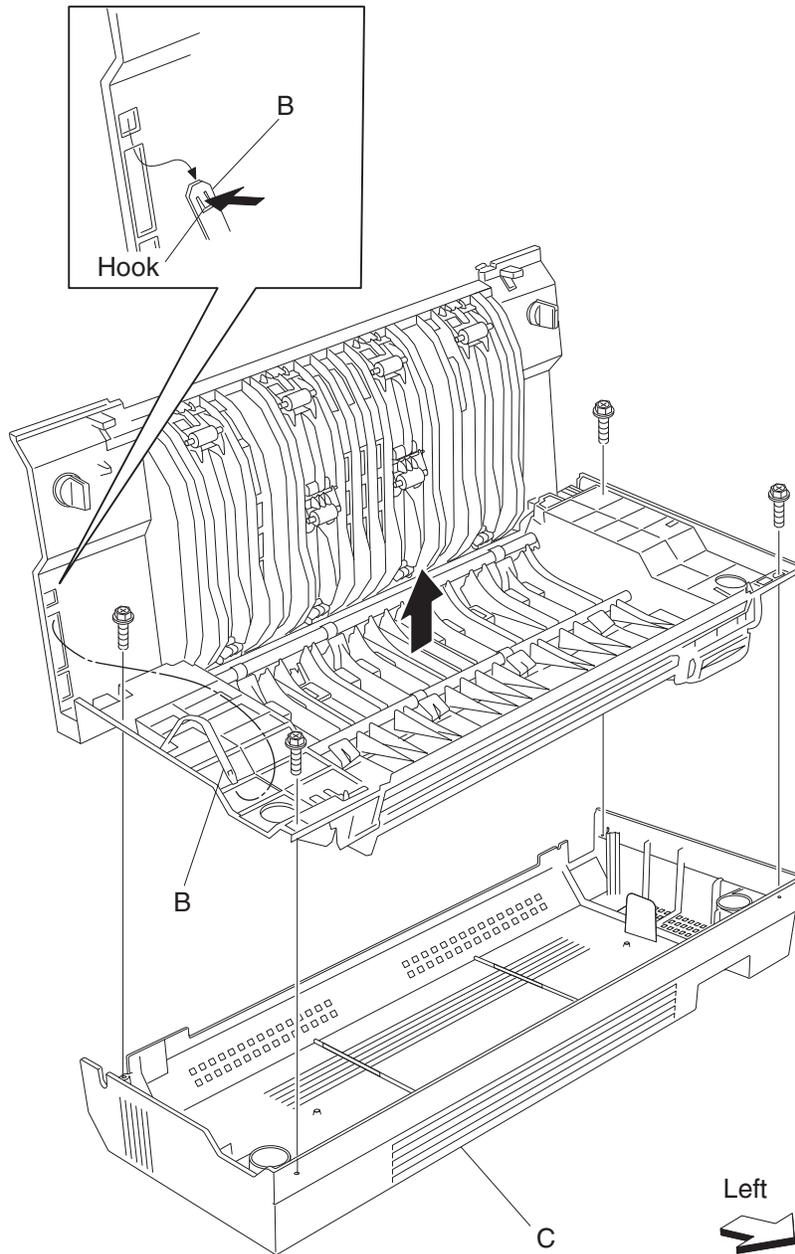


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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8. Disconnect the connector of the harness from the duplex drive motor assembly (D) to the duplex main cable assembly.
9. Release the harness from the clamps of the duplex unit assembly.
10. Remove the three screws securing the bracket (E) to the duplex unit assembly.
11. Remove the bracket (E).
12. Remove the two duplex drive gears 33T (F).

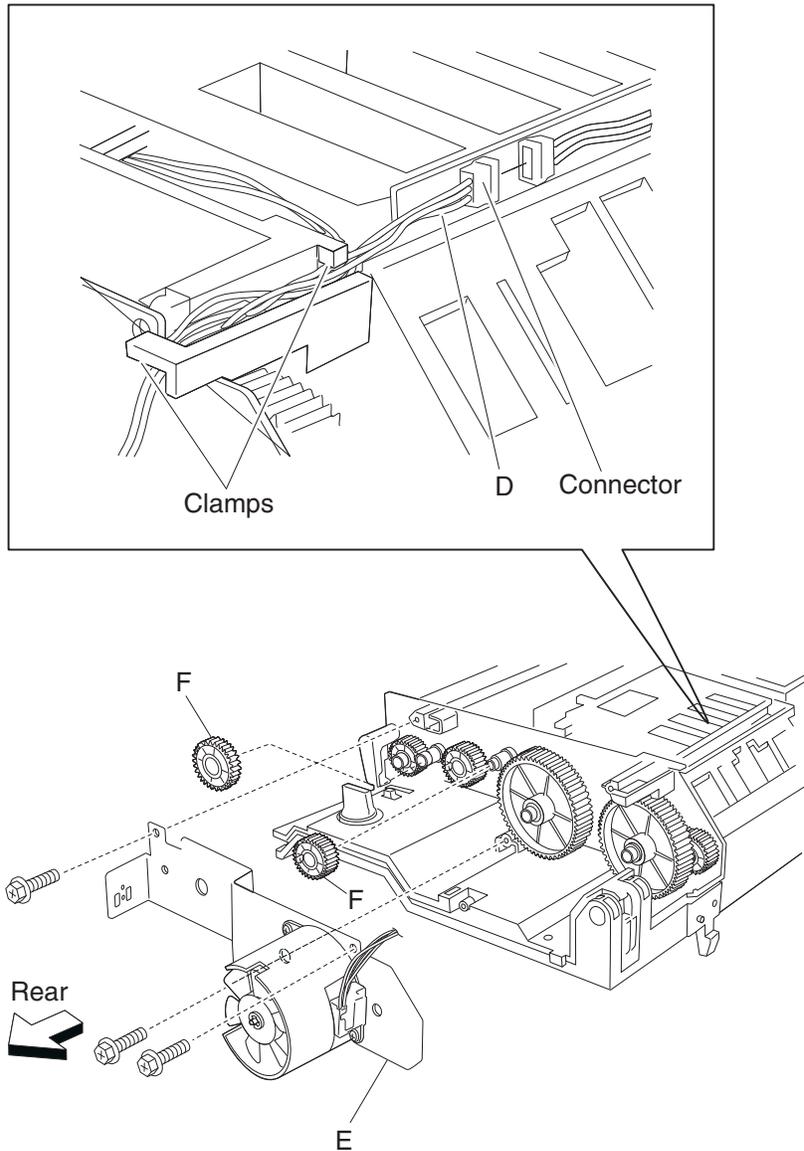
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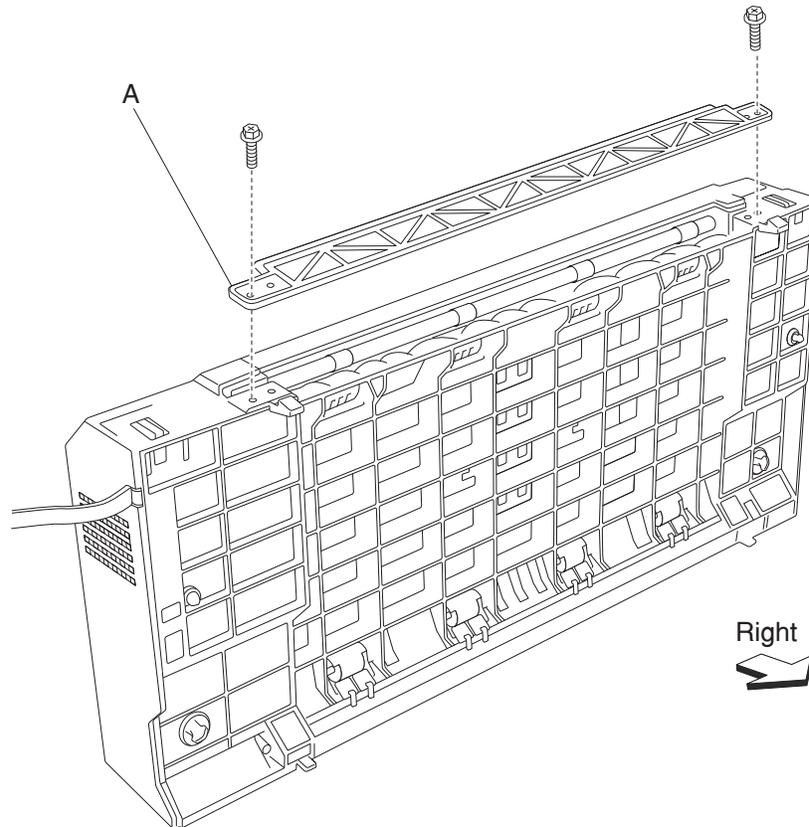


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Duplex drive gear 42 tooth removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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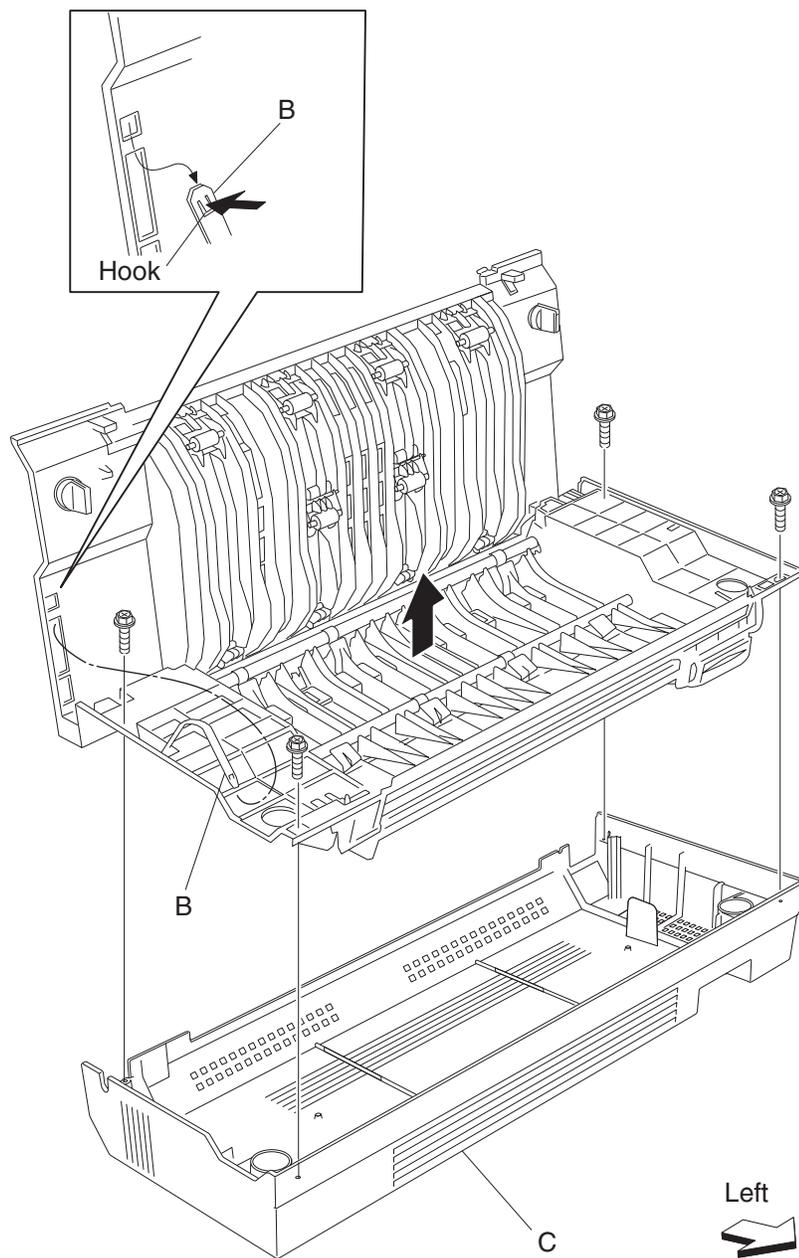


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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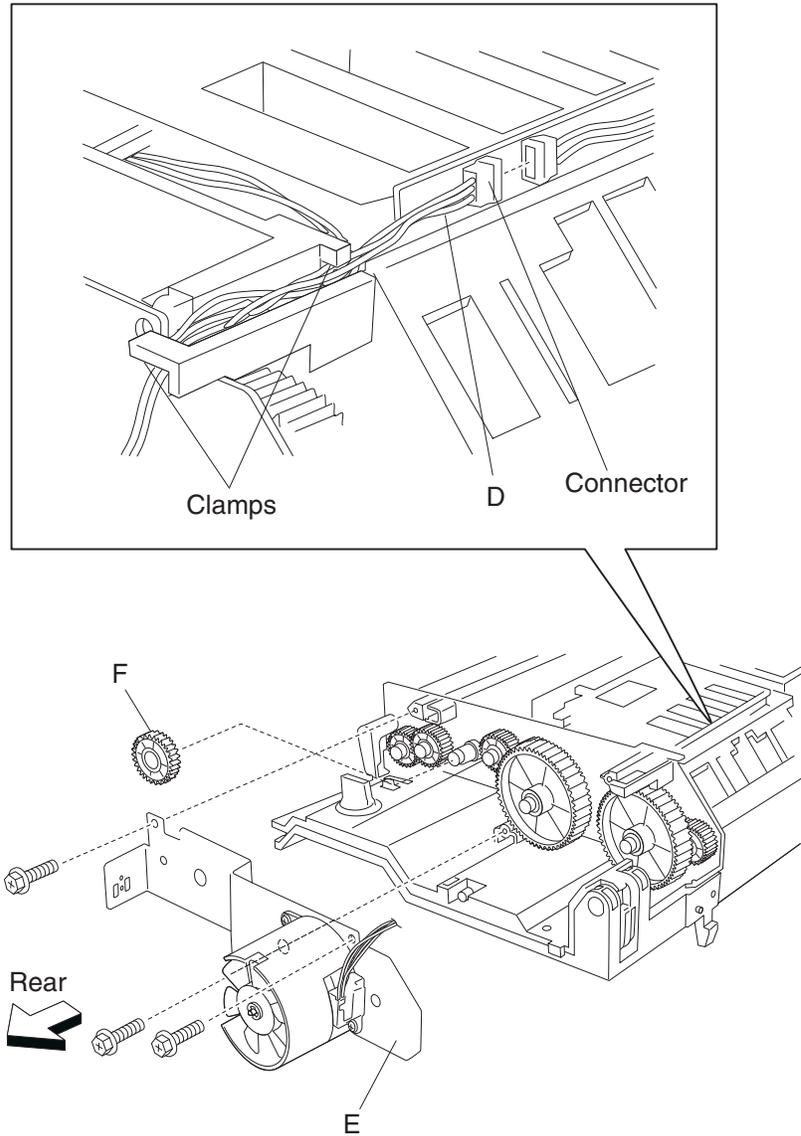


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8. Disconnect the connector of the harness from duplex drive motor assembly (D) to the duplex main cable assembly.
9. Release the harness from the clamps of the duplex unit assembly.
10. Remove the three screws securing the bracket (E) to the duplex unit assembly.
11. Remove the bracket (E).
12. Remove the duplex drive gear 42T (F).



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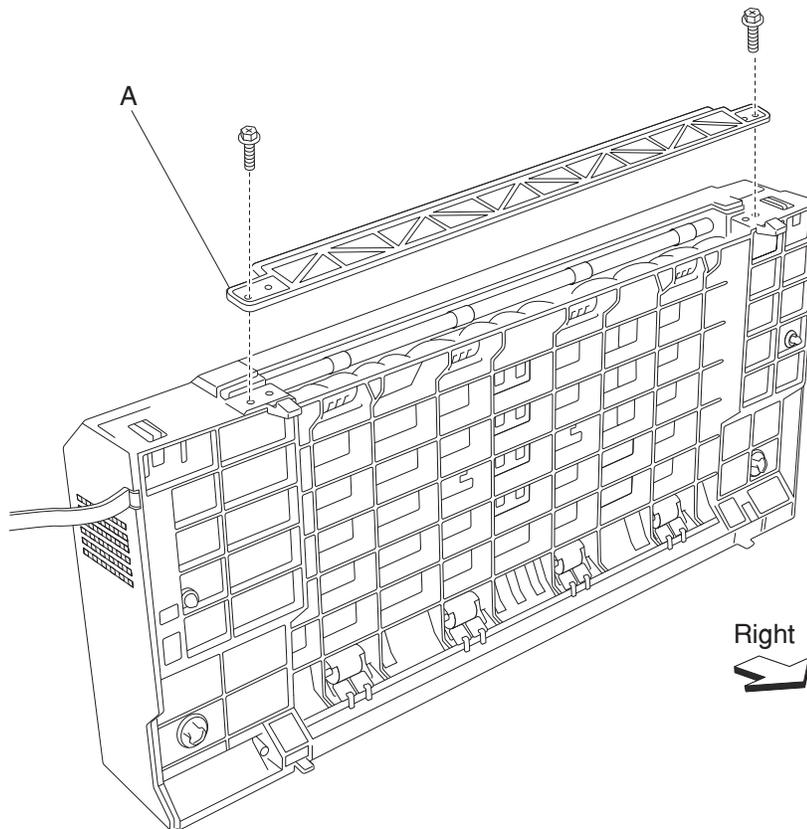
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Duplex switch (left cover interlock) removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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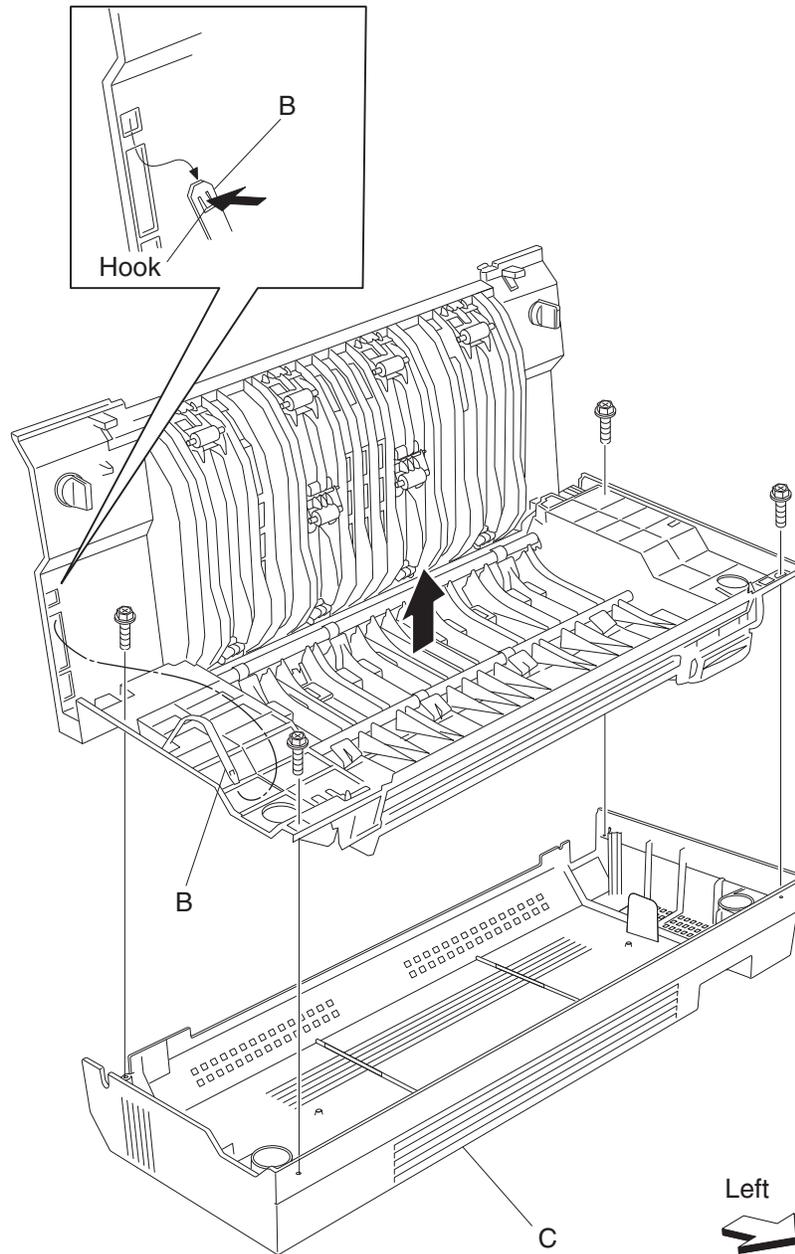


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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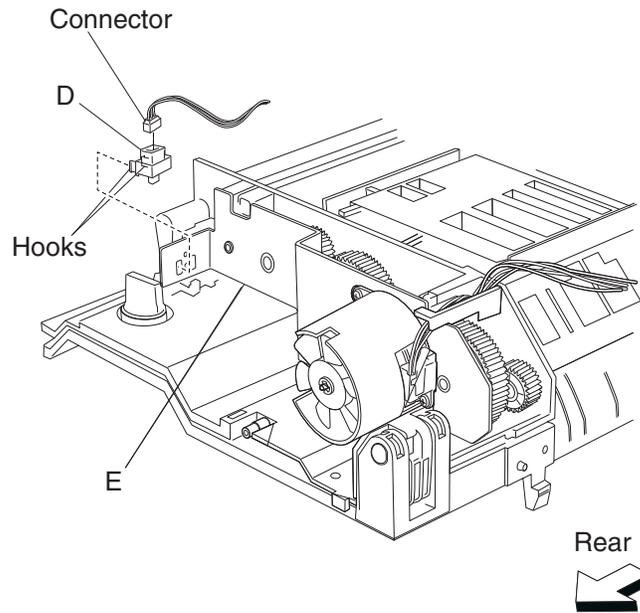


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8. Disconnect the connector from the switch (duplex left door interlock) (D).
9. Release the hooks securing the switch (duplex cover interlock) (D) to the bracket (E).
10. Remove the switch (duplex left door interlock) (D).



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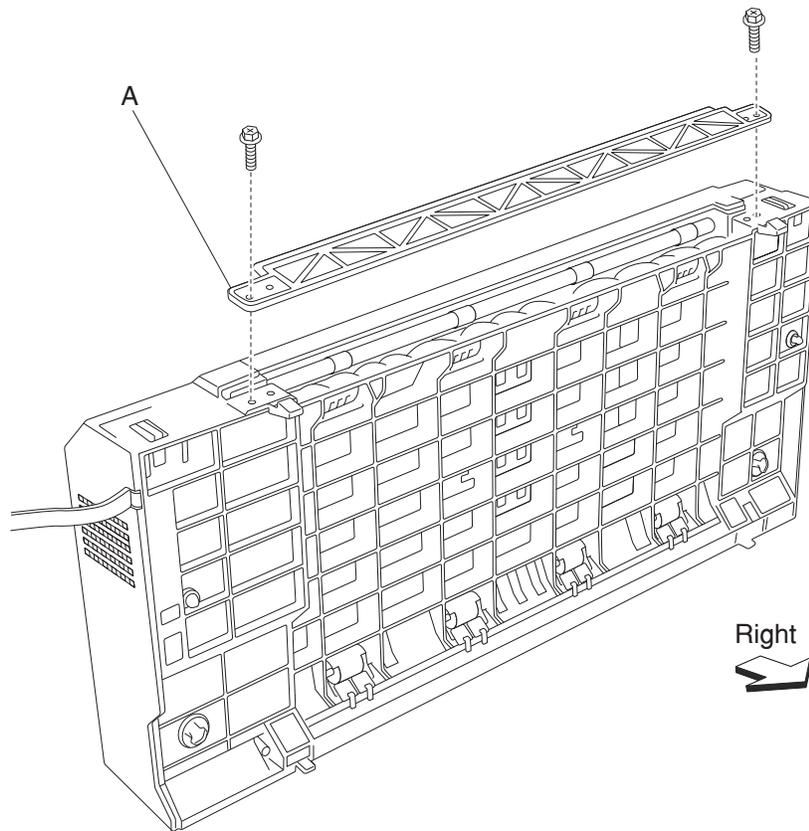
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Duplex media in actuator removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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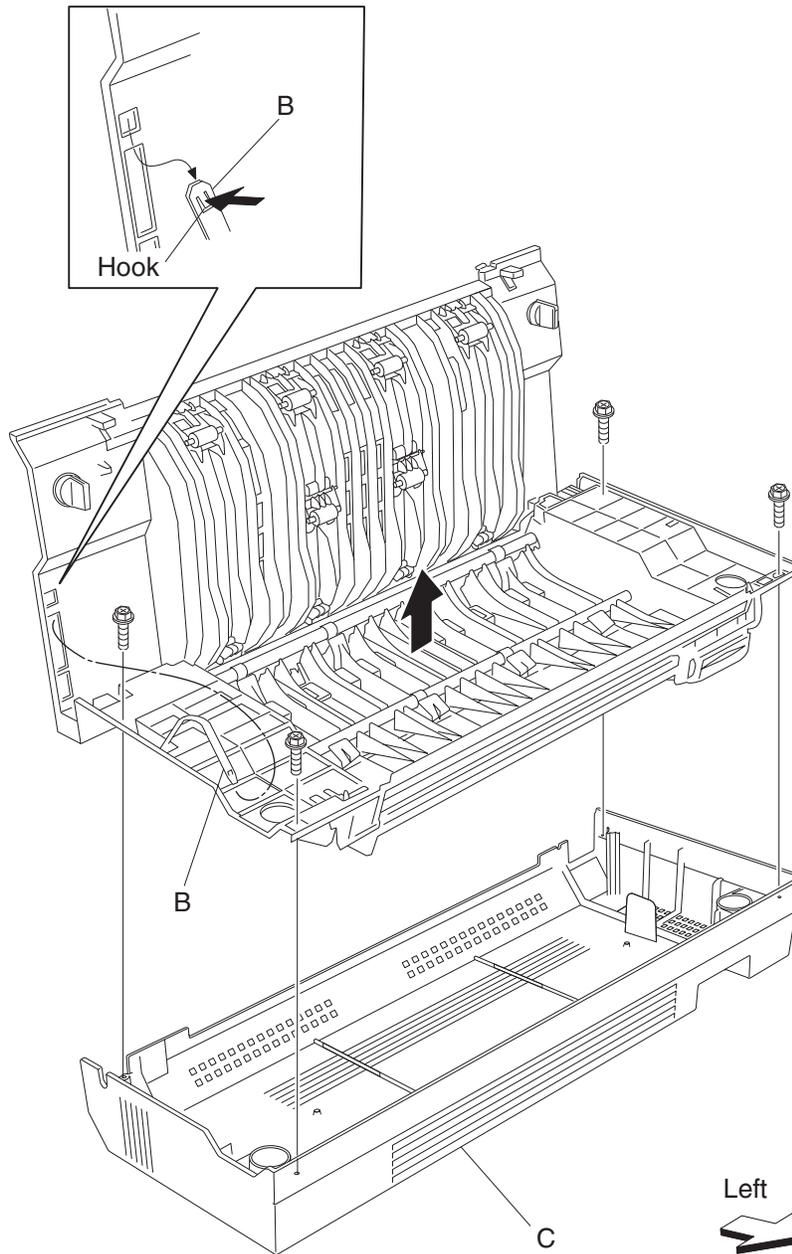


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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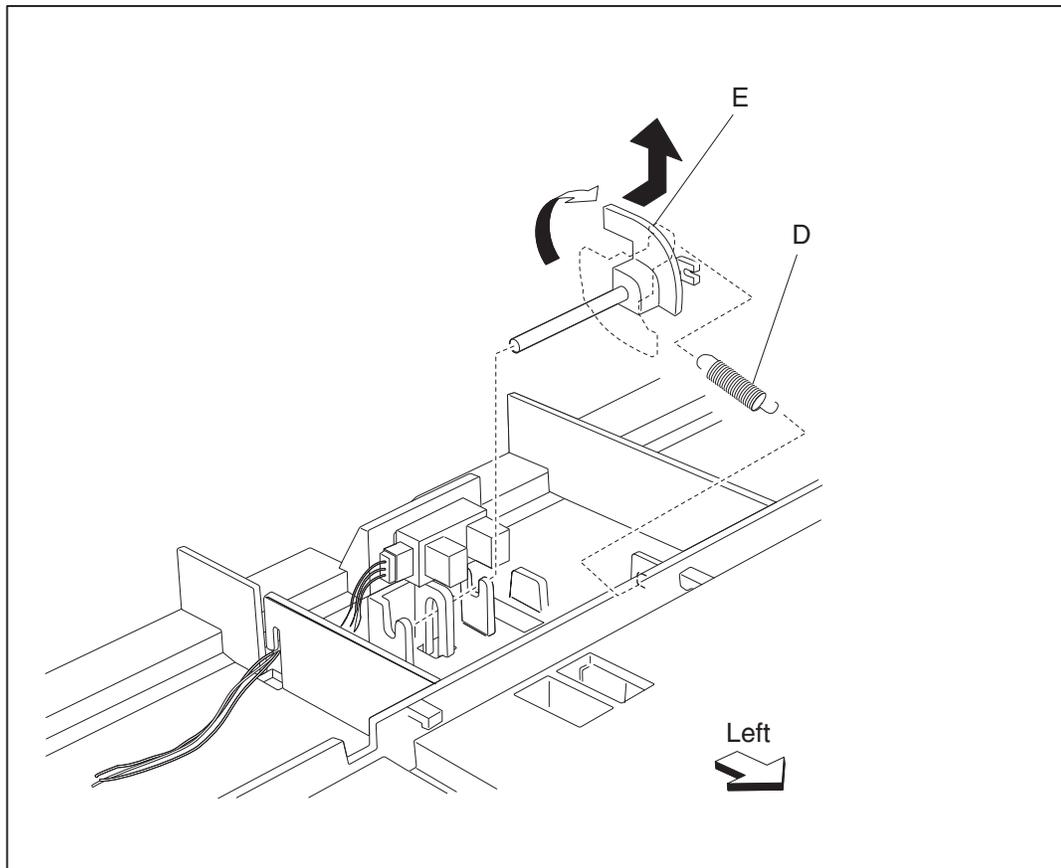


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8. Remove the spring (D) from the duplex wait actuator (E).
9. Turn the duplex wait in actuator (E) 180 degrees, and move it rightward and upward in the direction of the arrow.
10. Remove the duplex wait actuator (E).



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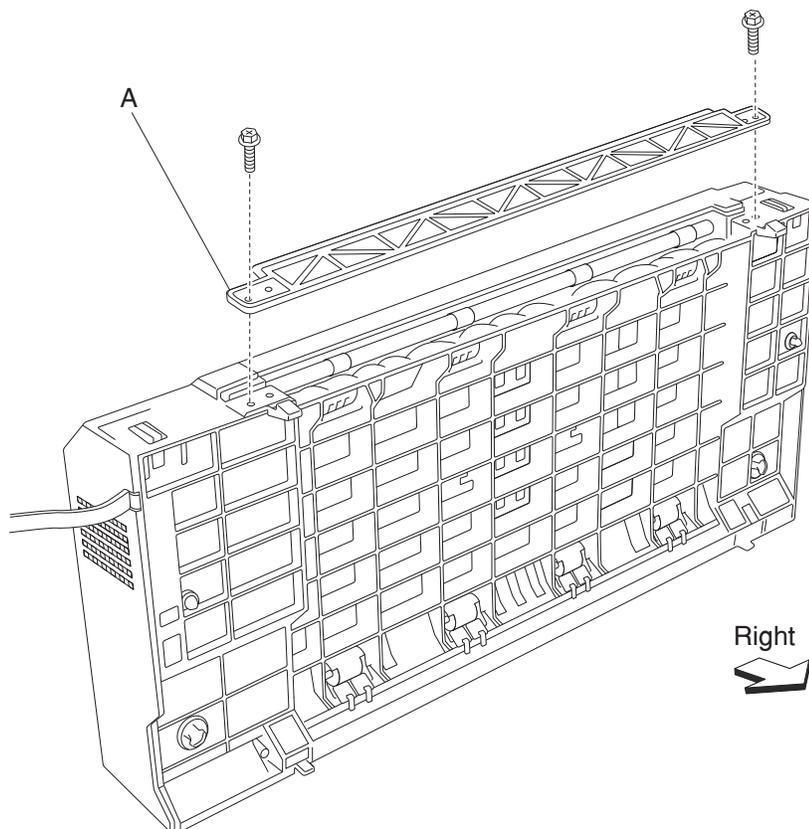
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Duplex drive motor assembly removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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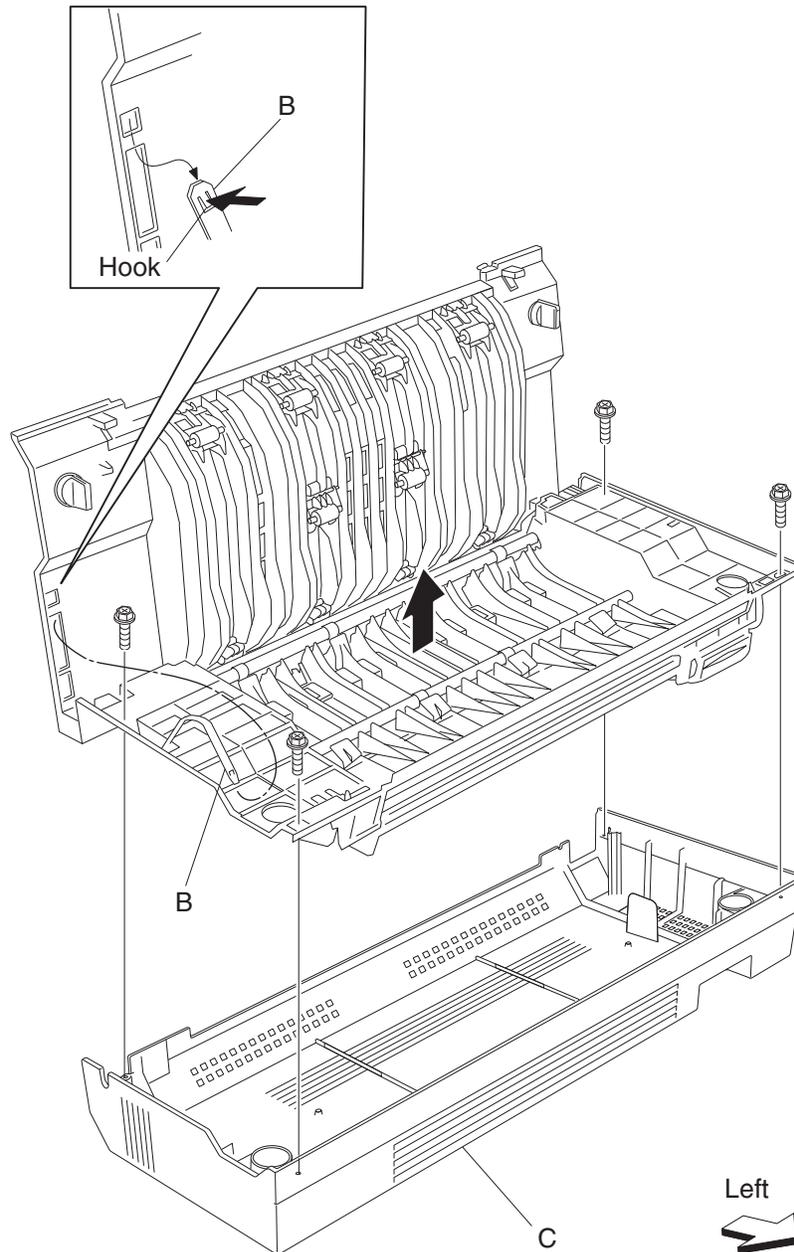


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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8. Disconnect the connector of the harness from the duplex motor assembly (D) to the duplex main cable assembly.
9. Release the harness from the clamps of the duplex unit assembly.
10. Remove the two screws securing the duplex drive motor assembly (E) to the duplex unit assembly.
11. Remove the duplex drive motor assembly (E).
12. Remove the duplex drive motor duct (F) from the duplex drive motor assembly (E).
13. Remove the e-clip with a prying tool securing the duplex drive motor fan (G) to the duplex drive motor assembly (E).
14. Remove the duplex drive motor fan (G).

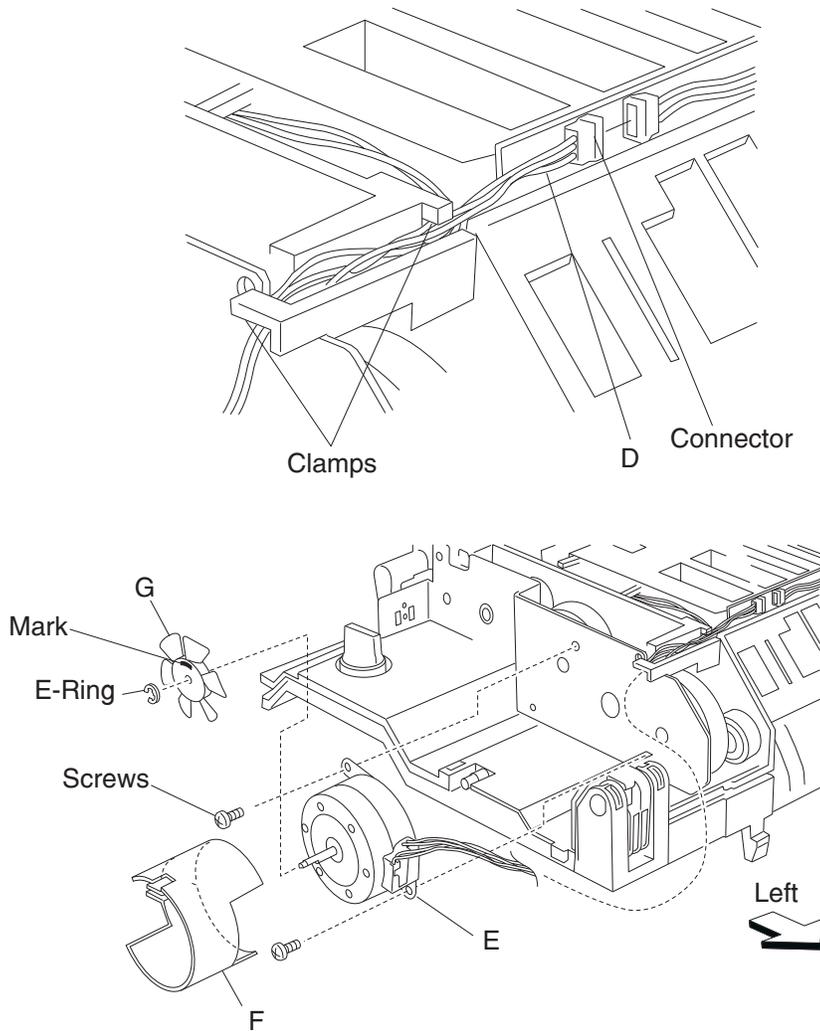
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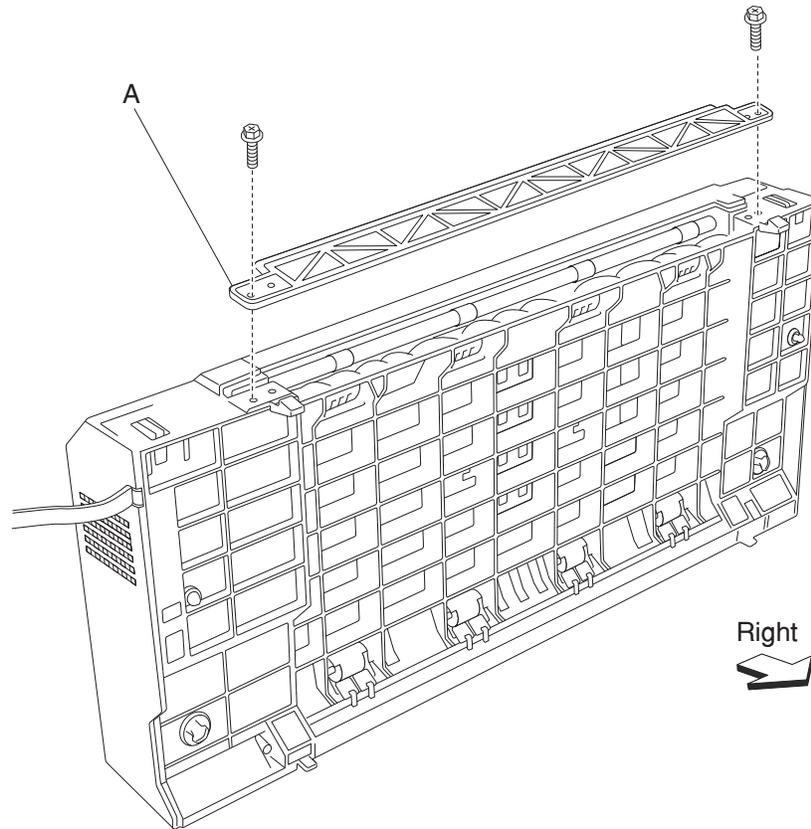


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Duplex controller card assembly removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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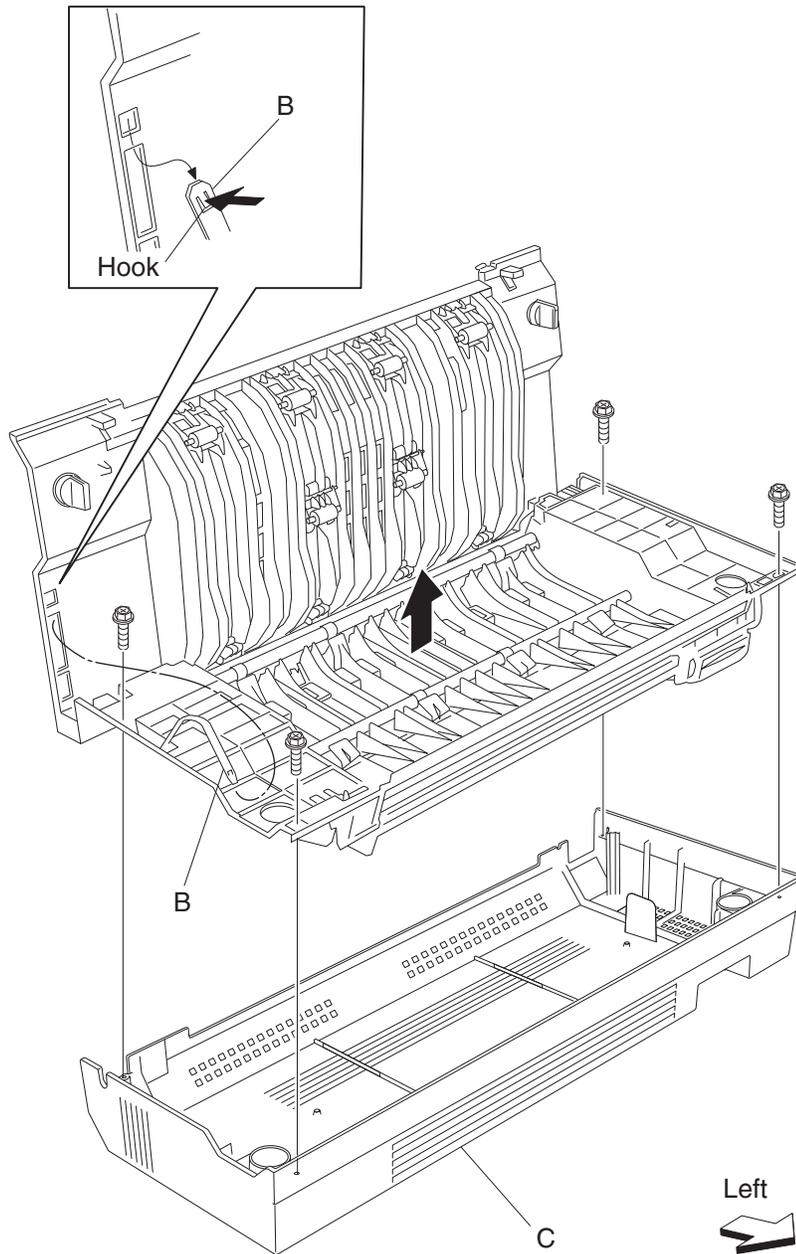


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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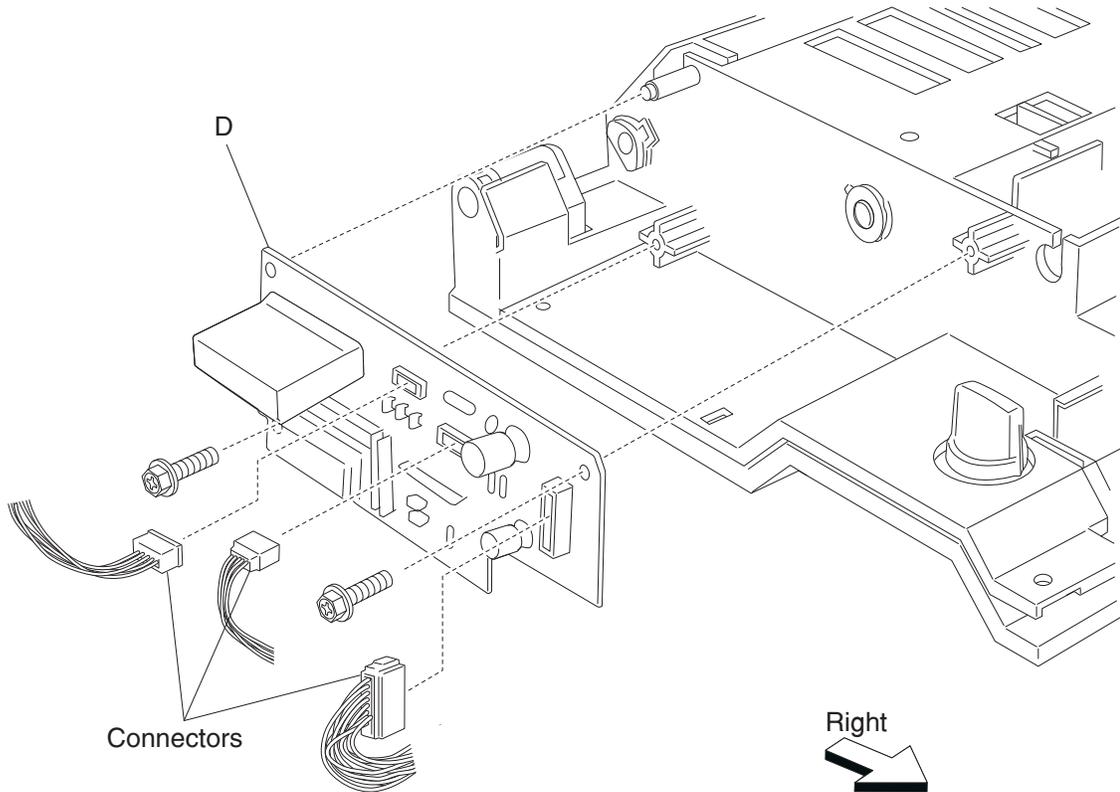


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8. Disconnect all the connectors to the duplex controller card assembly (D).
9. Remove the two screws securing the duplex controller card assembly (D) to the duplex unit assembly.
10. Remove the duplex controller card assembly (D).



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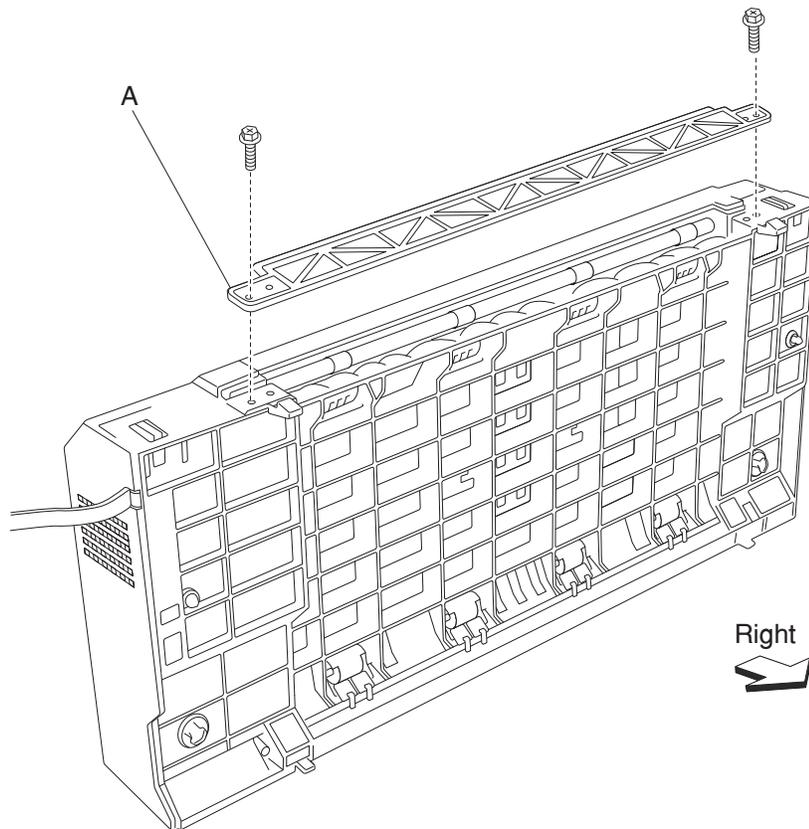
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Duplex sensor (duplex wait) removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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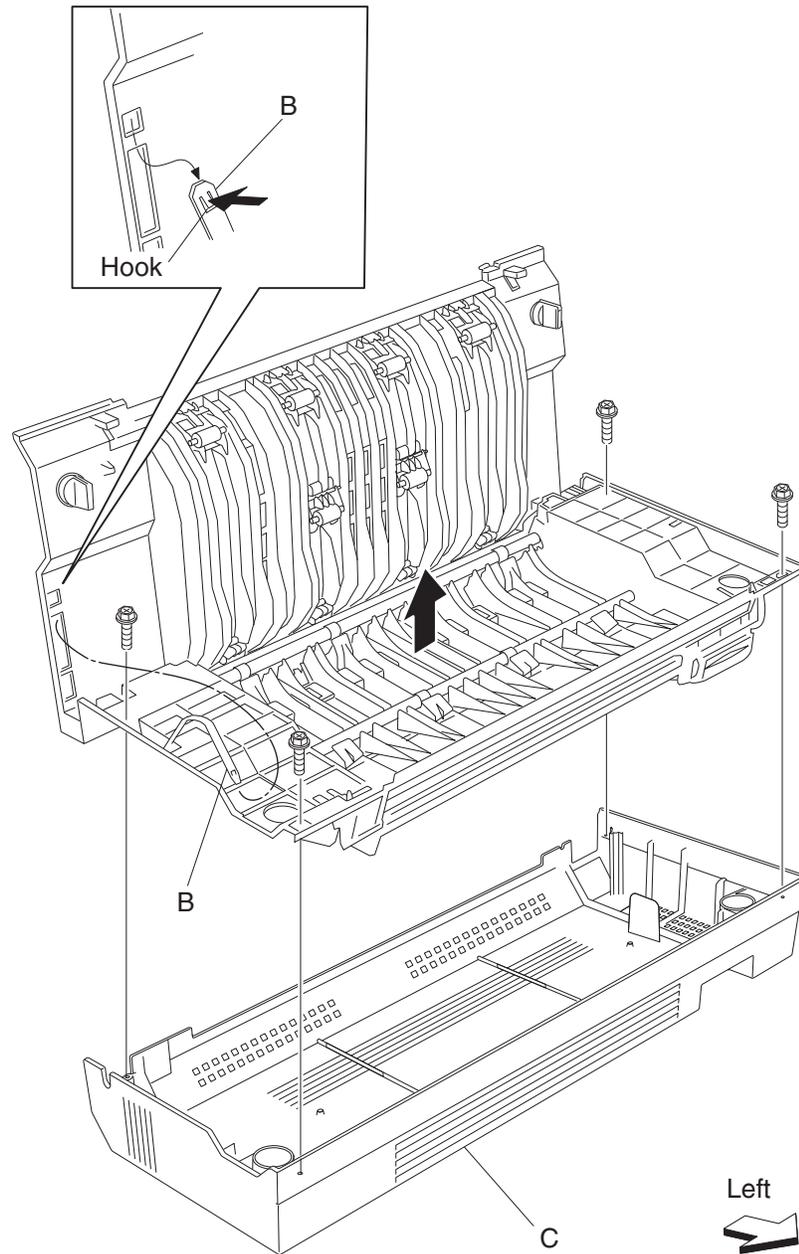


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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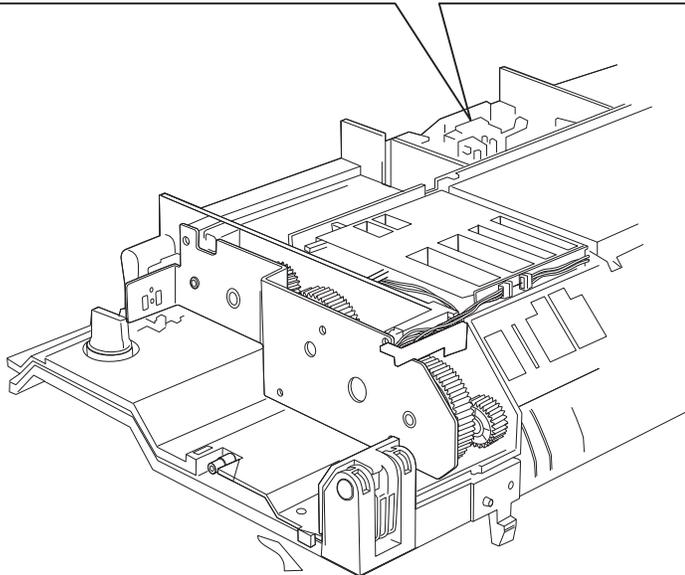
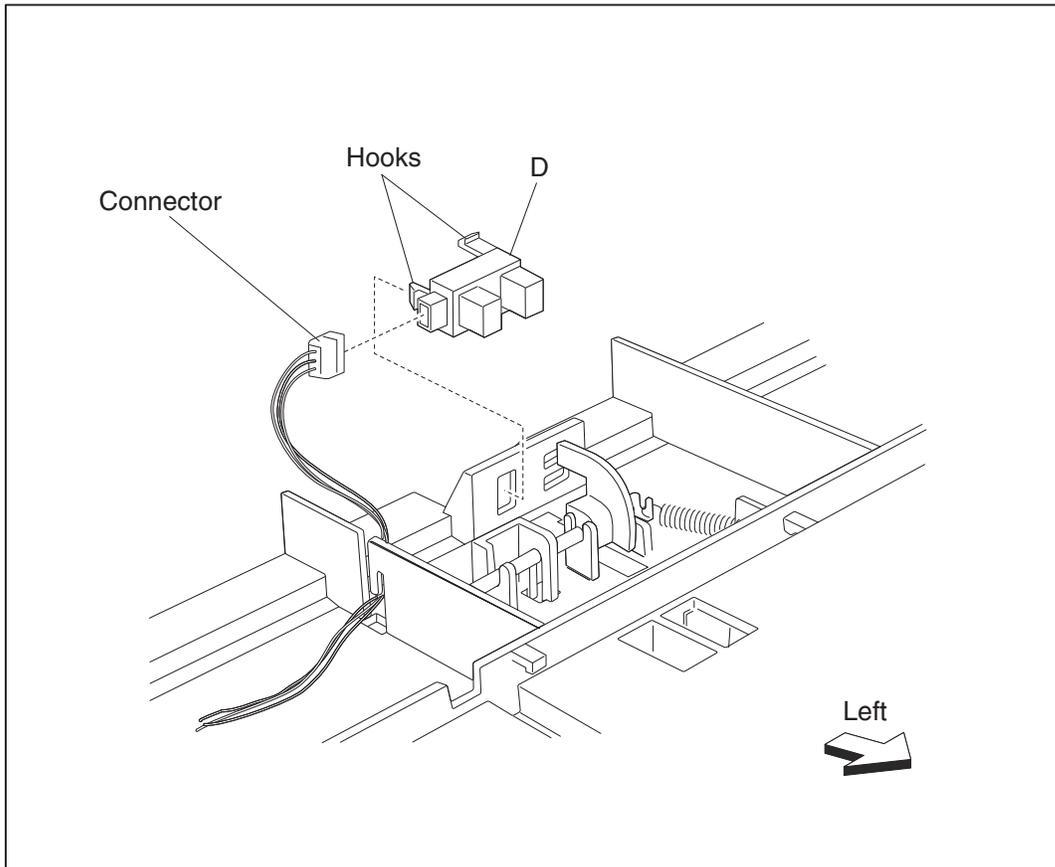


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8. Disconnect the connector of the harness from the sensor (duplex wait) (D).
9. Release the hooks securing the sensor (duplex wait) (D) to the duplex unit assembly.
10. Remove the sensor (duplex wait) (D).



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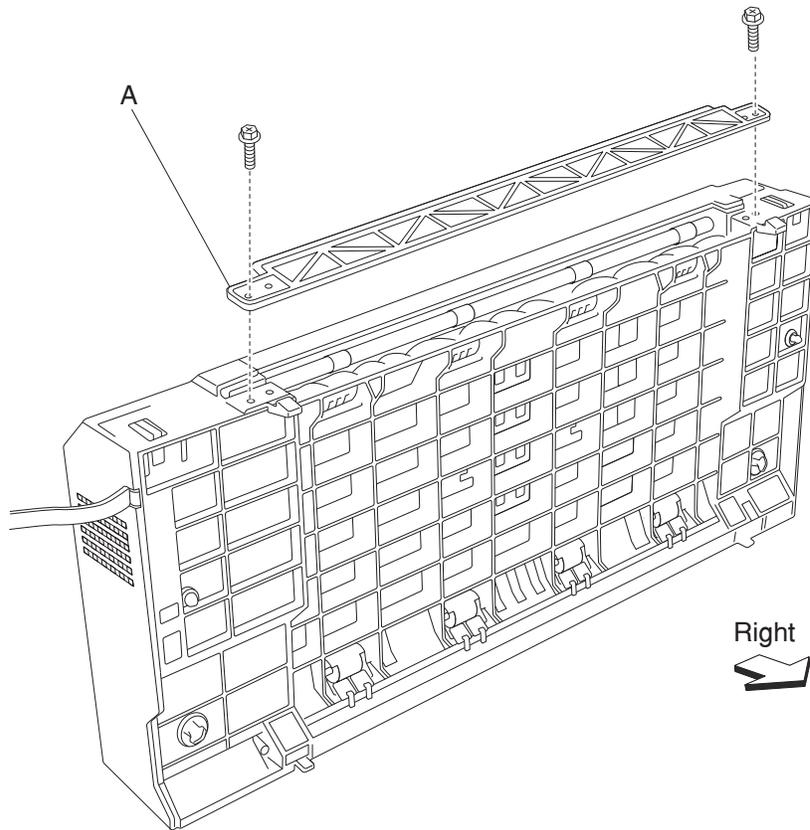
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Duplex access handle removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the two screws securing the duplex lower guide (A) to the duplex unit assembly.
3. Remove the duplex lower guide (A).



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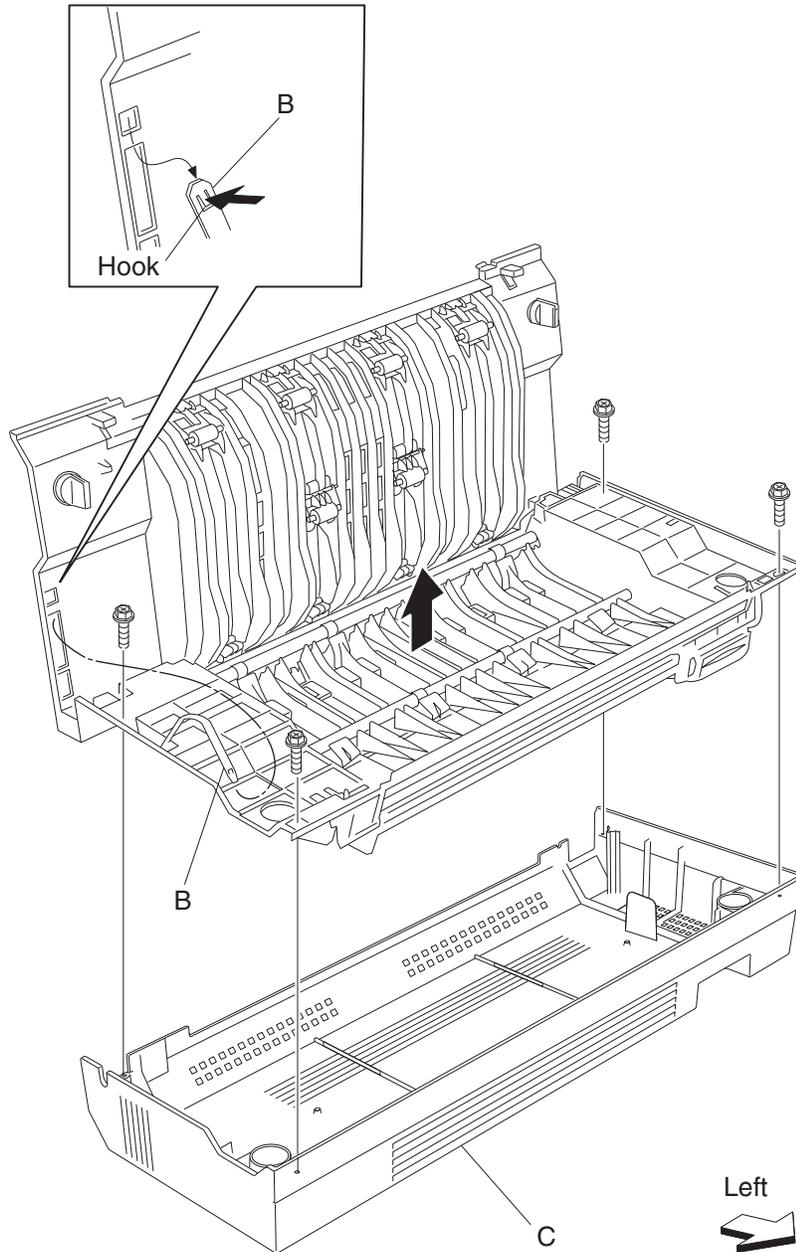


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4. Open the duplex unit assembly.
5. Release the hook of the duplex left door support strap (B) securing the duplex left cover (C) to the duplex unit assembly.
6. Remove the four screws securing the duplex left cover (C) to the duplex unit assembly.
7. Remove the duplex left cover (C).



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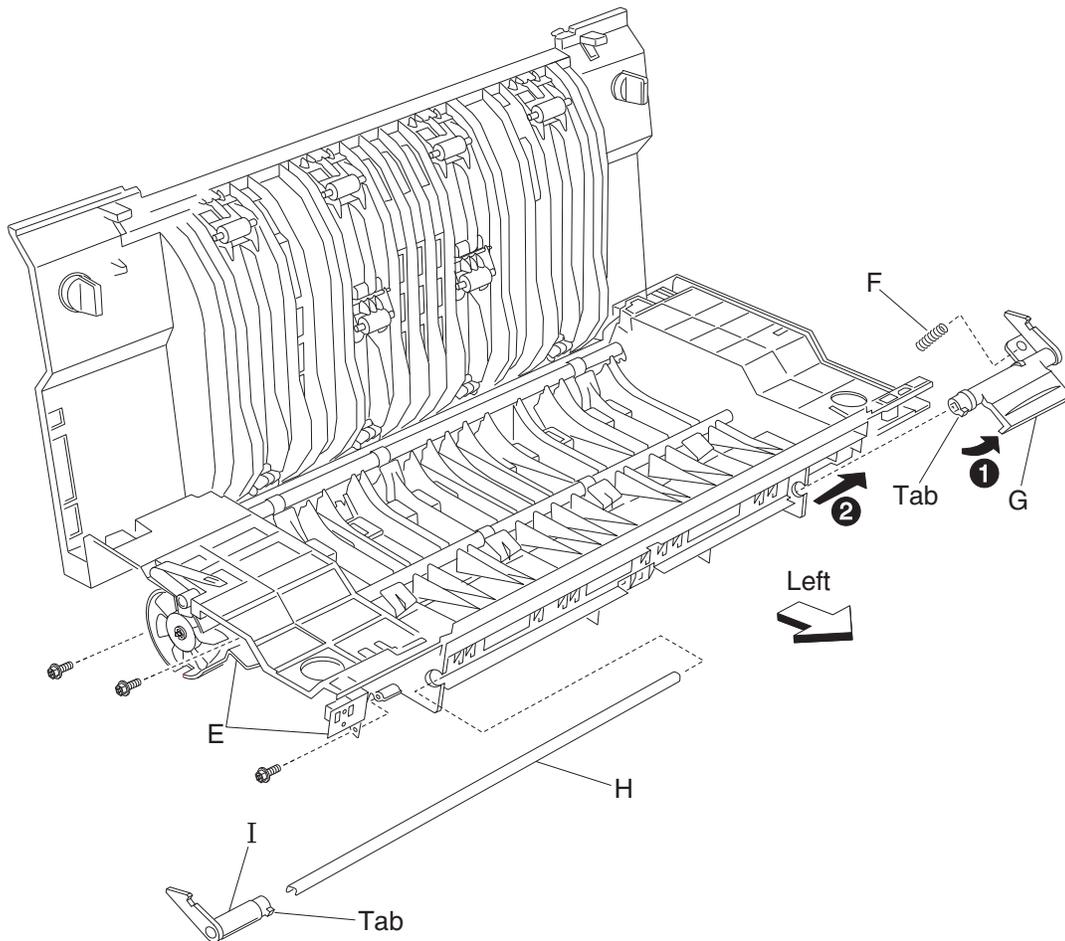


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8. Remove the three screws securing the bracket (E) to the duplex unit assembly.
9. Remove the bracket (E).
10. Remove the spring (F).
11. Rotate the duplex left door handle (G) upward, and move in the direction of the arrow.
Note: The metal shaft (H) may become detached.
12. Remove the duplex left door handle (G).
13. Rotate the duplex left door handle latch (I) upward, and move in the direction of the arrow.
14. Remove the duplex left door handle latch (I).



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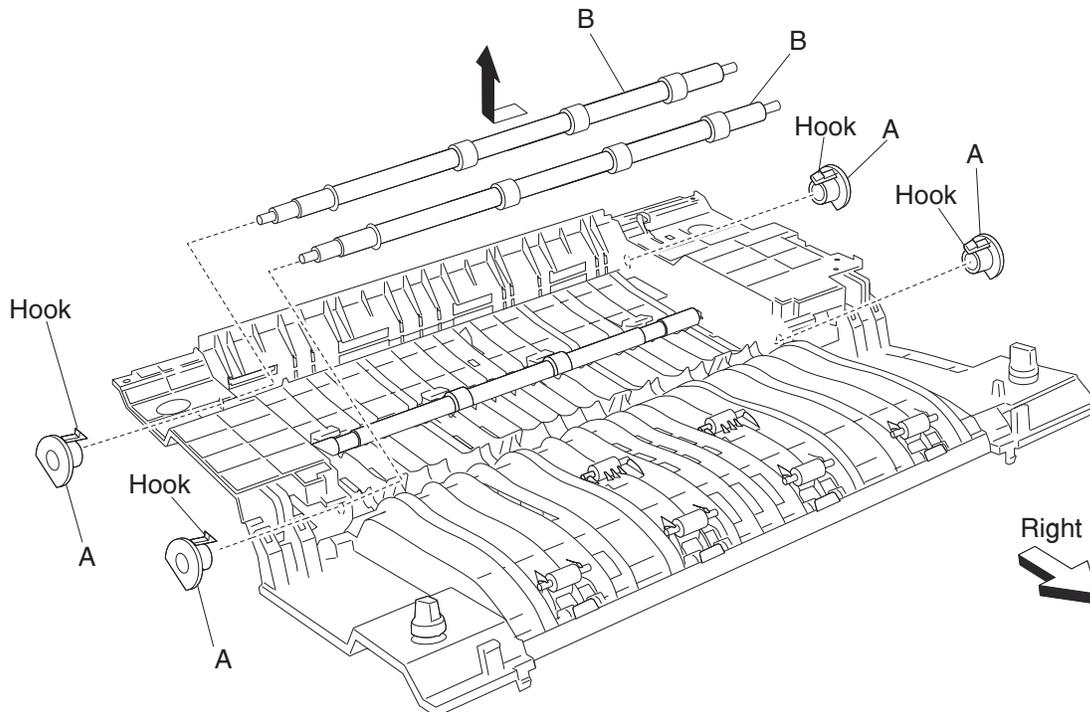


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Duplex media transport rolls removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal”** on page 4-284.
2. Remove the duplex assembly. See **“Duplex controller card assembly removal”** on page 4-311.
3. Remove the duplex drive gears 28T. See **“Duplex drive gear 28 tooth removal”** on page 4-290.
4. Remove the hooks of the four bushings (A) securing the two duplex media transport rolls (B) to the duplex unit assembly.
5. Remove the two duplex media transport rolls (B).

Note: When removing the two duplex media transport rolls (B), do not touch the rubber surface.



Note: When replacing the two duplex media transport rolls (B), do not touch the rubber surface.

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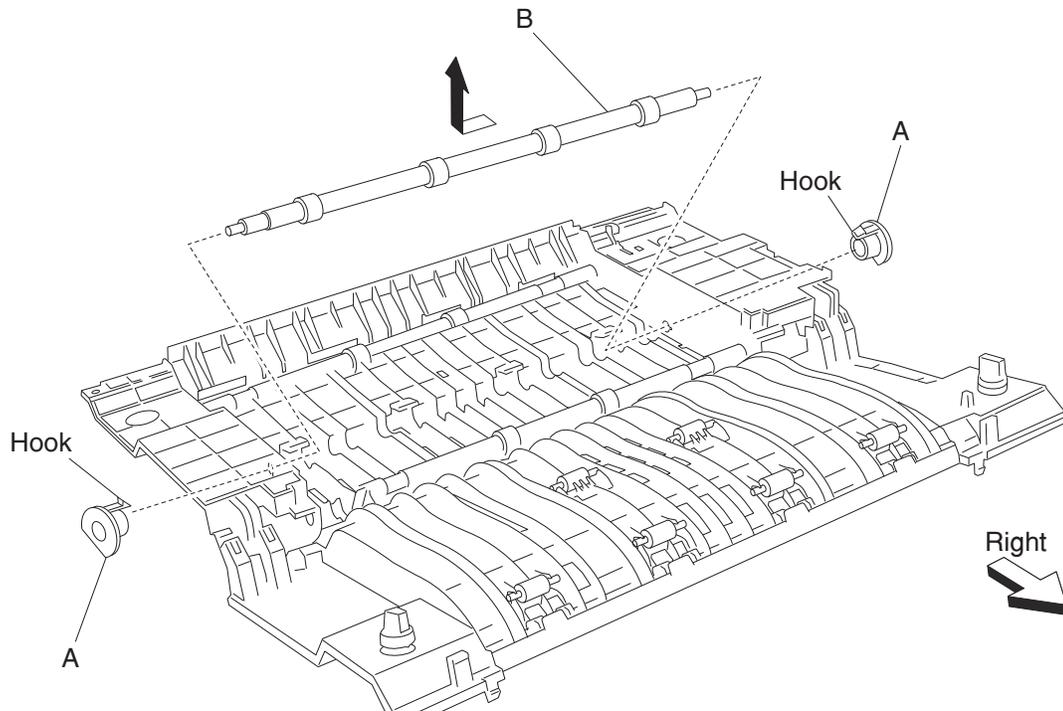


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Duplex media center transport roll removal

1. Remove the duplex unit assembly. See **“Duplex unit assembly removal” on page 4-284.**
2. Remove the duplex controller card assembly. See **“Duplex controller card assembly removal” on page 4-311.**
3. Remove the hooks of the two bushings (A) securing the duplex media transport center roll (B) to the duplex unit assembly.
4. Remove the duplex media center transport roll (B).

Note: When removing the duplex media center transport roll (B), do not touch the rubber surface.



Note: When replacing the duplex media center transport roll (B), do not touch the rubber surface.

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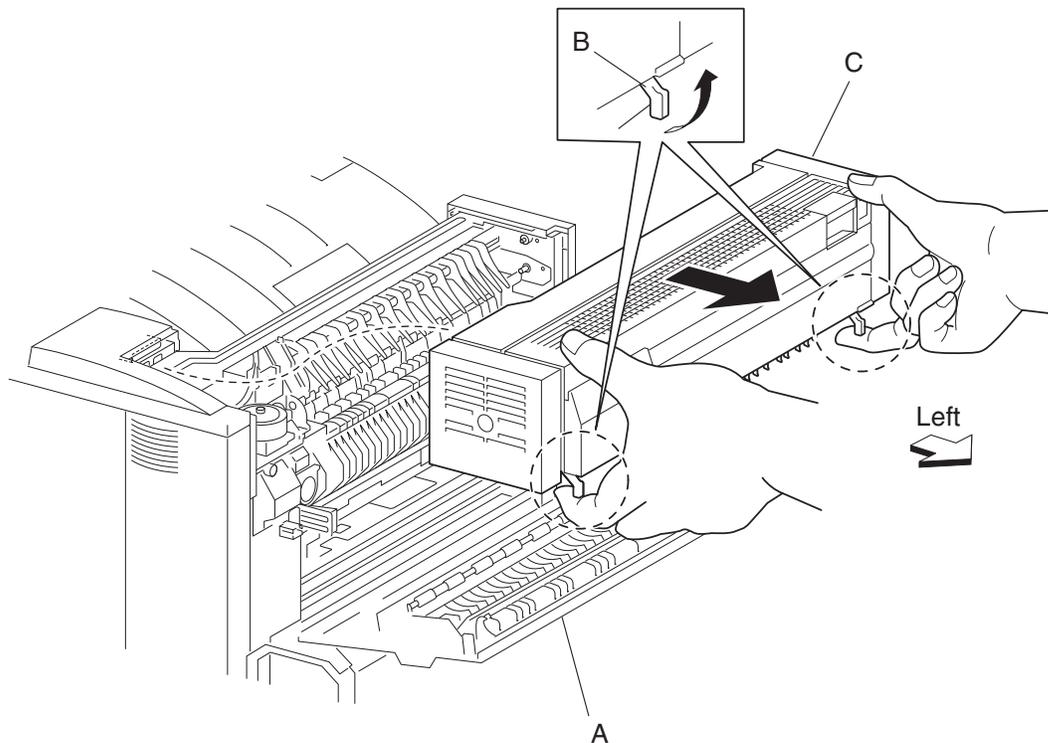


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Exit 2 removals

Exit 2 unit assembly removal

1. Open the printer left door assembly (A).
2. Lift the two levers (B) while pulling the exit 2 unit (C) outward in the direction of the arrow.
3. Remove the exit 2 unit (C).
Note: The rear side of the exit 2 unit (C) may require some force to disengage the electrical connector.



Note: Before reinstalling, ensure the exit 2 (C) unit is properly aligned and the electrical connector is properly connected.

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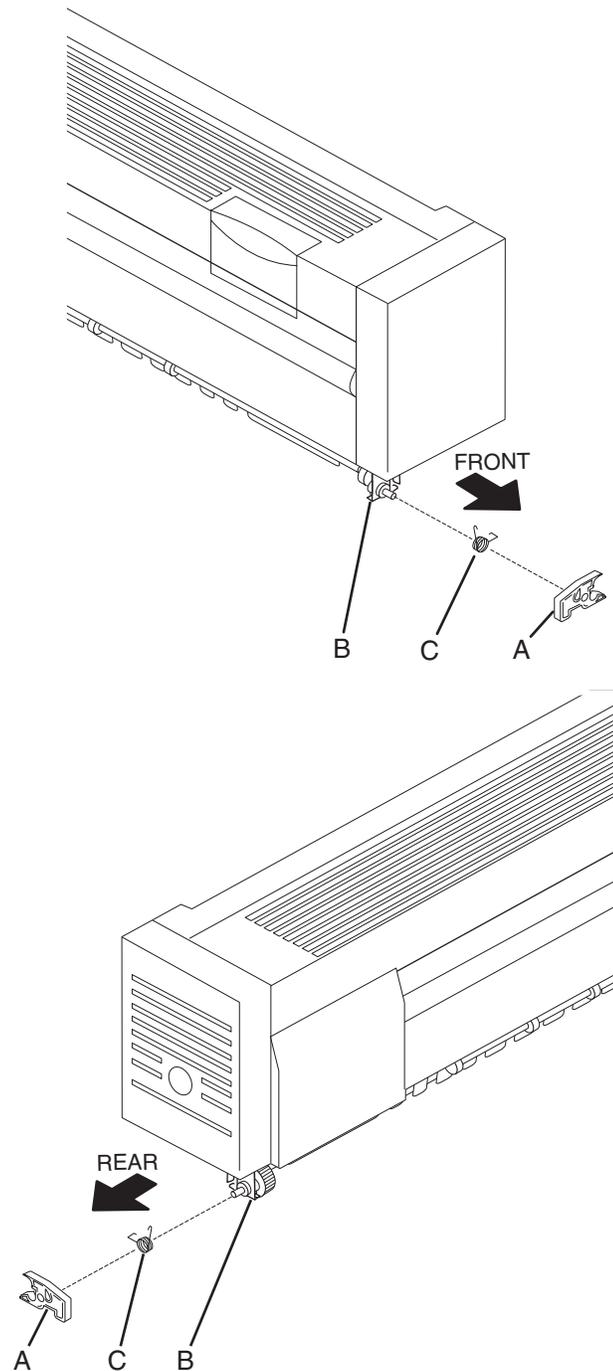
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Exit 2 unit docking lever removal

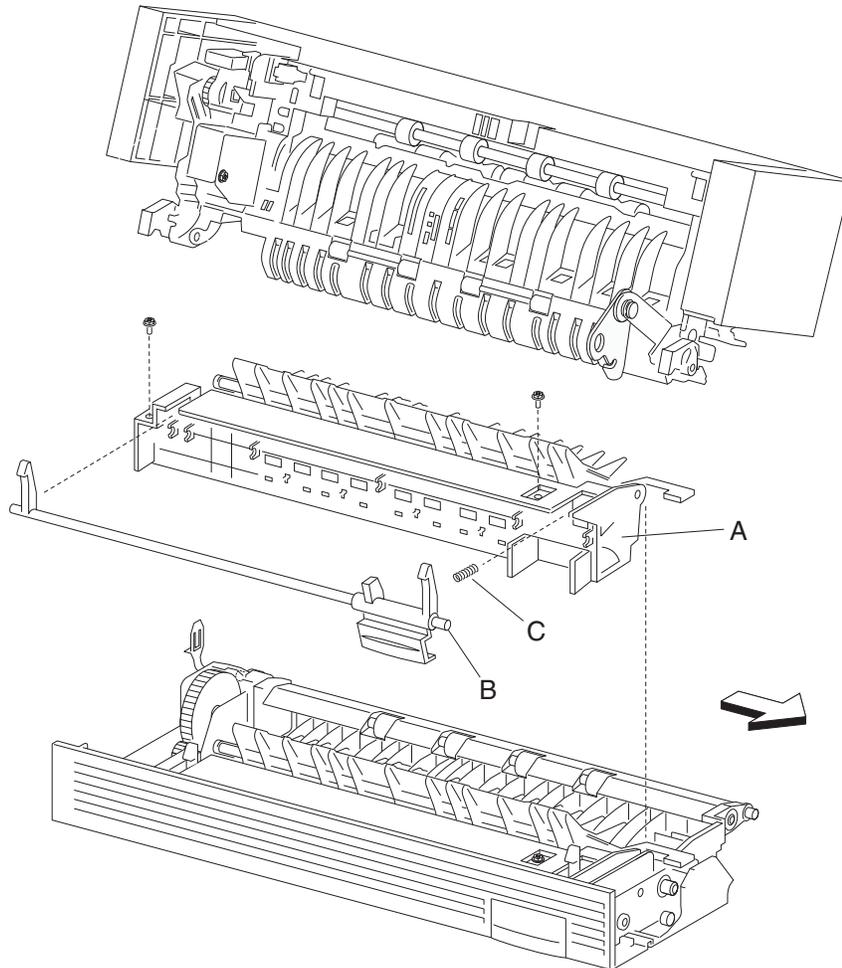
1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal” on page 4-322**.
2. Remove the two exit 2 unit docking levers (A) with a prying tool from the brackets (B).
Note: When removing the two exit 2 docking levers, ensure the brackets (B) are not bent or deformed.
3. Remove the springs (C) from the brackets (B).



Exit 2 left door handle removal



1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove two screws securing the upper guide assembly (A) to the exit 2 unit assembly.
4. Remove the upper guide assembly (A).
Note: The exit 2 left door handle (B) may become detached.
5. Remove the exit 2 left door handle (B) from the upper guide assembly (A).
6. Remove the spring (C) from the upper guide assembly (A).
Note: After reinstalling the upper guide assembly (A), ensure the exit 2 left door handle (B) operates freely.



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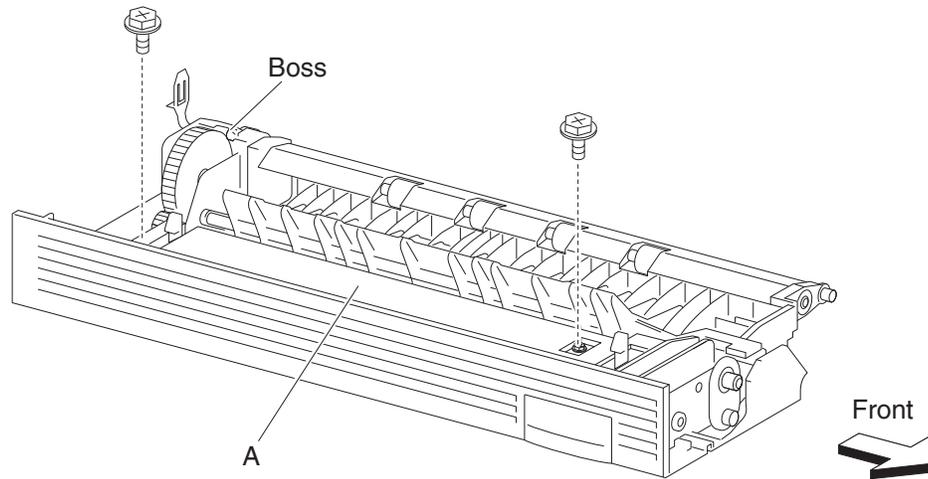
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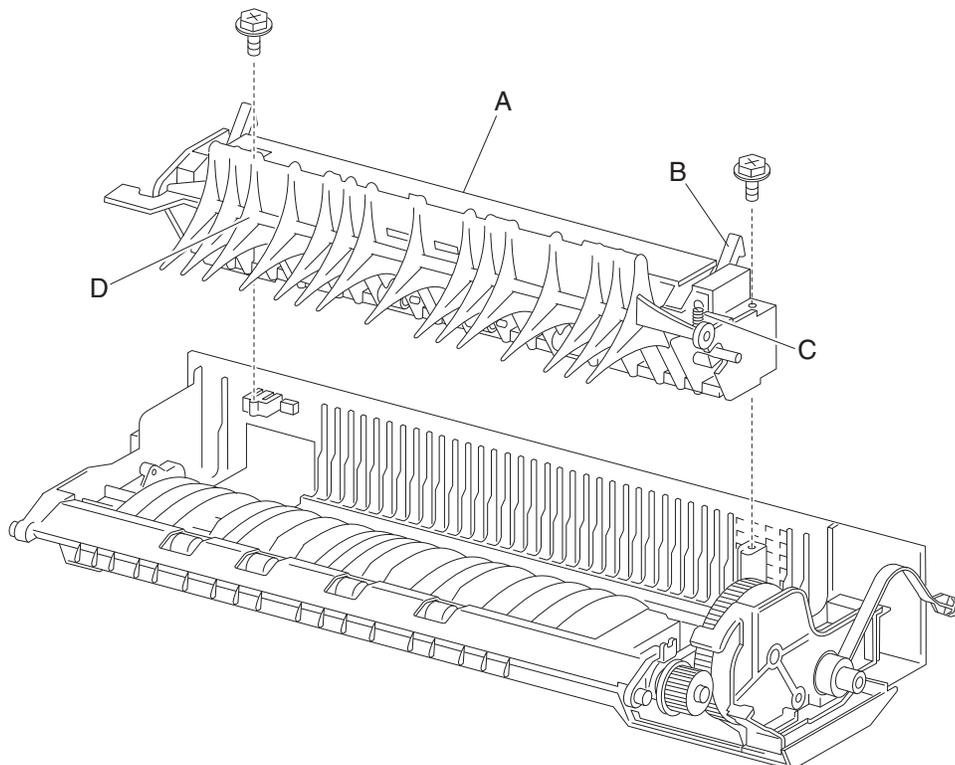
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Exit 2 diverter gate removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove two screws securing the upper guide assembly (A) to the exit 2 unit assembly.



4. Remove the upper guide assembly (A).
Note: The exit 2 access handle (B) may become detached.
5. Remove the spring (C) connecting the exit 2 diverter gate (D) to the upper guide assembly (A).
6. Gently flex the mounting points securing the exit 2 diverter gate (D) to the upper guide assembly (A).
7. Remove the exit 2 diverter gate (D)

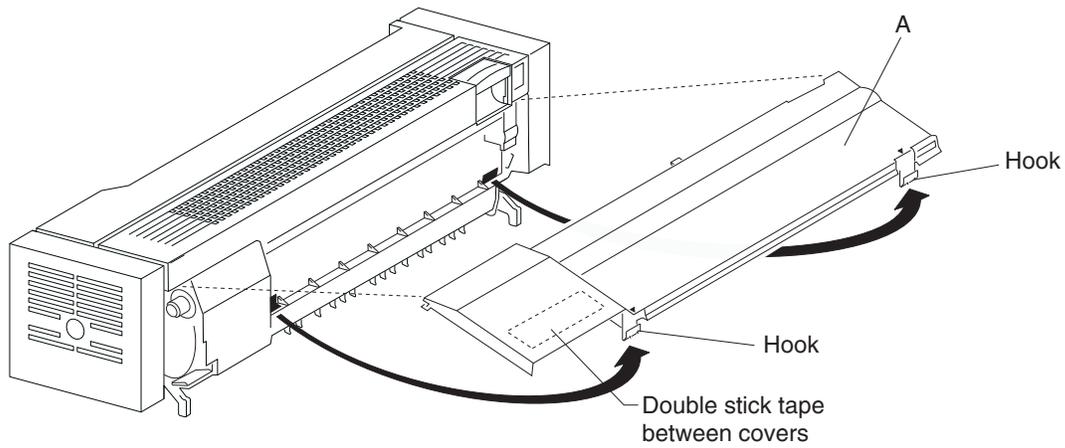


Note: After reinstalling the upper guide assembly (A), ensure the exit 2 access handle (B) operates freely.

Exit 2 left cover removal



1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Release two hooks securing the exit 2 left cover (A) to the exit 2 unit assembly.
4. Move the exit 2 left cover (A) downward and outward in the direction of the arrow.
5. Remove the exit 2 left cover (A).
Note: Extra force is required on the rear of the exit 2 left cover to break the seal of the double stick tape.



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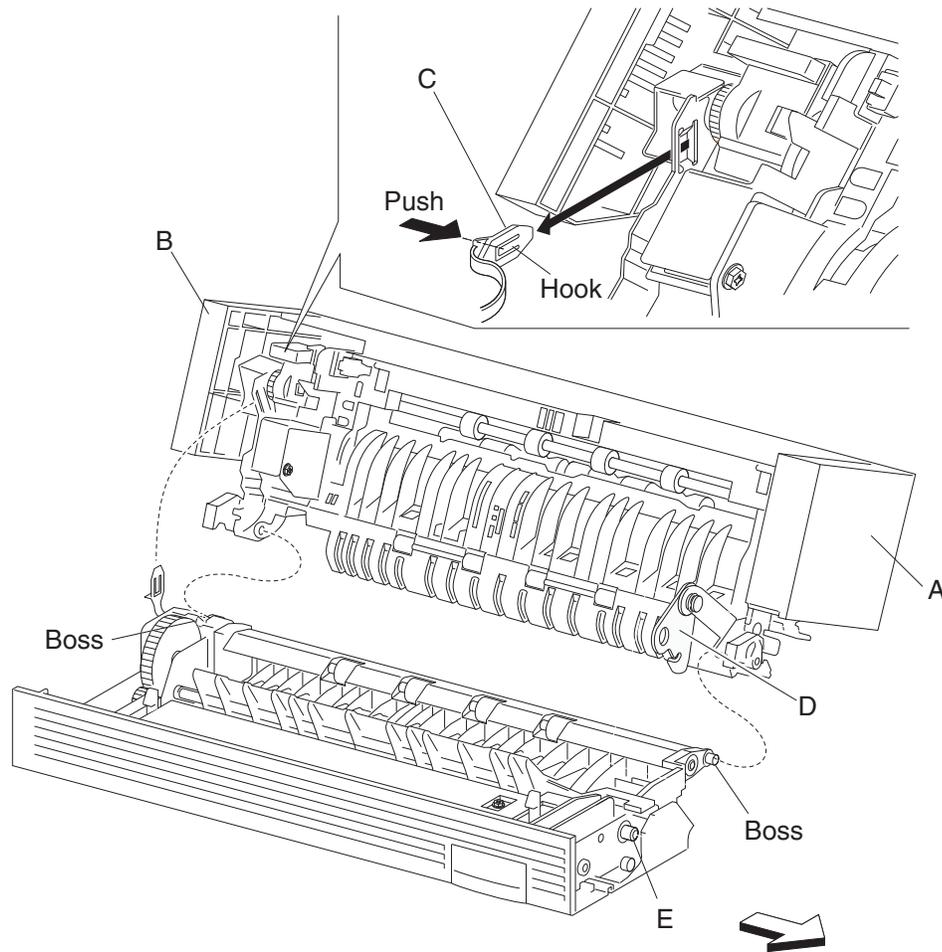
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Exit 2 right cover removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the one screw securing the exit 2 front cover (A) to the exit 2 unit assembly.
5. Remove the exit 2 front cover (A).
6. Remove one screw securing the exit 2 rear cover (B).
7. Move the exit 2 rear cover (B) upward and outward in the direction of the arrow.
8. Remove the exit 2 rear cover (B).
9. Release the hook of the exit 2 support strap (C).
10. Gently remove the link (D) from the bracket (E).



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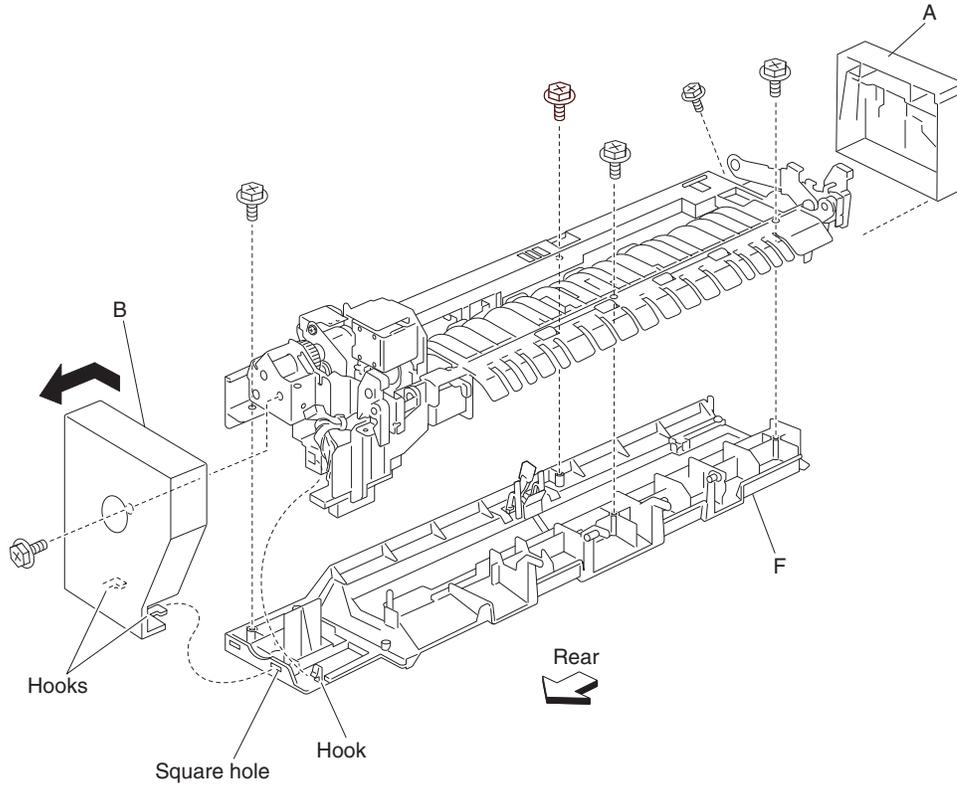


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11. Gently pry apart, with a flat tip screwdriver, the boss on the right then the one on the left to separate the exit 2 unit assembly into two pieces.
Note: The exit 2 unit assembly should be in two pieces.
12. Remove the four screws securing the exit 2 right cover assembly (F) to the exit 2 unit assembly.
13. Release two hooks securing the exit 2 right cover assembly (F) to the exit 2 unit assembly.
14. Remove the exit 2 right cover assembly (F).



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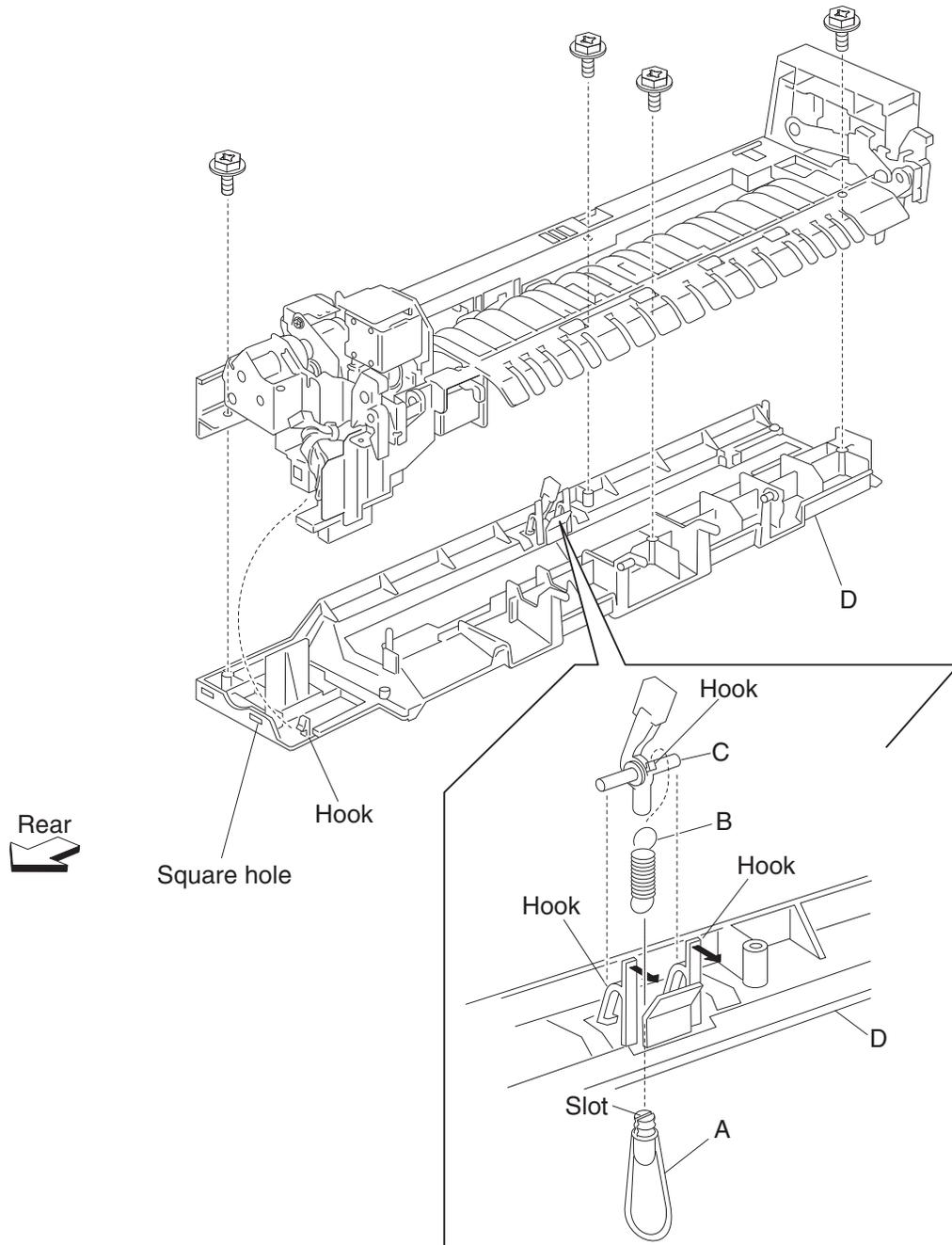
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Standard bin full exit 2 actuator removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly (A).
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the exit 2 right cover. See **“Exit 2 right cover removal”** on page 4-327.
5. Remove the standard bin full exit 2 actuator outer (A) from the spring (B).
6. Release the hooks securing the standard bin full exit 2 actuator inner (C) to the right cover (D).
7. Release the spring (B) from the hook of the standard bin full exit 2 actuator inner (C).



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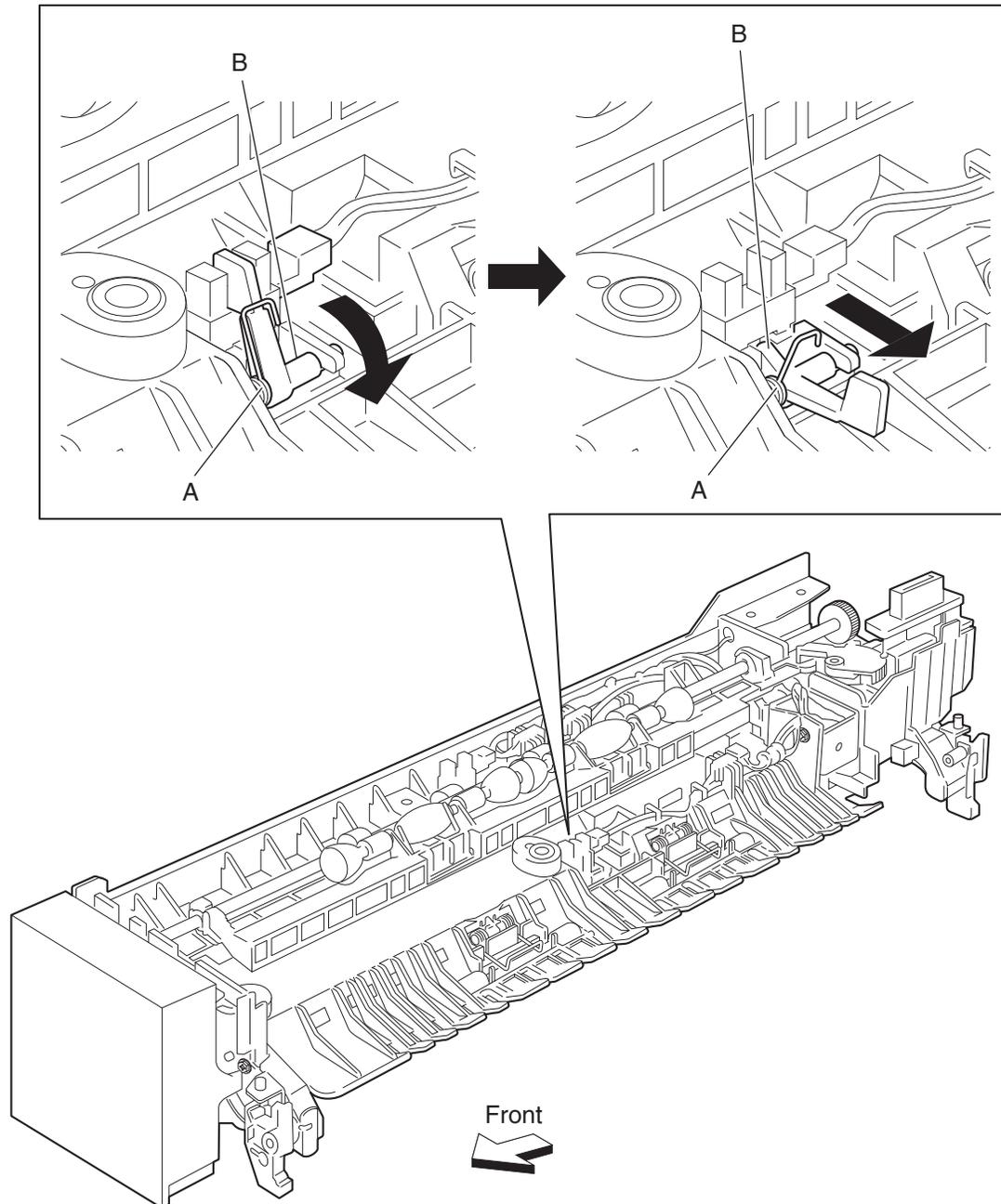
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Exit 2 actuator removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the exit 2 right cover. See **“Exit 2 right cover removal”** on page 4-327.
5. Release the spring (A) on the exit 2 actuator (B).
6. Move the exit 2 actuator (B) to the right in the direction of the arrow to release two hooks.
7. Remove the exit 2 actuator (B).
8. Remove the spring (A) from the exit 2 actuator (B).



Note: Before reinstalling the exit 2 actuator (B), ensure the spring (A) is properly installed.

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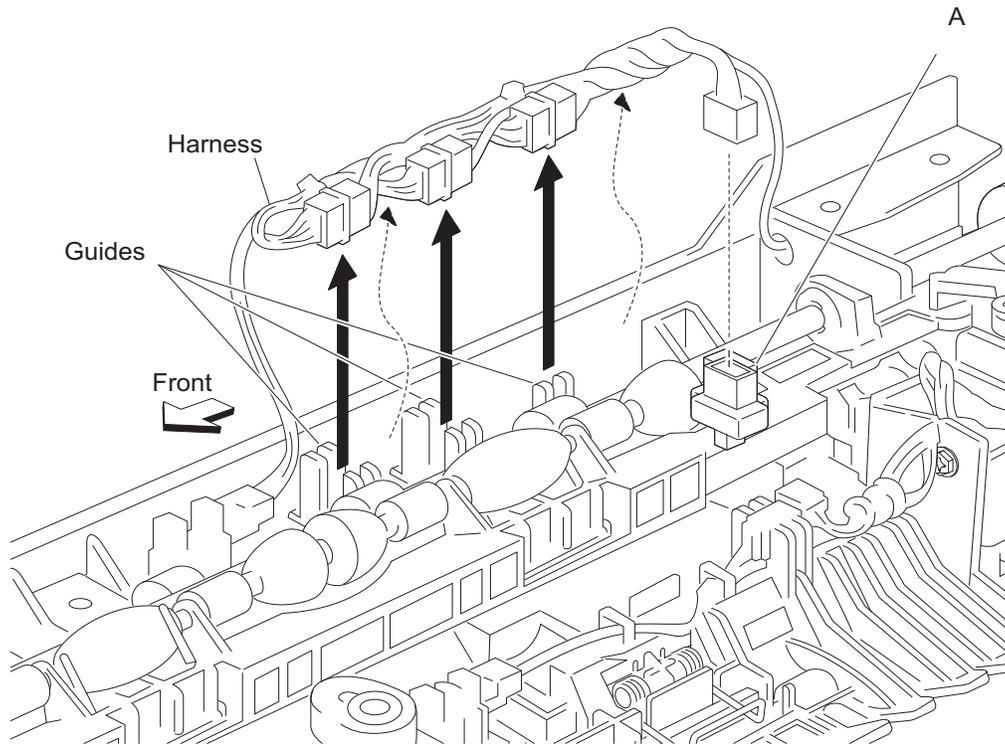
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Exit 2 switch (exit 2 left door interlock) removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the exit 2 right cover. See **“Exit 2 right cover removal”** on page 4-327.
5. Release the hooks securing the switch (exit 2 left door interlock) (A) to the exit 2 unit assembly.
6. Remove the switch (exit 2 door interlock) (A).



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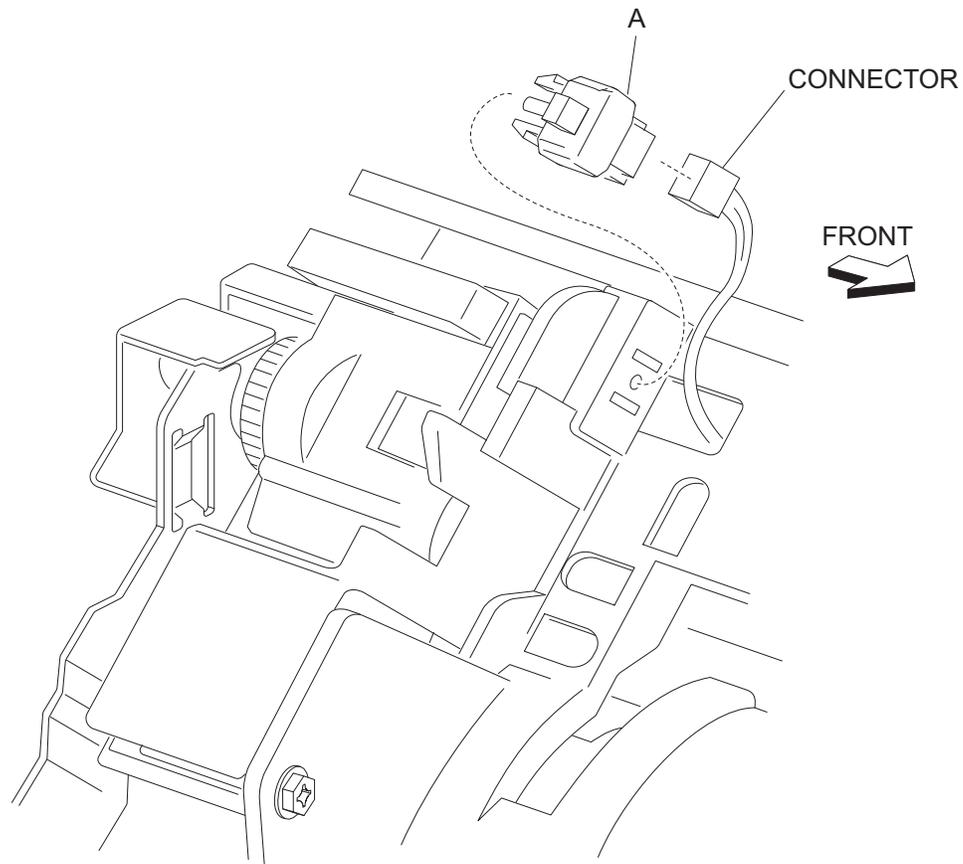


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7. Remove the connector from the exit 2 switch (exit 2 left door interlock) (A).



Note: Before reinstalling the switch (exit 2 left door interlock) (A), ensure all the harnesses and connectors are properly installed.

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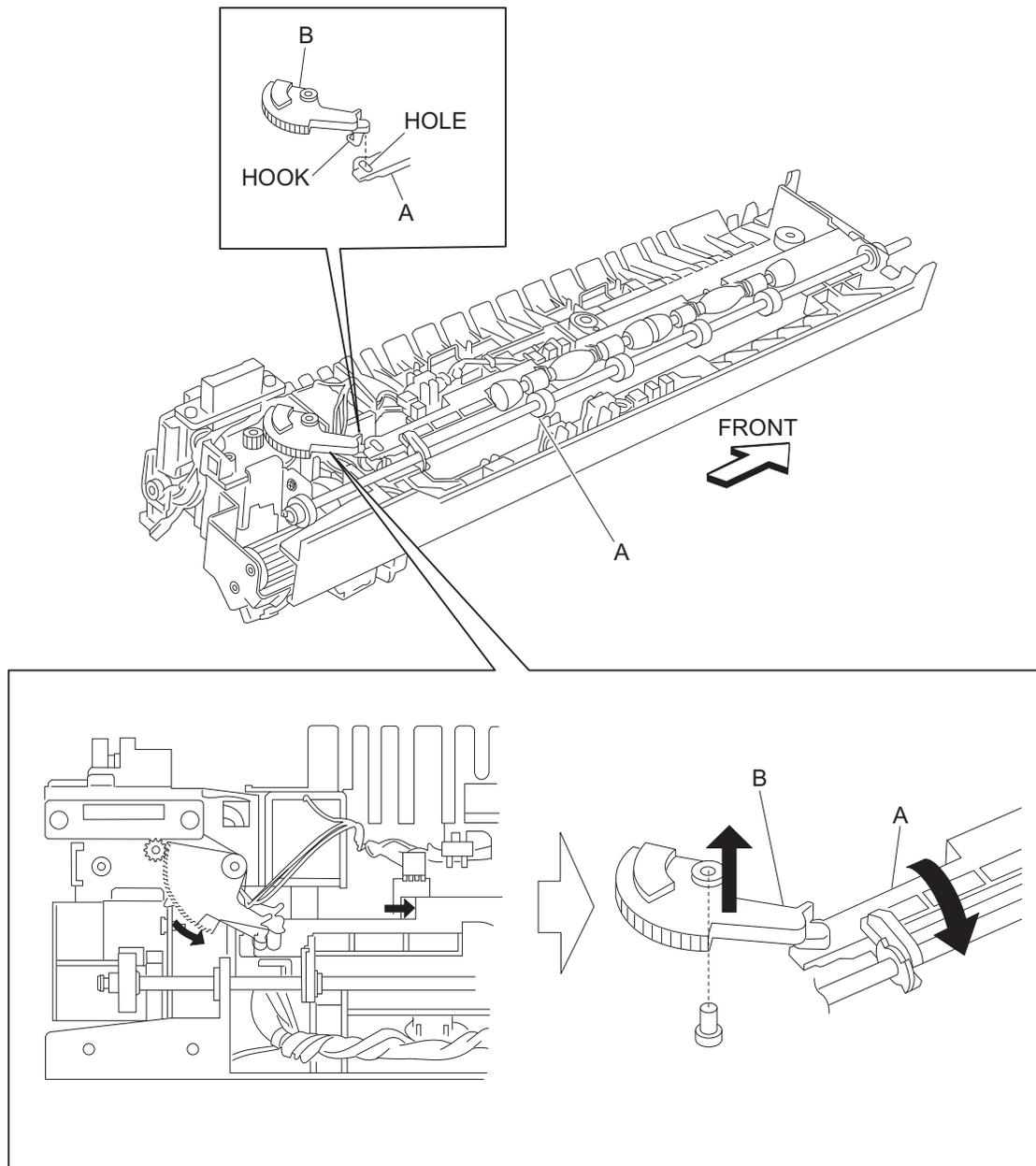
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Exit 2 media shift gear removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the exit 2 right cover. See **“Exit 2 right cover removal”** on page 4-327.
5. Move the roll assembly (A) fully to the right (front).
6. Lift the exit 2 media shift gear (B) upward to release it from the exit 2 unit assembly.
7. Release the hook on the exit 2 media shift gear (B) from the hole in the roll assembly (A).
8. Remove the exit 2 media shift gear (B).



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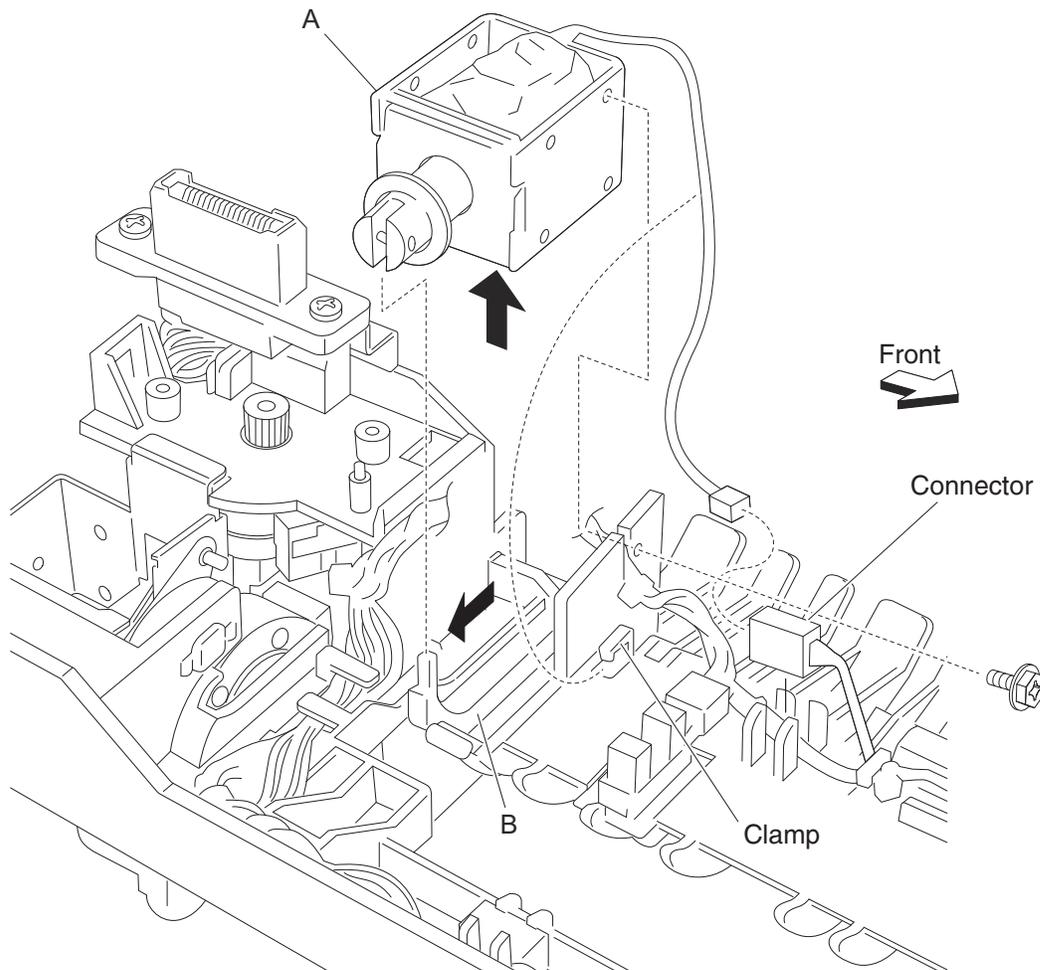
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Exit 2 media diverter solenoid removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the exit 2 right cover. See **“Exit 2 right cover removal”** on page 4-327.
5. Disconnect the media diverter solenoid (A).
6. Release the harness from the clamp.
7. Remove the screw securing the media diverter solenoid (A) to the exit 2 unit assembly.
8. Remove the media diverter solenoid (A).
9. Move the media diverter link (B) toward the top of the exit 2 unit assembly in the direction of the arrow.
10. Remove the media diverter link (B) from the media diverter solenoid (A).



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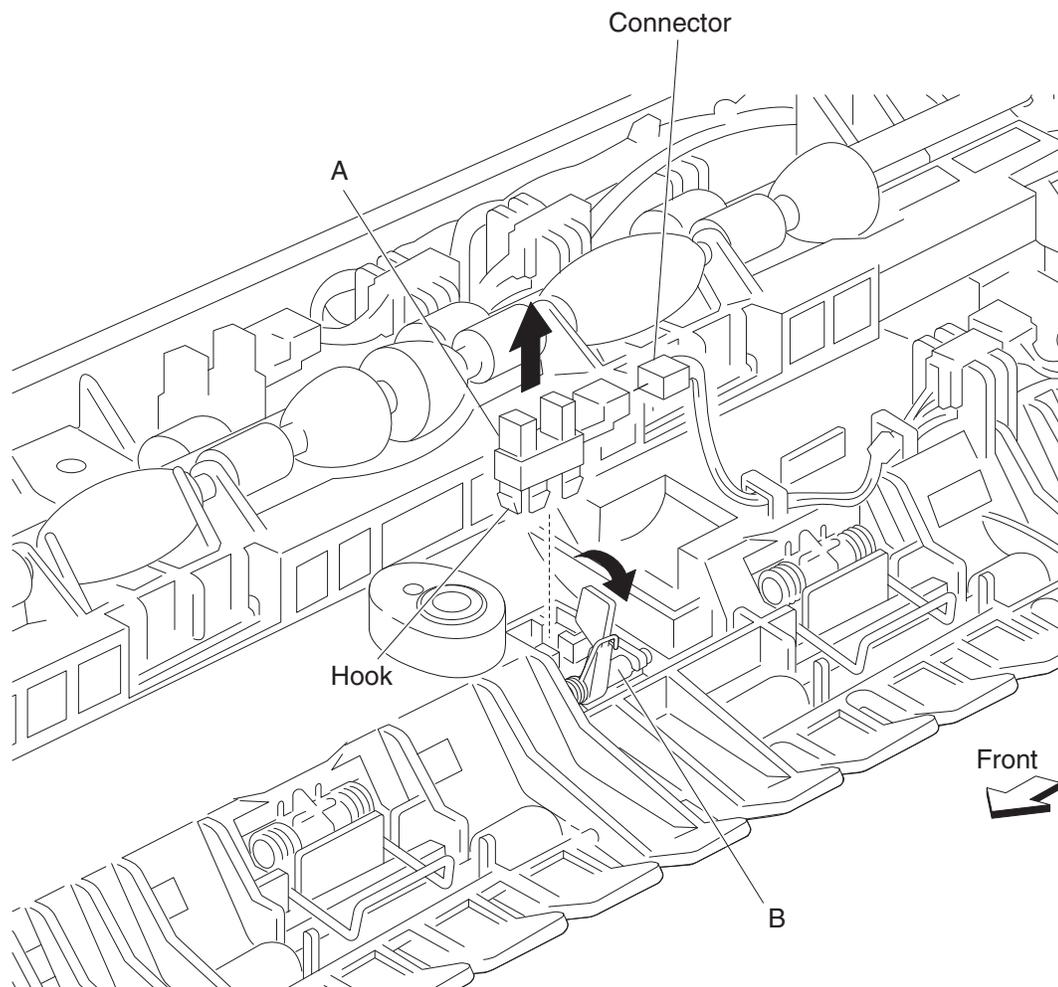
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Exit 2 sensor (exit 2) removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the exit 2 right cover. See **“Exit 2 right cover removal”** on page 4-327.
5. Disconnect the connector from the sensor (exit 2) (A).
6. Pull the exit 2 sensor (actuator) (B) back in the direction of the arrow.
7. Release the hooks securing the sensor (exit 2) (A) to the exit 2 unit assembly.
8. Remove the sensor (exit 2) (A).



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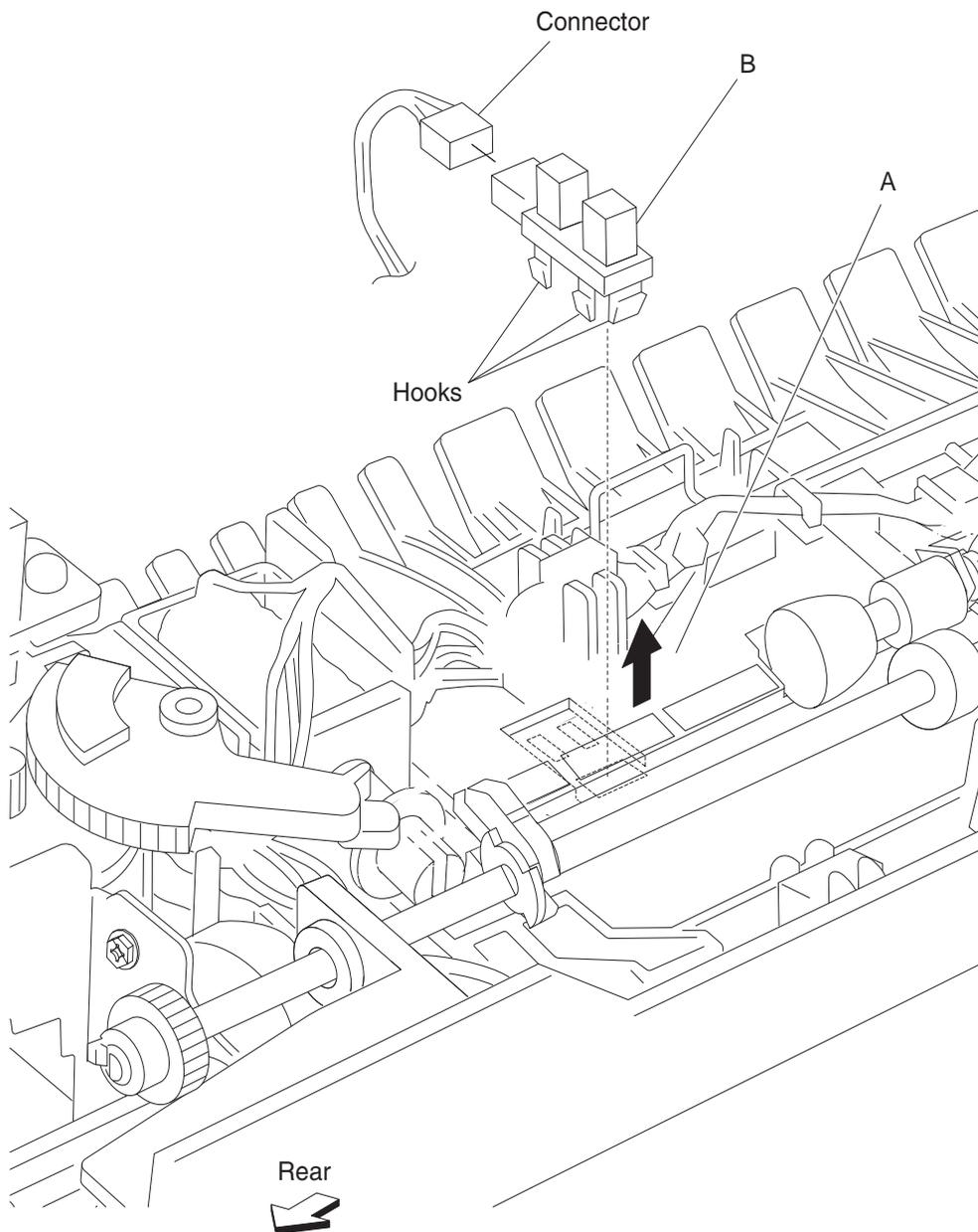
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Exit 2 sensor (exit 2 media shift HP) removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the exit 2 right cover. See **“Exit 2 right cover removal”** on page 4-327.
5. Remove the exit 2 media shift gear. See **“Exit 2 media shift gear removal”** on page 4-333.
6. Rotate the shift assembly (A) upward in the direction of the arrow.
7. Disconnect the connector from the sensor (exit 2 media shift HP) (B).
8. Release the hooks securing the sensor (exit 2 media shift HP) (B) to the exit 2 unit assembly.
9. Remove the sensor (exit 2 media shift HP) (B).



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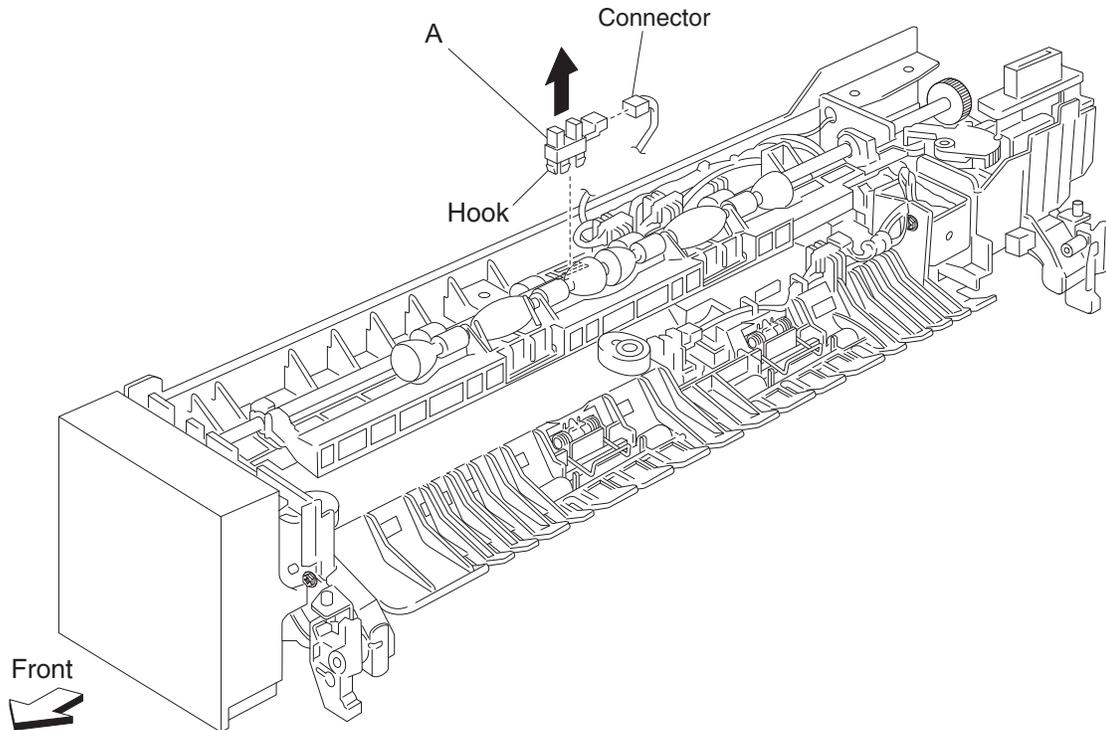
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Exit 2 sensor (standard bin full exit 2) removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the exit 2 right cover. See **“Exit 2 right cover removal”** on page 4-327.
5. Disconnect the sensor (standard bin full exit 2) (A).
6. Release the hooks to the sensor (standard bin full exit 2) (A) from the exit 2 unit assembly.
7. Remove the sensor (standard bin full exit 2) (A).



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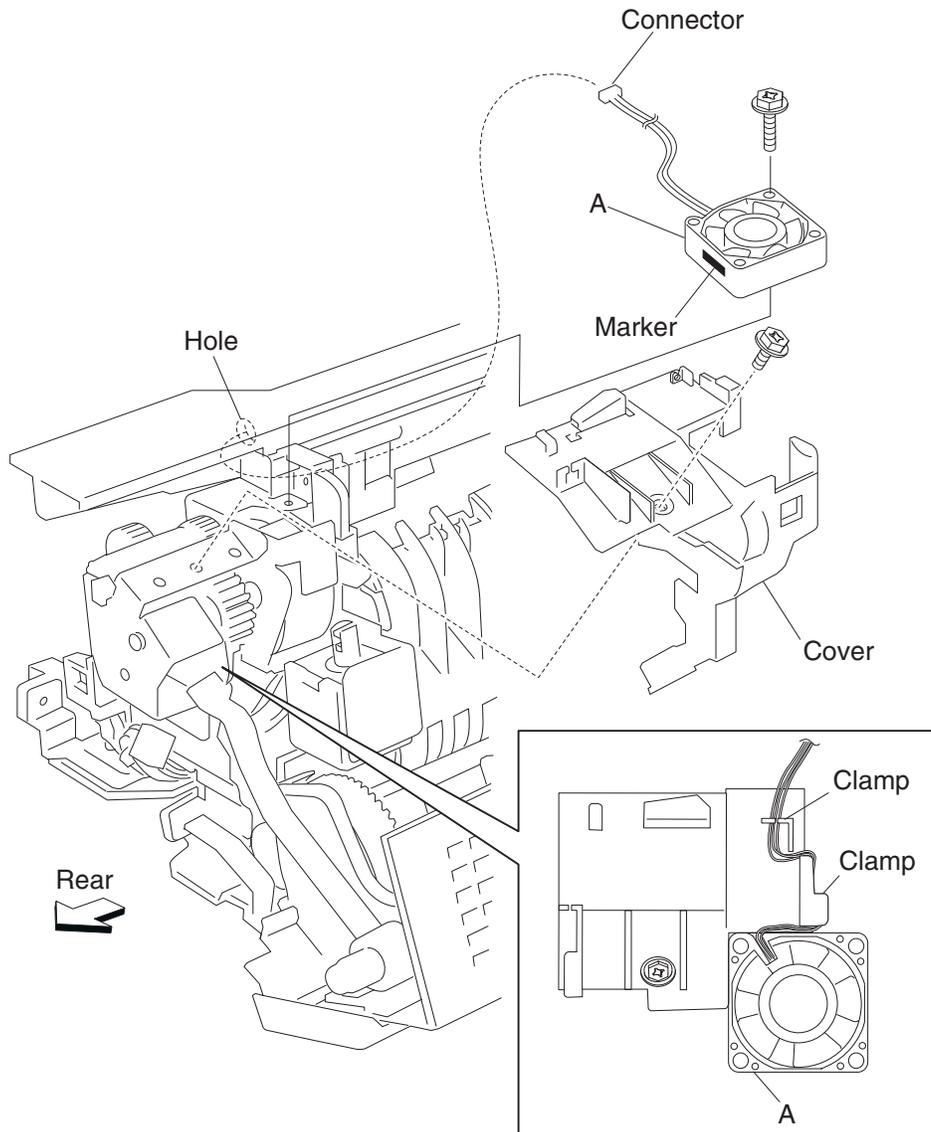
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Exit 2 cooling fan removal

1. Remove the exit 2 unit assembly. See **“Exit 2 unit assembly removal”** on page 4-322.
2. Open the exit 2 unit assembly.
3. Remove the exit 2 left cover. See **“Exit 2 left cover removal”** on page 4-325.
4. Remove the exit 2 right cover. See **“Exit 2 right cover removal”** on page 4-327.
5. Disconnect the connector from the exit 2 cooling fan (A).
6. Remove the harness from the hole in the exit 2 unit assembly.
7. Remove the screw securing the exit 2 cooling fan (A) to the exit 2 unit assembly.
8. Remove the exit 2 cooling fan (A).



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5. Component locations

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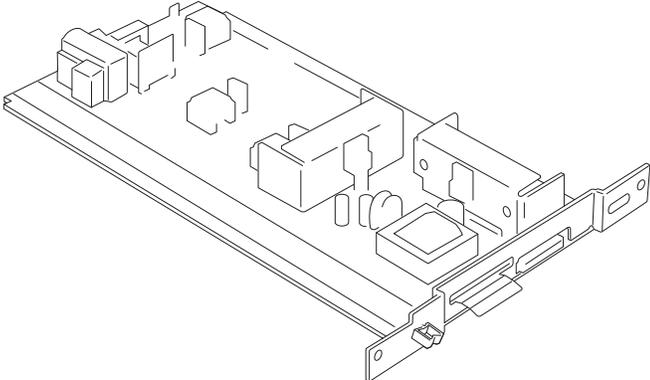


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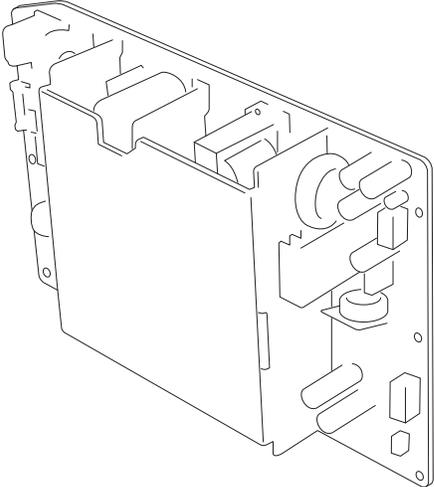
Locations

Printer boards

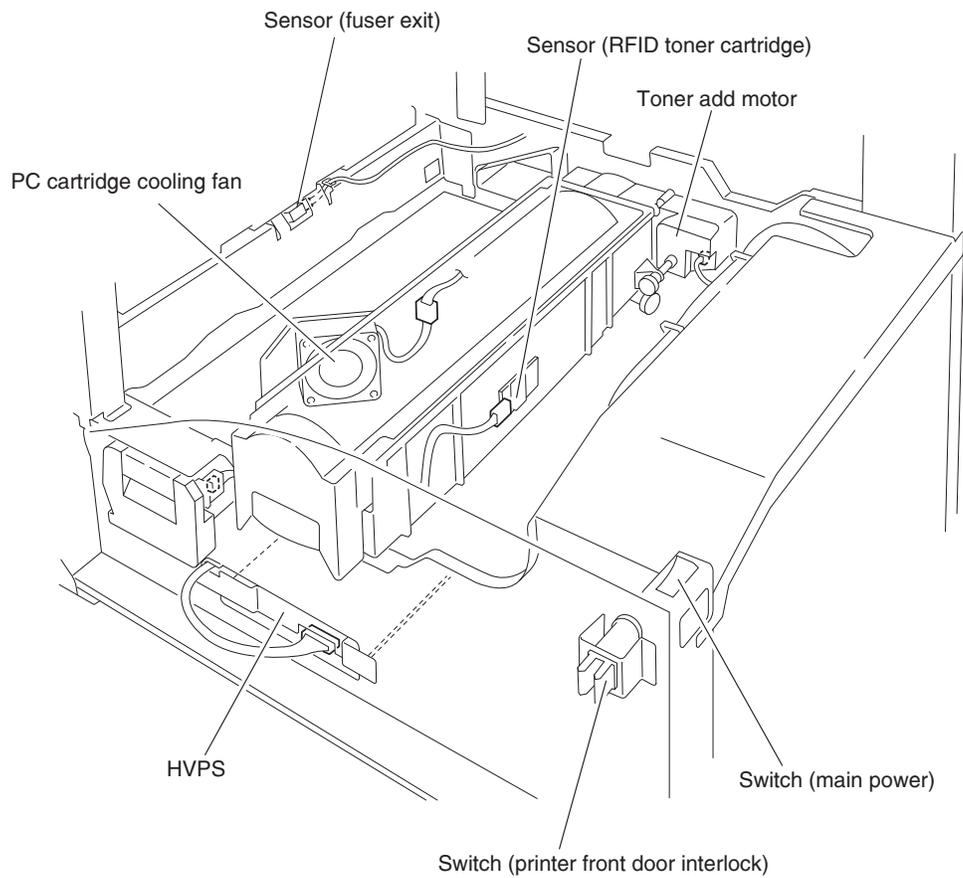
HVPS



LVPS



Printer motors and sensors



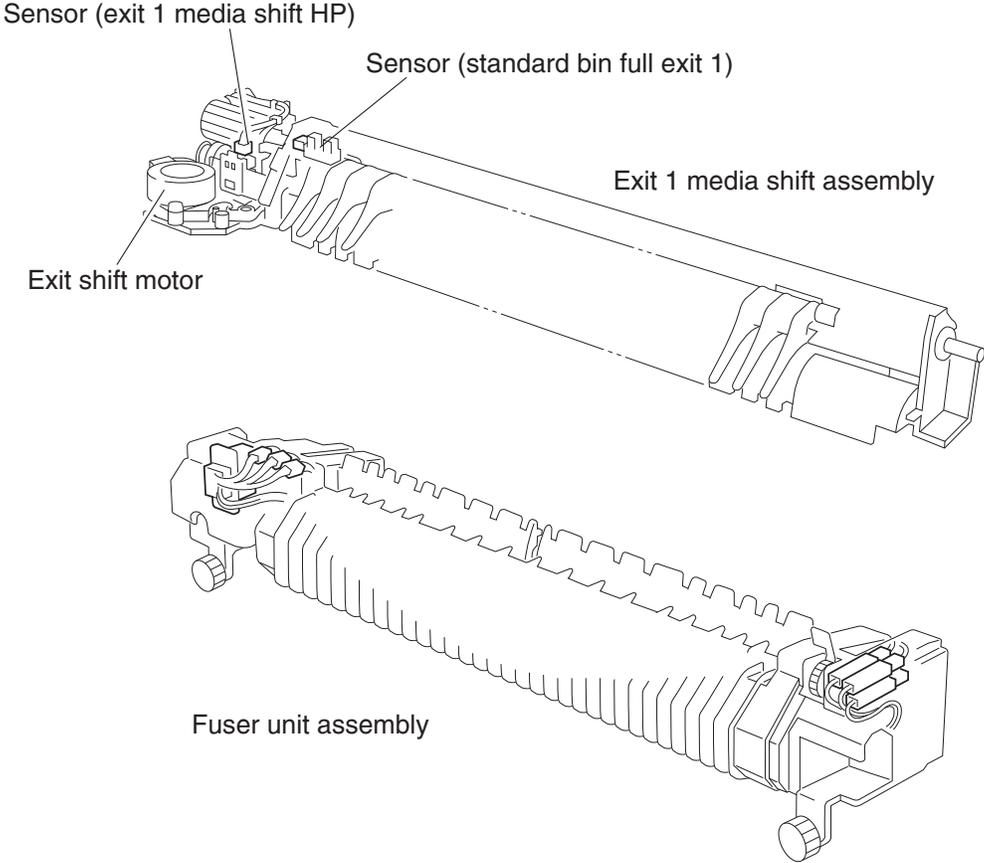
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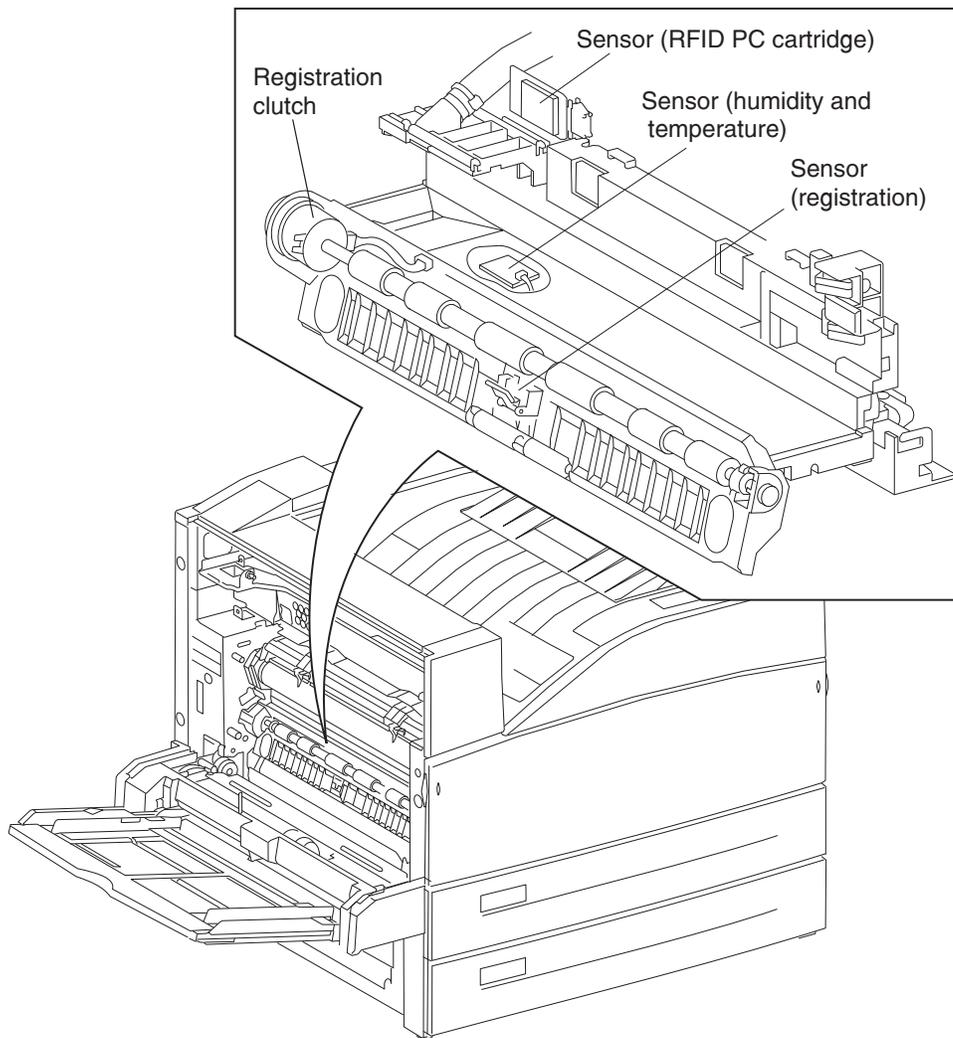
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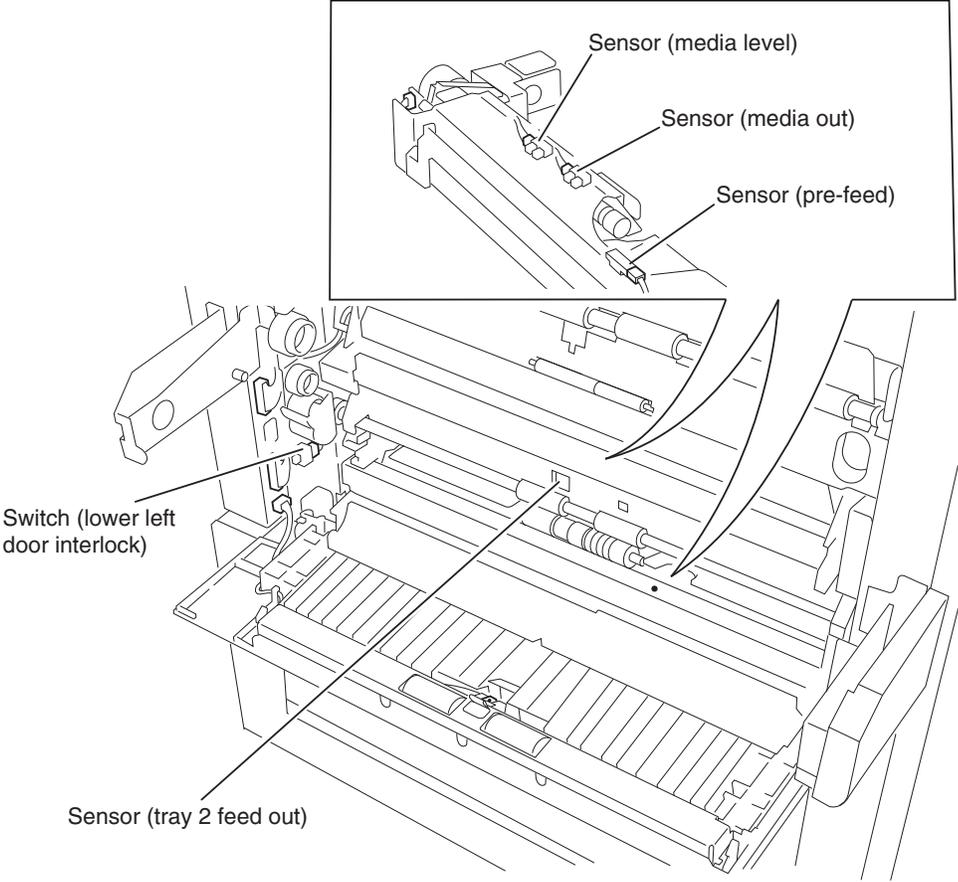
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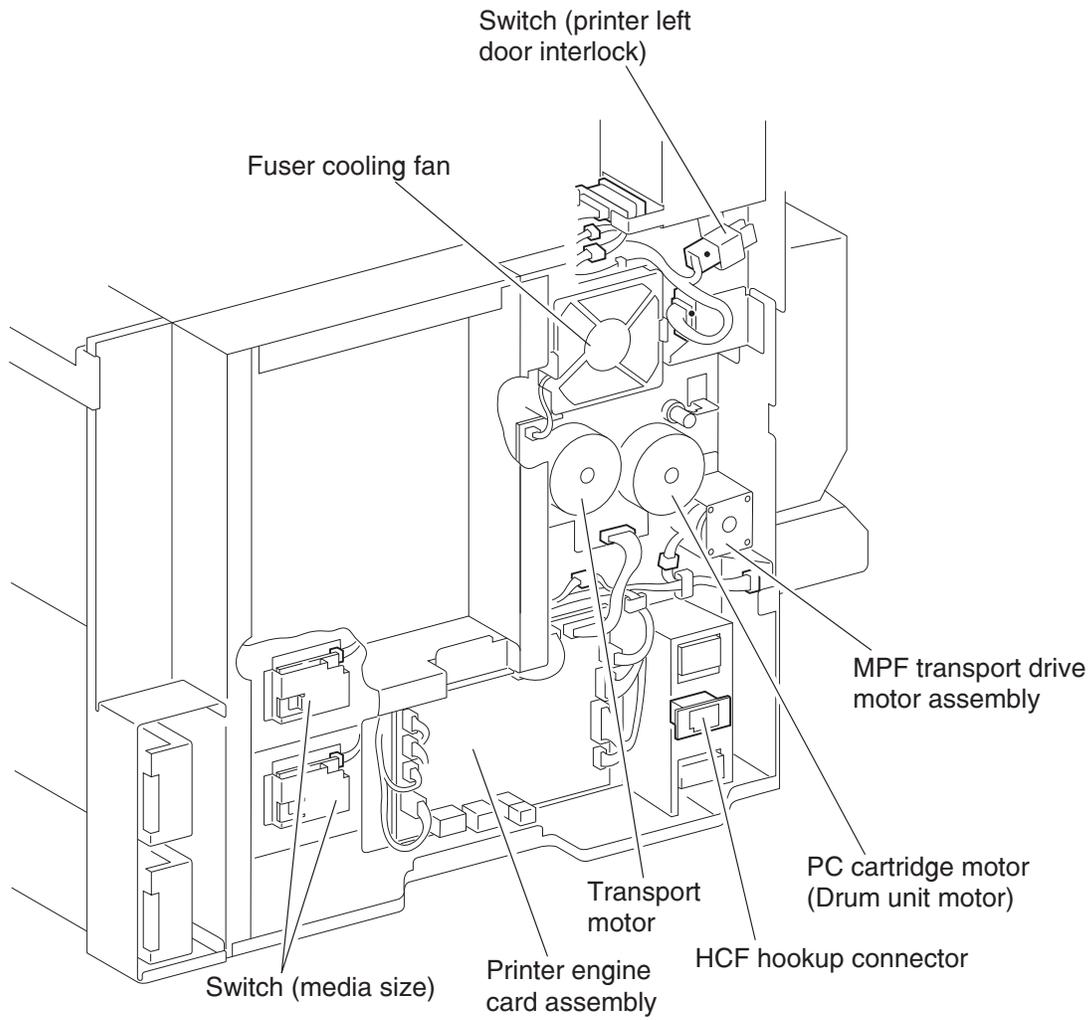


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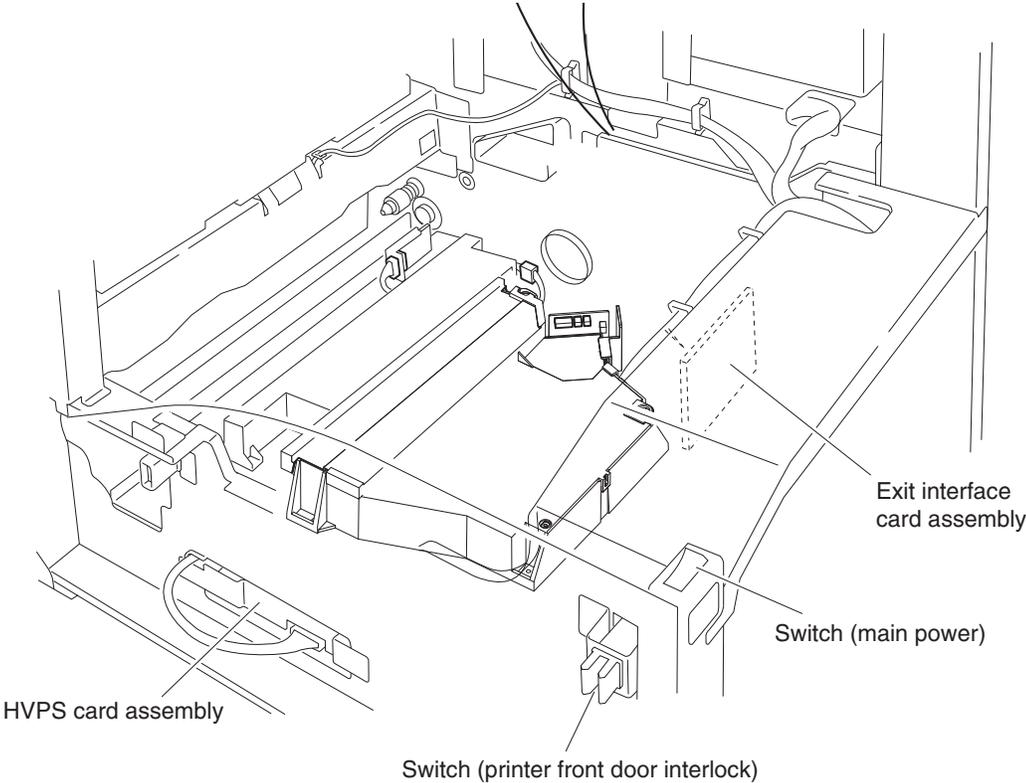


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Printer switches



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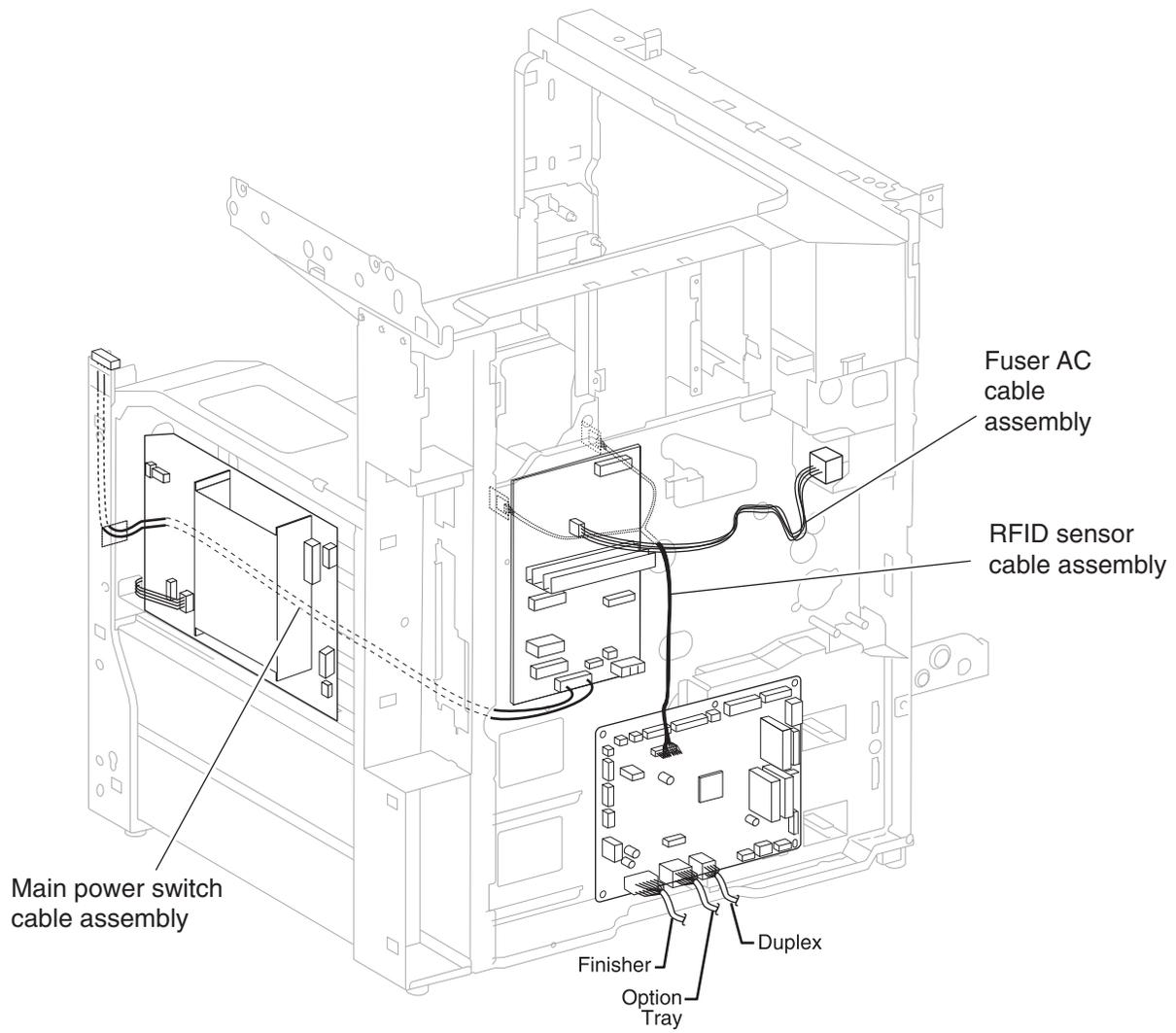


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Cables



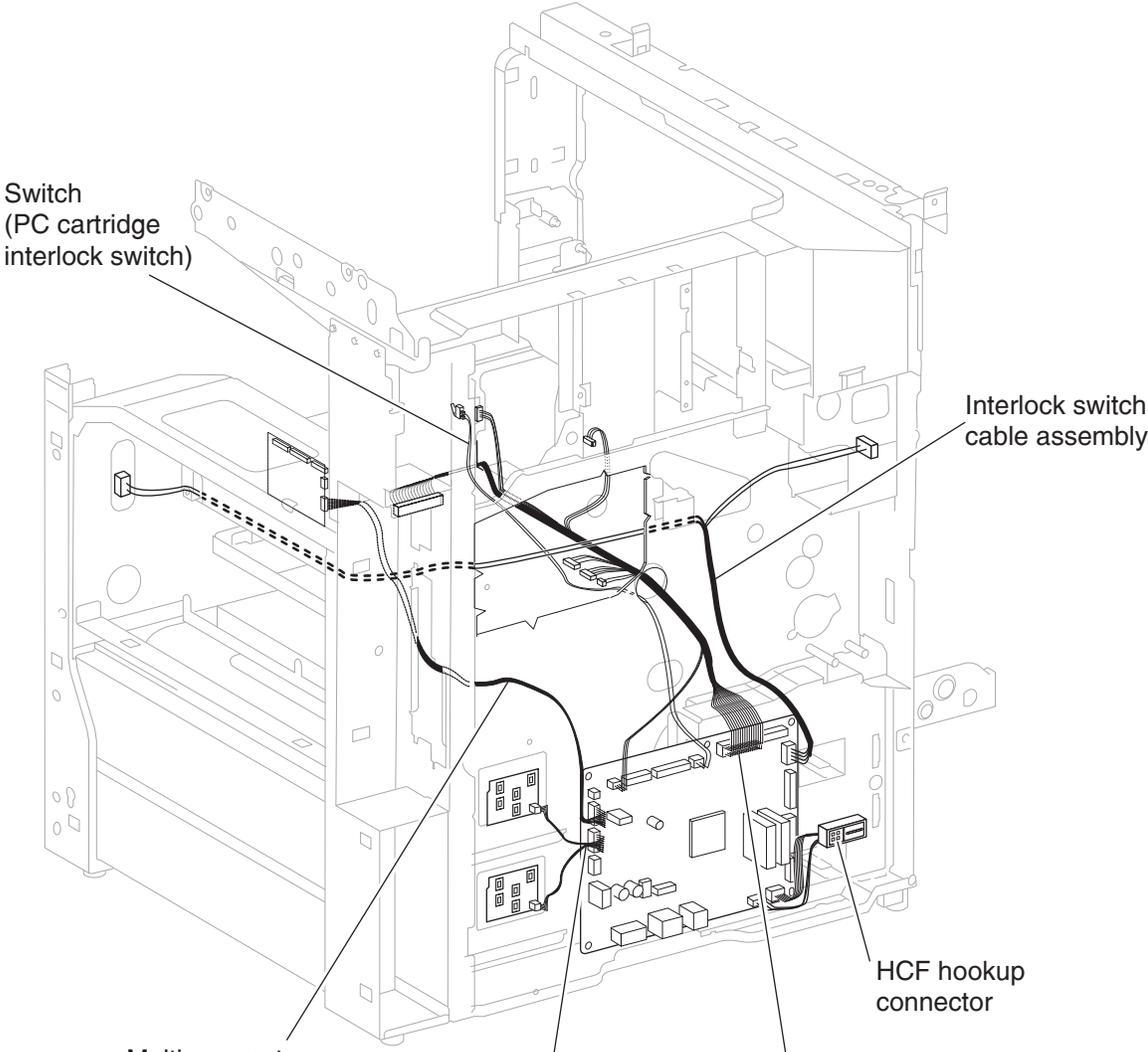
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Multi connect cable assembly 1 connects the following:

- LVPS
- LVPS cooling fan
- Toner add motor
- Exit interface card assembly
- Fuser cable assembly (data)

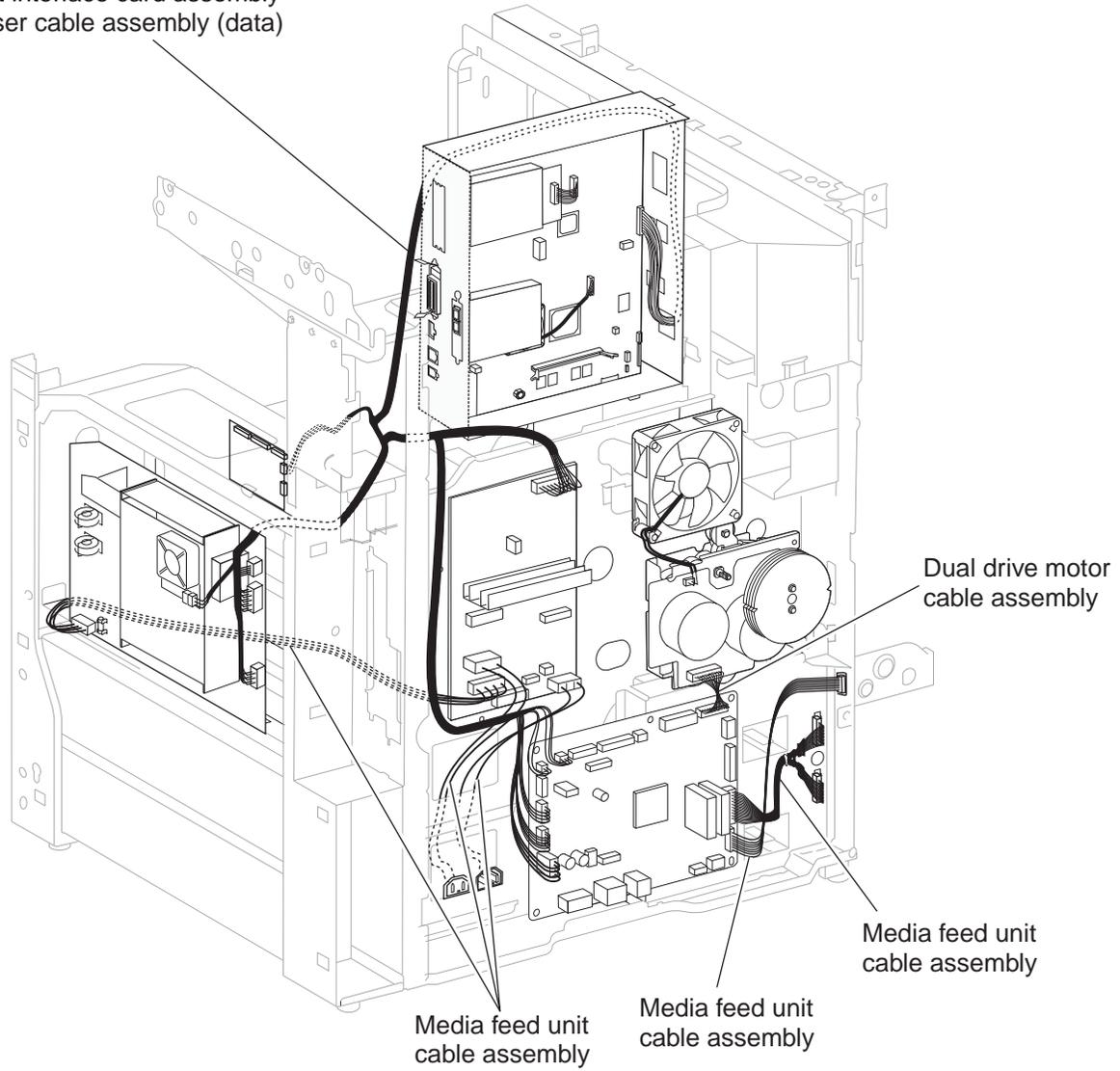
Media size switch cable assembly

Multi connect cable assembly 1 connects the following:

- HVPS
- Registration clutch
- Sensor (registration)
- Sensor (hum/temp)
- PC cartridge sensor connector

Multi connect
cable assembly 3
connects the following:

- LVPS
- LVPS cooling fan
- Toner add motor
- Exit interface card assembly
- Fuser cable assembly (data)



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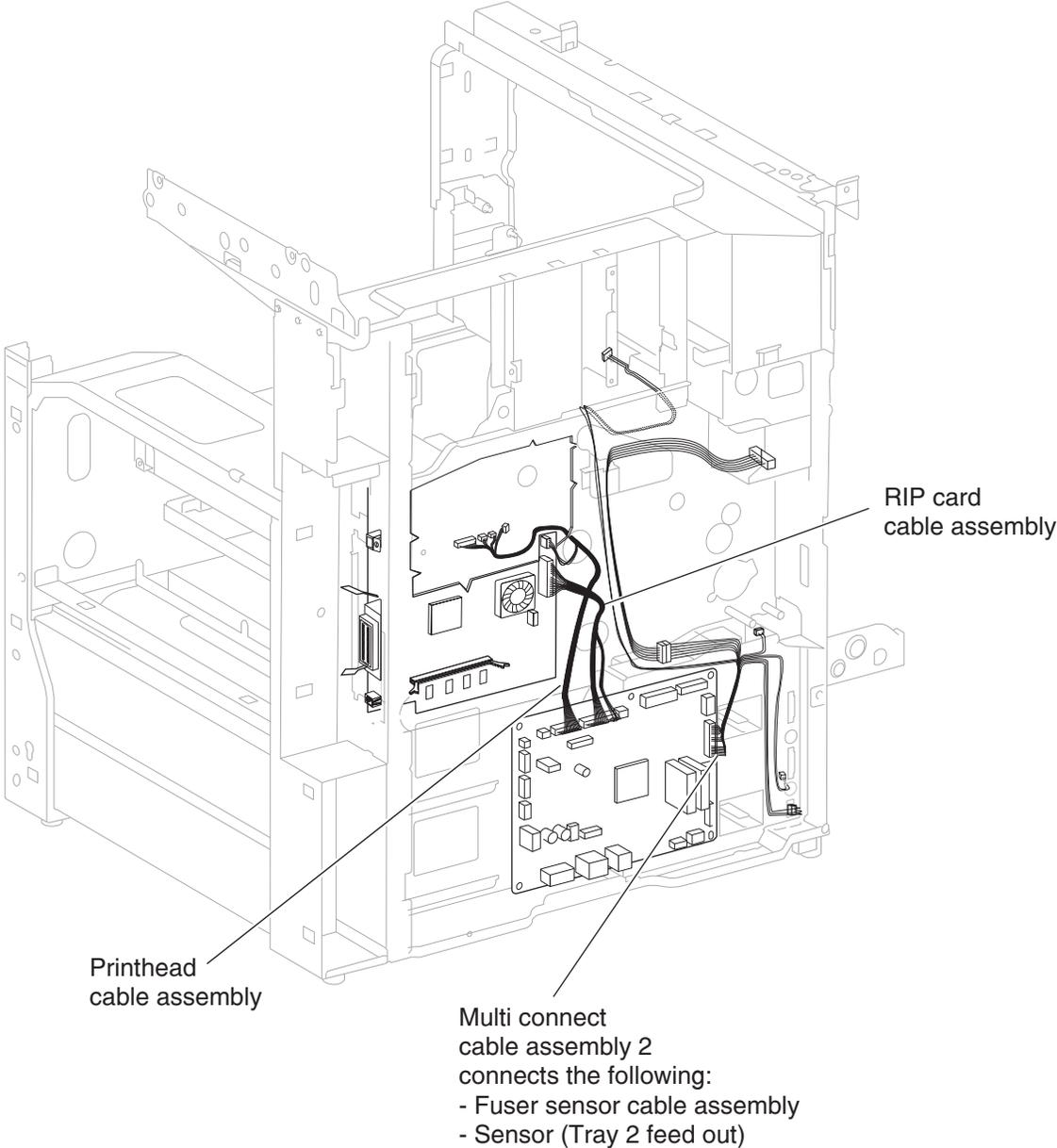
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TTM components

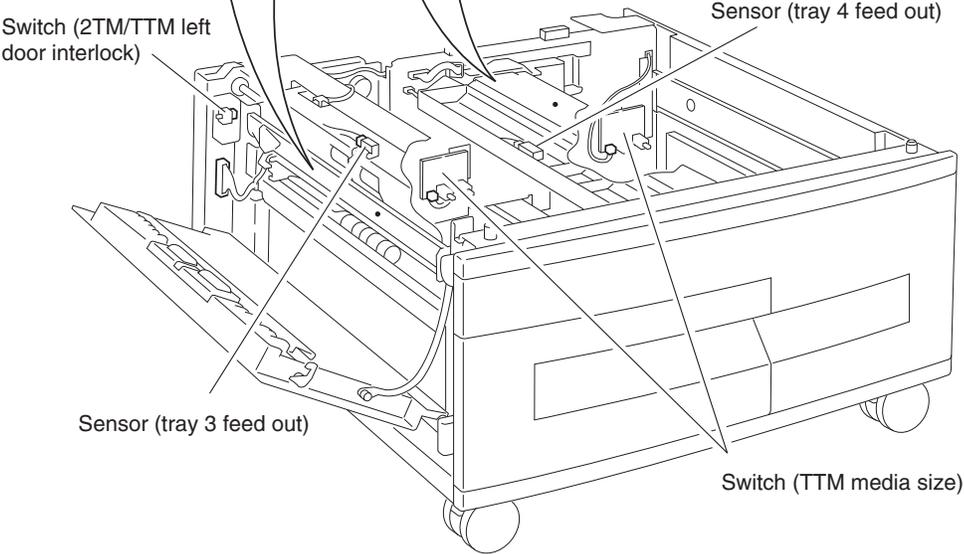
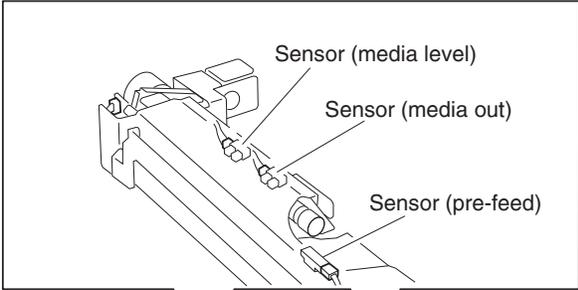
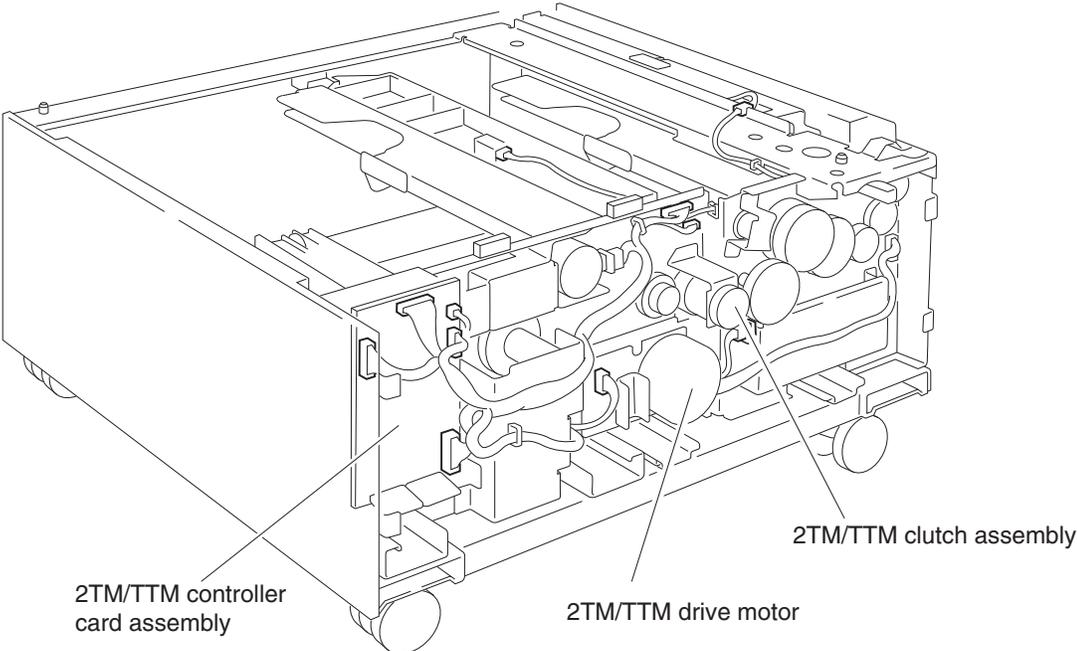
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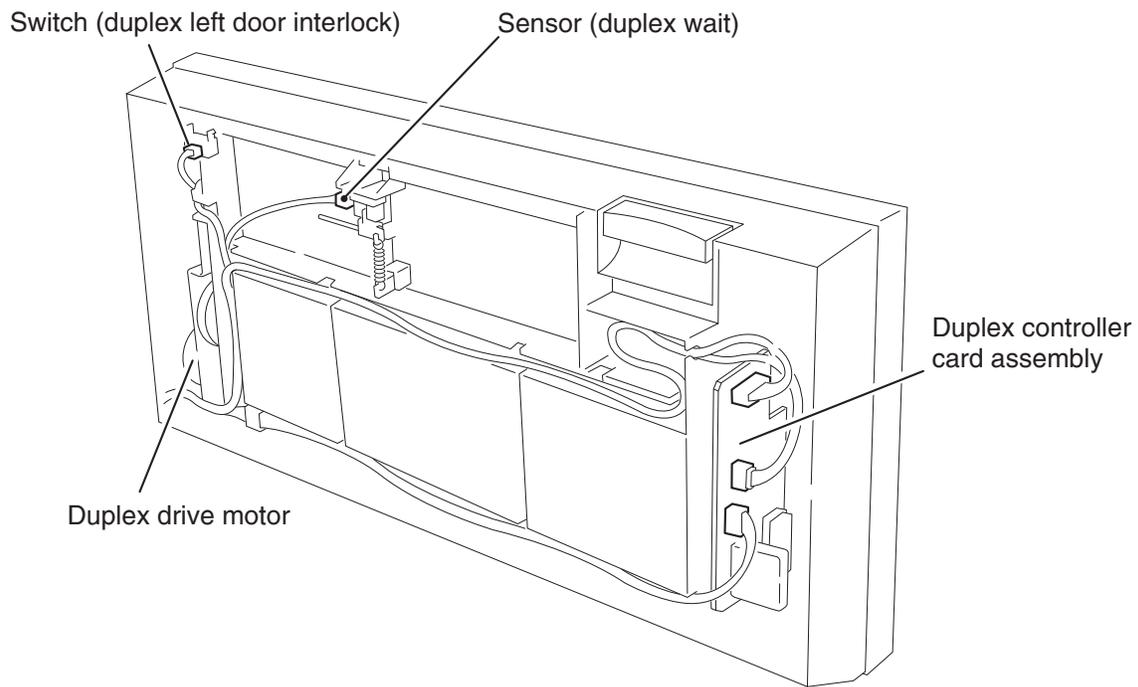
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Duplex components



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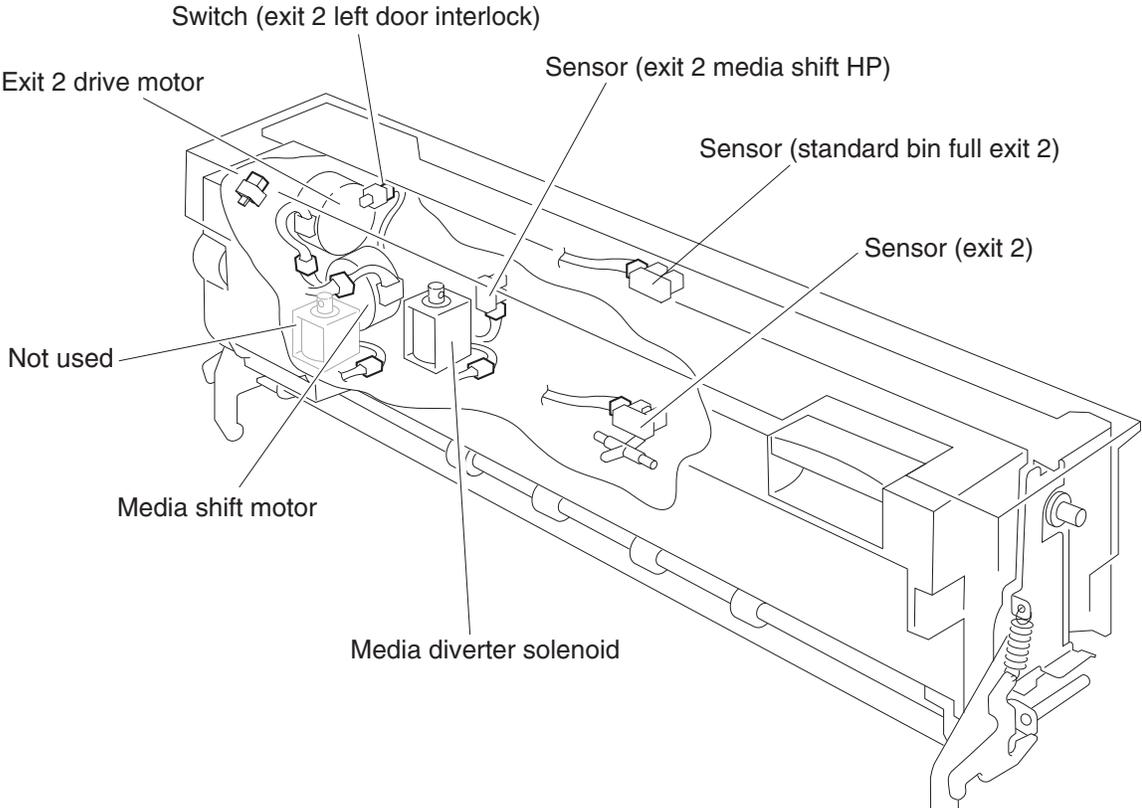


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Exit 2 components



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6. Preventive maintenance

This chapter describes procedures for printer preventive maintenance. Follow these recommendations to help prevent problems and maintain optimum performance.



Safety inspection guide

The purpose of this inspection guide is to aid you in identifying unsafe conditions.

If any unsafe conditions exist, find out how serious the hazard could be and if you can continue before you correct the hazard.

Check the following items:

- Damaged, missing, or altered parts, especially in the area of the on/off switch and the power supply
- Damaged, missing, or altered covers, especially in the area of the top cover and the power supply cover
- Possible safety exposure from any non-Lexmark attachments

| LEXMARK X860de, X862de, X864de | EVERY SERVICE CALL | EVERY 300K | NOTE |
|------------------------------------------|---------------------------|-------------------|------------------------------------|
| MEDIA TRAY—PRINTER 2TM/TTM | | | |
| Media Side Guides | Inspect | Inspect | Check for correct positioning |
| Media End Guide | Inspect | Inspect | Check for correct positioning |
| Separation Pad | Inspect | Clean | Damp cloth |
| Tray Lift Gear Group | | Inspect | |
| MEDIA FEED UNIT—PRINTER TTM | | | |
| Feed Roll | Inspect | Replace | Verify page count before replacing |
| Pick Roll | Inspect | Replace | Verify page count before replacing |
| Separation Roll | Inspect | Replace | Verify page count before replacing |
| MPF feed roll | Inspect | Clean | Water or alcohol |
| Transport Roll Assembly | | Clean | Water or alcohol |
| Sensor (registration) | | Clean | Brush or blower brush |
| Sensor (tray 2 feed-out) | | Clean | Brush or blower brush |
| MEDIA FEED UNIT HCF (if equipped) | | | |
| Feed Roll | Inspect | Replace | Verify page count before replacing |
| Pick Roll | Inspect | Replace | Verify page count before replacing |
| Separation Roll | Inspect | Replace | Verify page count before replacing |
| HCF Transport Roll Assembly | | Clean | Water or alcohol |
| Front Edge Guide | Inspect | | Check for correct positioning |
| Rear Edge Guide | Inspect | | Check for correct positioning |
| Long Edge Guide | Inspect | | Check for correct positioning |
| Separation Pad | Inspect | Clean | Damp cloth |
| TRANSFER ROLL | | | |
| Transfer Roll | Inspect | Replace | |
| FUSER UNIT | | | |
| Fuser Unit | Inspect | Replace | |
| Sensor (fuser exit) | | Clean | Blower brush |
| DUPLEX | | | |
| Duplex Transport Roll (2) | | Clean | Water or alcohol |

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| LEXMARK X860de, X862de, X864de | EVERY SERVICE CALL | EVERY 300K | NOTE: |
|---------------------------------------|---------------------------|-------------------|-----------------------------|
| Duplex Transport Roll Middle | | Clean | Water or alcohol |
| EXIT 2 | | | |
| Exit 2 Transport Roll | | Clean | Water or alcohol |
| Exit 2 Media Exit Roll | | Clean | Water or alcohol |
| FINISHER (if equipped) | | | |
| Bridge Unit Transport Belts | | Clean | Water or alcohol |
| Main Paddles (3) | | Inspect | |
| Sub Paddles (2) | | Inspect | |
| Clamp Paddles (3) | | Inspect | |
| Punch Waste Box | | Clean | |
| Stapler Cartridge | Inspect | Inspect | Check for correct operation |
| FLATBED SCANNER | | | |
| Mirrors (3) | Inspect | Clean | Glass cleaner |
| Lens | Inspect | Clean | Glass cleaner |
| Small Platen Glass | Clean | Clean | Glass cleaner |
| Large Platen Glass | Clean | Clean | Glass cleaner |
| LEXMARK X860de, X862de, X864de | EVERY SERVICE CALL | EVERY 150K | NOTE: |
| ADF | | | |
| Feed Pick Roll Assembly | Inspect | Replace | |
| Separation Roll Guide Assembly | Inspect | Replace | |
| ADF Registration Roll Assembly | Inspect | Clean | Water or alcohol |
| ADF Feed-Out Roll Assembly | Inspect | Clean | Water or alcohol |
| ADF Exit Roll Assembly | Inspect | Clean | Water or alcohol |
| ADF Transport Roll Assembly | Inspect | Clean | Water or alcohol |

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Lubrication specifications

Lubricate only when parts are replaced or as needed, not on a scheduled basis. Use of lubricants other than those specified can cause premature failure. Some unauthorized lubricants may chemically attack polycarbonate parts. Use IBM no. 10 oil, P/N 1280443 (Approved equivalents: Mobil DTE27, Shell Tellus 100, Fuchs Renolin MR30), IBM no. 23 grease (Approved equivalent Shell Darina 1), and grease, P/N 99A0394 to lubricate appropriate areas.

Scheduled maintenance

The LCD displays 80 scheduled maintenance at each 300K page count interval. It is necessary to replace the fuser assembly, transfer roller, and feed, pick and separation rollers at this interval to maintain the print quality and reliability of the printer. The parts are available as a maintenance kit with the following part numbers:

40X0394—Maintenance Kit, 110 V
 40X0398—Maintenance Kit, 220 V
 40X2377—Maintenance Kit, 100 V

The ADF requires scheduled maintenance at each 150K page count interval. It is necessary to replace the feed/pick roll assembly and the separation guide assembly at this interval to maintain ADF media feed reliability. The parts are available as a maintenance kit with the following part number:

40X2734—Maintenance Kit, ADF

After replacing the kit, the maintenance count must be reset to zero to clear the "80 scheduled maintenance" message.

To reset the maintenance count

1. Turn off the printer
2. Press and hold the **2** and **6** buttons simultaneously.
3. Turn on the printer.
4. Release the buttons after 10 seconds. The Configuration Menu appears on the LCD.
5. Touch **Reset Maintenance Counter** from the Configuration Menu.
6. **Reset Maintenance Counter** appears in the header and **Yes** and **No** appears below the header.
7. To cancel the reset operation, press **Back** or **No**. All other button presses are ignored.
8. To initiate the reset operation, select **Yes**.

The maintenance count resets to zero and the LCD returns to the Configuration Menu.

When performing the 300K scheduled maintenance procedure, the following areas should be cleaned of media dust and toner contamination:

- Media trays
- PC cartridge area
- Transfer roll area
- Duplex area
- Exit 2 area
- Standard bins
- Bridge unit area (if equipped)
- Finisher media bins (if equipped)

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7. Parts catalog

How to use this parts catalog

The following legend is used in the parts catalog:

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-------------|
|-----------|-------------|------------|------------------|-------------|

- **Assembly-index:** Identifies the assembly and the item in the diagram. For example 3-1 indicates Assembly 3 and the item number 1 in the table.
- **Part number:** Identifies the unique number that identifies this FRU.
- **Units/mach:** Refers to the number of units actually used in the base machine or product.
- **Units/kit or pkg:** Refers to the number of units packaged together and identified by the part number.
- **NS:** (Not shown) in the assembly-Index column indicates that the part is procurable but is not pictured in the illustration.
- **PP:** (Parts Packet) in the parts description column indicates the part is contained in a parts packet.

| Model name | Configuration | Machine type | Speed |
|----------------|---------------|--------------|--------|
| Lexmark X860de | Network | 7500-432 | 35 PPM |
| Lexmark X862de | Network | 7500-632 | 45 PPM |
| Lexmark X864de | Network | 7500-832 | 55 PPM |

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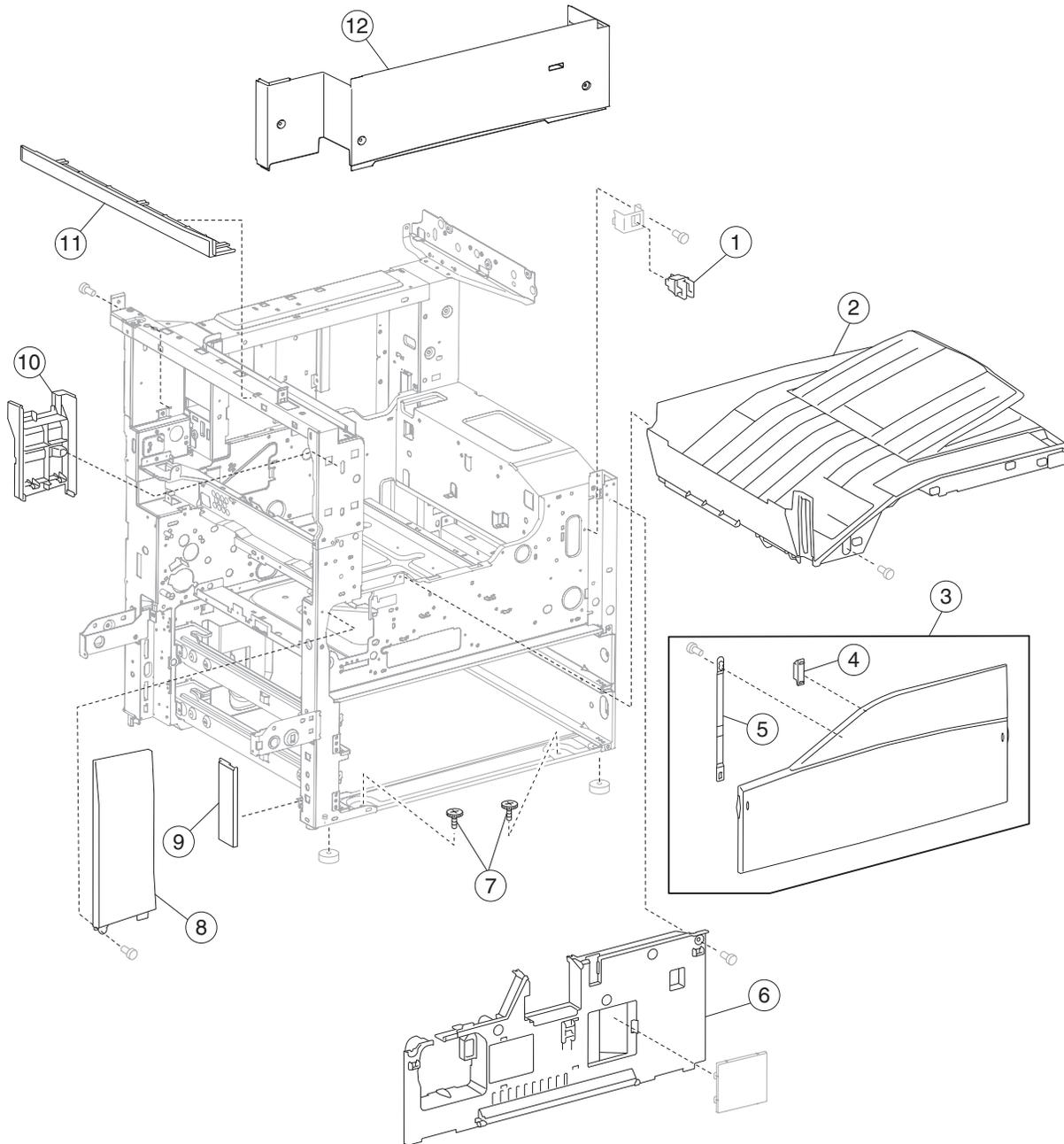


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Assembly 1: Covers (1 of 2)



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Assembly 1: Covers (1 of 2)

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|---------------------------------------|
| 1-1 | 40X0553 | 1 | 1 | Switch (printer front door interlock) |
| 2 | 40X2366 | 1 | 1 | Top cover assembly |
| 3 | 40X2385 | 1 | 1 | Printer front door assembly |
| 4 | 40X0560 | 1 | 1 | Front door magnetic catch |
| 5 | 40X0561 | 1 | 1 | Front door support strap |
| 6 | 40X0562 | 1 | 1 | Front inner cover |
| 7 | 40X0960 | 1 | 2 | 2TM/TTM retaining screws |
| 8 | 40X2294 | 1 | 1 | Front left cover |
| 9 | 40X0550 | 1 | 1 | Left lower cover |
| 10 | 40X2296 | 1 | 1 | Front interior cover |
| 11 | 40X2297 | 1 | 1 | Left upper cover |
| 12 | 40X2295 | 1 | 1 | Rear interior cover |

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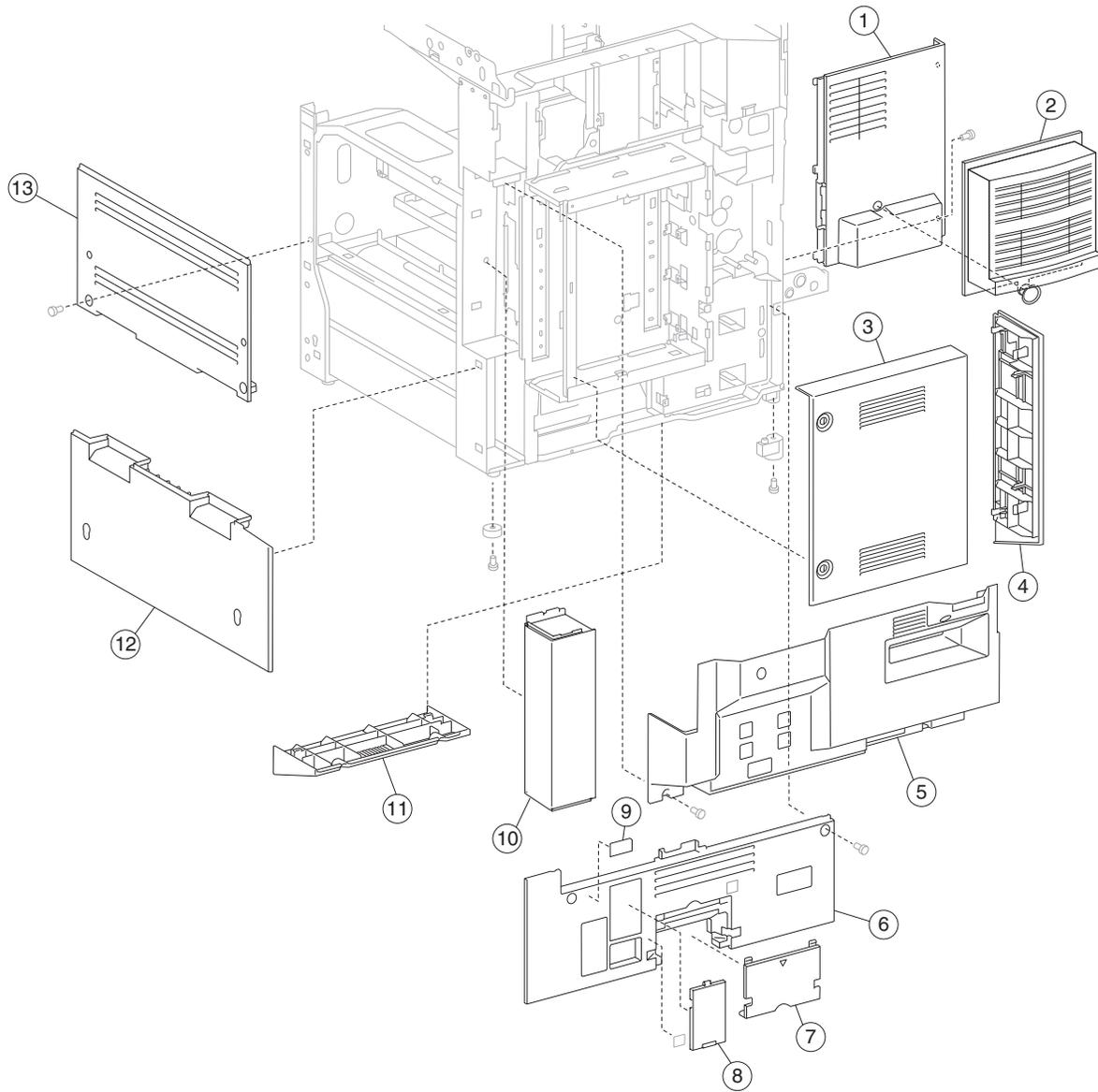


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Assembly 2: Covers



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Assembly 2: Covers

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|----------------------------|
| 1-1 | 40X2300 | 1 | 1 | Rear motor cover |
| 2 | 40X2382 | 1 | 1 | TVOC filter assembly |
| 3 | 40X2304 | 1 | 1 | Rear RIP card cover |
| 4 | 40X2306 | 1 | 1 | Controller box side cover |
| 5 | 40X2301 | 1 | 1 | Rear Upper cover |
| 6 | 40X2386 | 1 | 1 | Rear lower cover (110V) |
| 6 | 40X2387 | 1 | 1 | Rear lower cover (220V) |
| 7 | 40X0568 | 1 | 1 | Option hookup cover |
| 8 | 40X2302 | 1 | 1 | Rear lower cap cover |
| 9 | 40X2303 | 1 | 1 | GFI label |
| 10 | 40X2299 | 1 | 1 | Rear corner cover |
| 11 | 40X2305 | 1 | 1 | Controller box lower cover |
| 12 | 40X0564 | 1 | 1 | Right lower cover |
| 13 | 40X0563 | 1 | 1 | Right upper cover |

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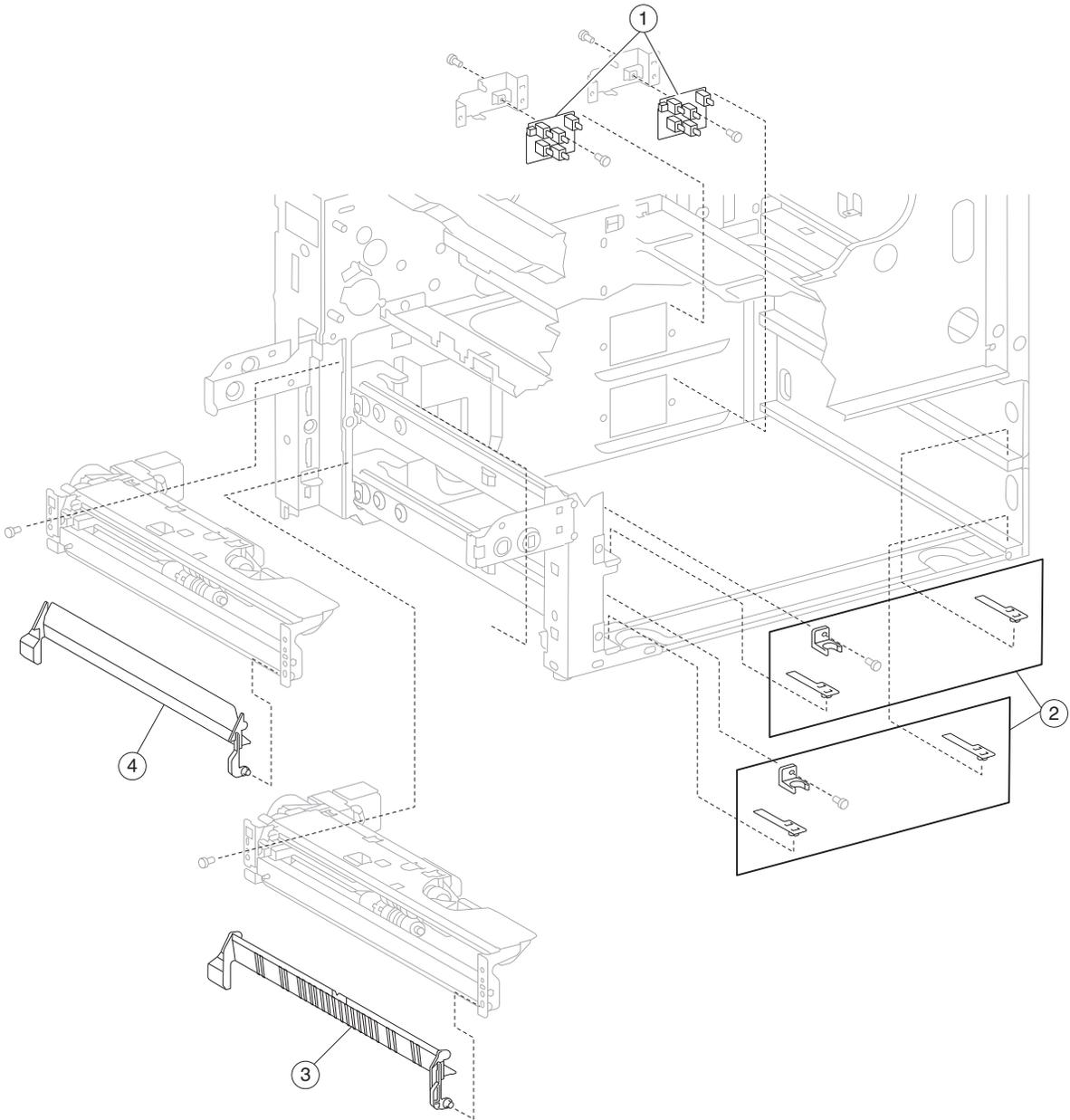


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Assembly 3: Media feed unit



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Assembly 3: Media feed unit

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 3-1 | 40X0570 | 2 | 1 | Switch (media size) |
| 2 | 40X0569 | 2 | 3 | Media tray catch kit includes: <ul style="list-style-type: none">• Media tray catch• Media tray slide (2 each) |
| 3 | 40X0572 | 1 | 1 | Vertical turn guide |
| 4 | 40X0571 | 1 | 1 | Vertical turn mylar guide |

Previous

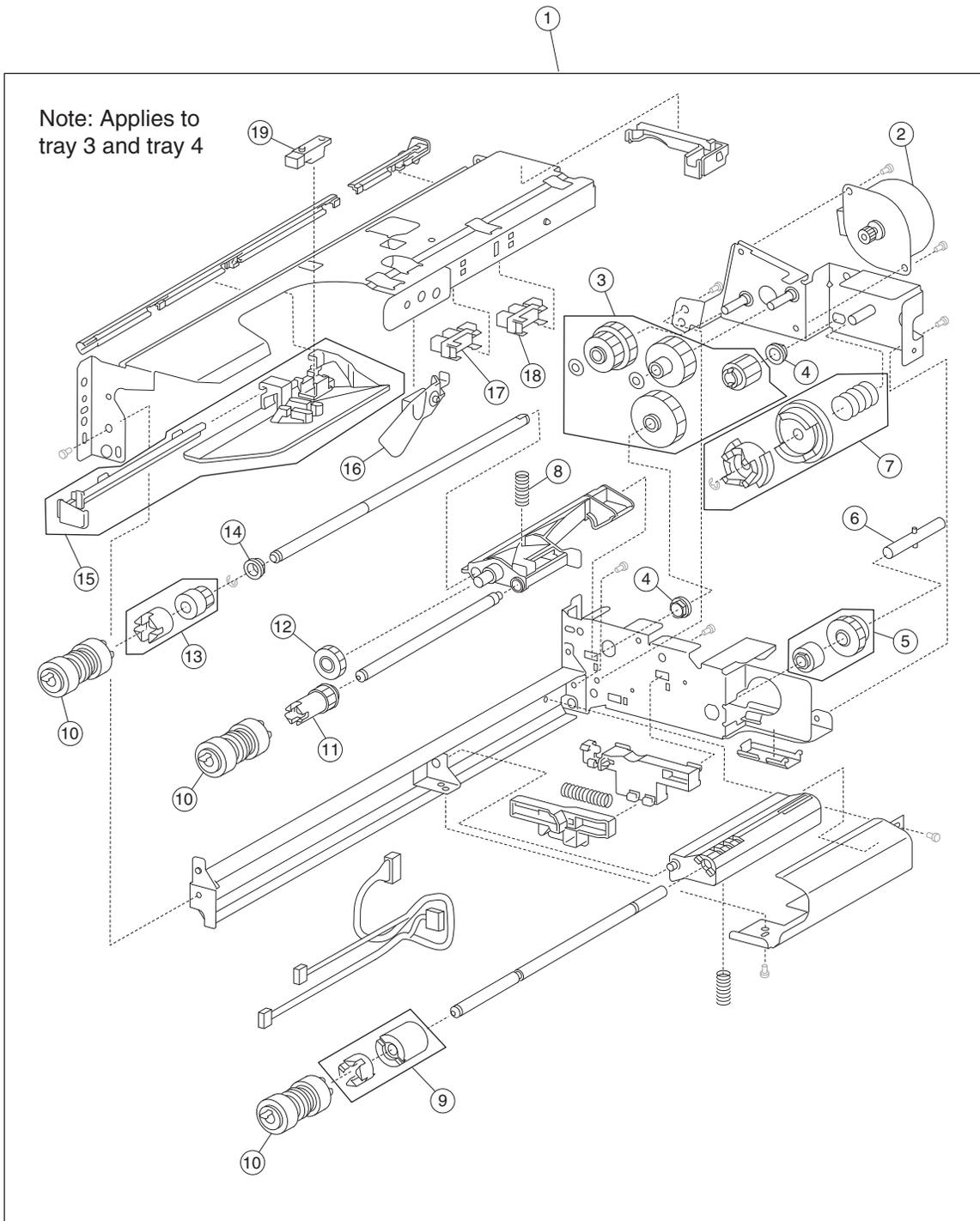


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Assembly 4: Media feed unit exploded (tray 1 and tray 2)



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Assembly 4: Media feed unit exploded (tray 1 and tray 2)

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4-1 | 40X0581 | 2 | 1 | Media feed unit assembly (this comes assembled) |
| 2 | 40X0582 | 2 | 1 | Media feed lift motor |
| 3 | 40X0585 | 2 | 6 | Media feed drive gear kit includes: <ul style="list-style-type: none"> • Media feed unit drive gear 13T • Media feed unit drive gear 28/21T • Media feed unit drive gear 29T • Media feed unit drive gear 27T • 2 mm washer (2 each) |
| 4 | 40X0880 | 2 | 1 | Bushing 6 mm |
| 5 | 40X0967 | 2 | 2 | Media tray lift one-way clutch/gear kit includes: <ul style="list-style-type: none"> • Media tray lift one-way clutch • Media tray lift one-way gear |
| 6 | 40X0968 | 2 | 1 | Media tray lift one-way shaft |
| 7 | 40X0583 | 2 | 3 | Tray lift coupling kit includes: <ul style="list-style-type: none"> • Tray lift coupling • Tray lift coupling gear 31T • Spring |
| 8 | 40X0590 | 2 | 1 | Pick roll assembly spring |
| 9 | 40X0593 | 2 | 2 | Separation roll friction clutch kit includes: <ul style="list-style-type: none"> • Separation roll one-way friction clutch • Separation roll spacer |
| 10 | 40X0594 | 2 | 6 | Feed unit roll kit includes: <ul style="list-style-type: none"> • Feed roll (2 each) • Pick roll (2 each) • Separation roll (2 each) |
| 11 | 40X0970 | 2 | 1 | Pick roll drive gear |
| 12 | 40X0969 | 2 | 1 | Pick roll idler gear |
| 13 | 40X0591 | 2 | 2 | Feed roll one-way clutch kit includes: <ul style="list-style-type: none"> • Feed roll one-way clutch • Feed roll one-way gear 22T |
| 14 | 40X0952 | 2 | 1 | Bushing 6 mm |
| 15 | 40X0586 | 2 | 2 | Media feed unit front guide kit includes: <ul style="list-style-type: none"> • Media feed unit front guide • Media feed unit front guide rail |
| 16 | 40X0587 | 2 | 1 | Media out actuator |
| 17 | 40X0588 | 2 | 1 | Sensor (media out) |
| 18 | 40X0588 | 2 | 1 | Sensor (media level) |
| 19 | 40X0589 | 2 | 1 | Sensor (pre-feed) |

Note: Assembly index items 17 and 18 are identical sensors with different functions; therefore, they are the same part number with different descriptions.

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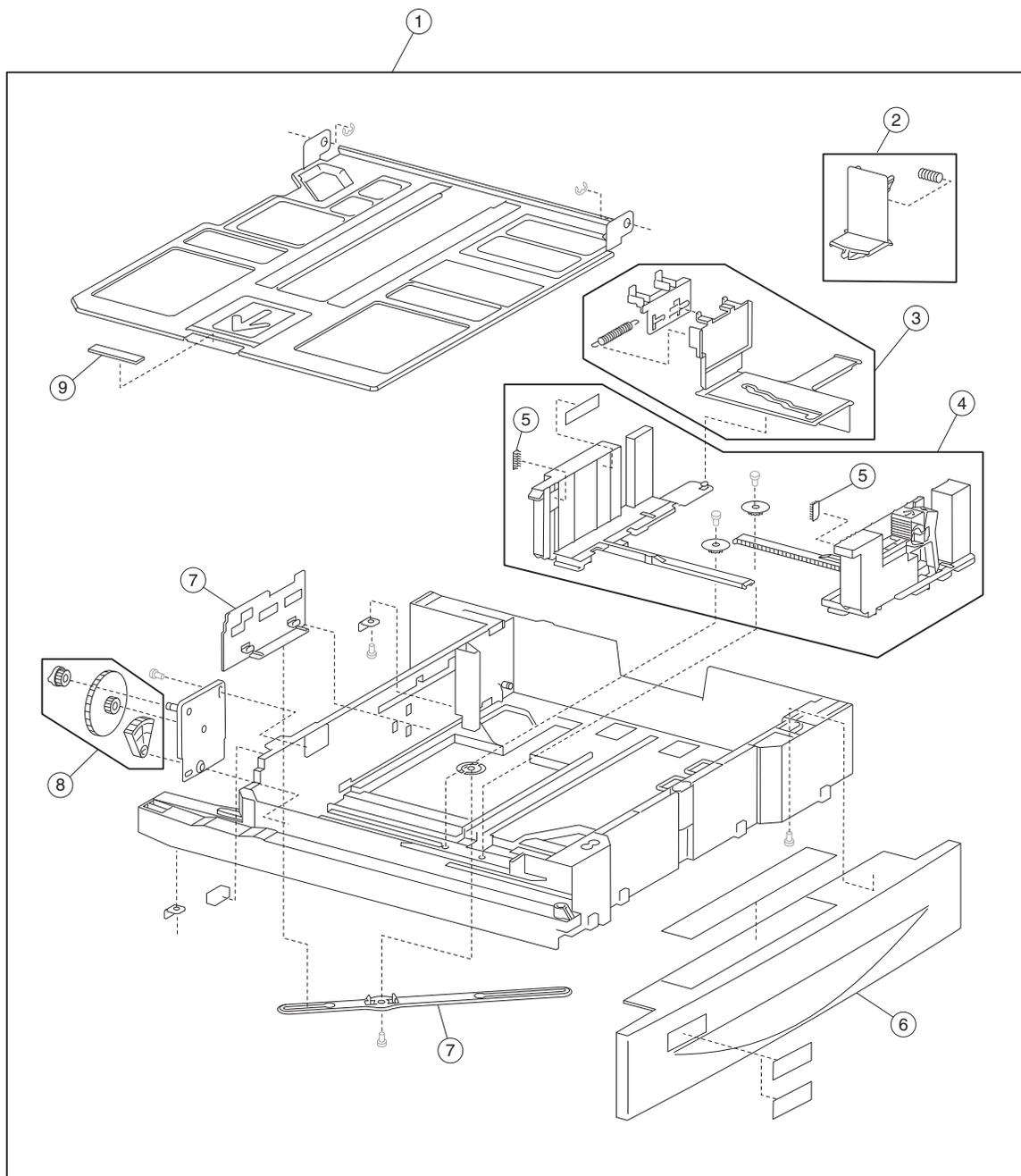


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Assembly 5: Media tray



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Assembly 5: Media tray

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5-1 | 40X0573 | 2 | 3 | Media tray assembly includes: (this comes assembled) <ul style="list-style-type: none"> • Media tray assembly • Labels (2 each) |
| 2 | 40X0578 | 2 | 2 | Media tray end guide kit includes: <ul style="list-style-type: none"> • Media tray end guide • Spring |
| 3 | 40X0577 | 2 | 3 | Media tray side guide actuator kit includes: <ul style="list-style-type: none"> • Media tray side guide actuator • Media tray side guide slide • Spring |
| 4 | 40X0576 | 2 | 5 | Media tray side guide kit includes: <ul style="list-style-type: none"> • Media max label • Front media tray guide assembly • Rear media tray guide • Pinion gear (2 each) |
| 5 | 40X0966 | 4 | 1 | Media tray separation brush |
| 6 | 40X0574 | 2 | 1 | Media tray front cover includes: <ul style="list-style-type: none"> • Media tray front cover • Labels (2 each) |
| 7 | 40X0579 | 2 | 2 | Media tray end guide actuator kit includes: <ul style="list-style-type: none"> • Media end guide actuator • Actuator link <p>Note: The graphic on the previous page, shows two #7 callouts. These callouts are the two items that make up the media tray end guide actuator kit.</p> |
| 8 | 40X0580 | 2 | 3 | Media tray lift gear kit includes: <ul style="list-style-type: none"> • Tray lift coupling gear 13T • Tray lift gear 13/60T • Tray lift sector gear 12T |
| 9 | 40X0965 | 2 | 1 | Media tray separation pad |

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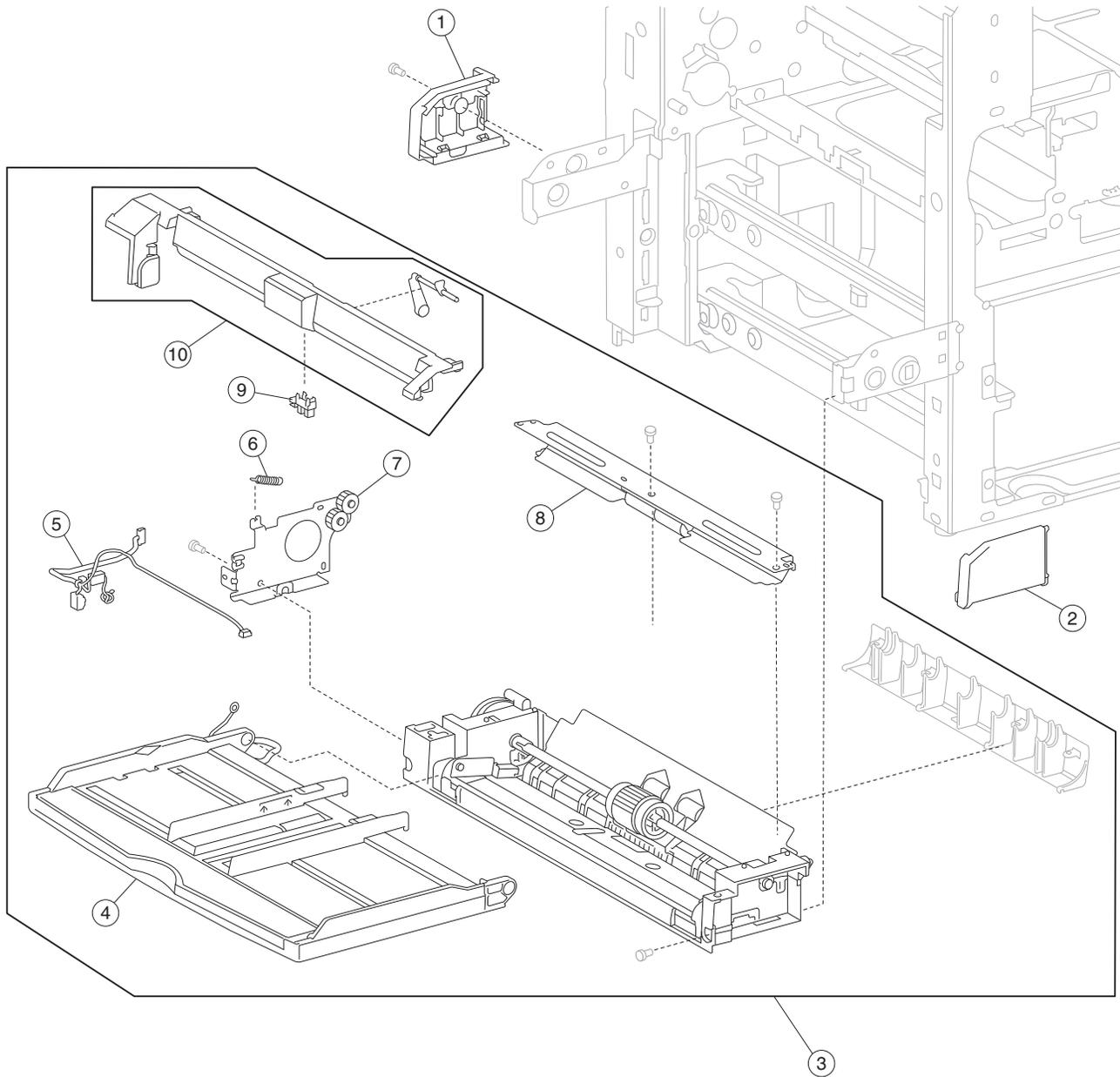


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Assembly 6: MPF unit



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Assembly 6: MPF unit

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 6-1 | 40X0600 | 1 | 1 | MPF rear cover |
| 2 | 40X0599 | 1 | 1 | MPF front cover |
| 3 | 40X6000 | 1 | 1 | MPF feed unit assembly |
| 4 | 40X0608 | 1 | 1 | MPF fold down tray assembly |
| 5 | 40X0597 | 1 | 1 | MPF unit cable assembly |
| 6 | 40X0755 | 1 | 1 | MPF pickup spring |
| 7 | 40X0598 | 1 | 1 | MPF idler gear bracket assembly |
| 8 | 40X0601 | 1 | 1 | MPF transport pinch roll assembly |
| 9 | 40X0588 | 1 | 1 | Sensor (MPF media out) |
| 10 | 40X0596 | 1 | 2 | MPF media out actuator kit includes: <ul style="list-style-type: none"> • MPF media out actuator • Upper frame |

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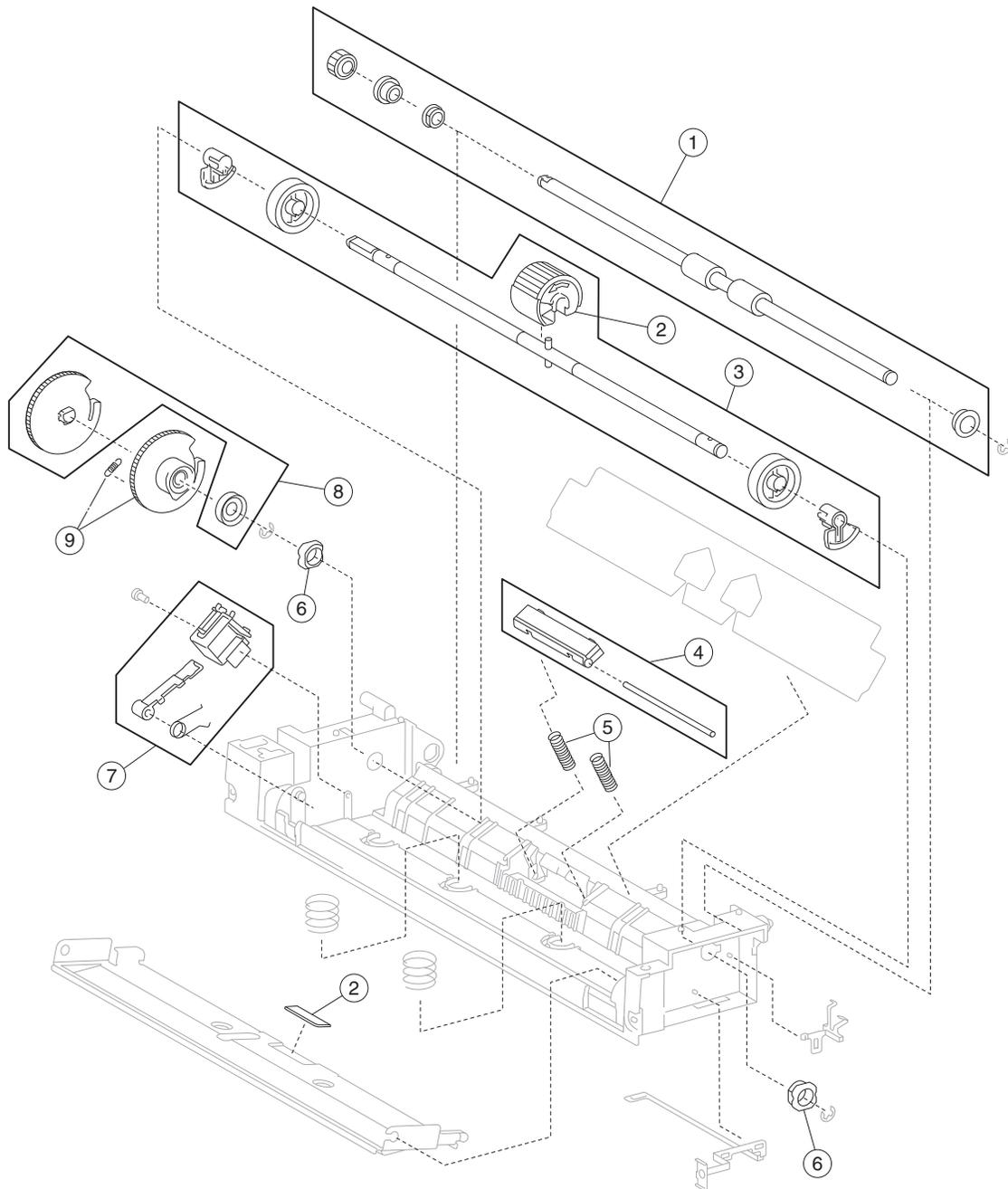


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Assembly 7: MPF unit feed



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Assembly 7: MPF unit feed

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7-1 | 40X0605 | 1 | 5 | MPF transport roll kit includes: <ul style="list-style-type: none"> • MPF transport shaft collar • MPF transport gear 18T • MPF transport roll assembly • Bushing 8 mm (2 each) |
| 2 | 40X0603 | 1 | 2 | MPF pick roll kit includes: <ul style="list-style-type: none"> • MPF pressure pad • MPF pick roll assembly |
| 3 | 40X1382 | 1 | 6 | MPF feed shaft kit includes: <ul style="list-style-type: none"> • MPF feed shaft • MPF feed shaft cam rear • MPF feed shaft cam front • MPF feed shaft roll core (2 each) • MPF feed roll assembly |
| 4 | 40X0974 | 1 | 2 | MPF pressure pad kit includes: <ul style="list-style-type: none"> • Shaft • MPF pressure pad |
| 5 | 40X1380 | 2 | 1 | MPF pressure pad spring |
| 6 | 40X1381 | 2 | 1 | MPF feed shaft bushing |
| 7 | 40X0606 | 1 | 3 | MPF pick solenoid kit includes: <ul style="list-style-type: none"> • Pick lever • Pick solenoid • Spring |
| 8 | 40X0971 | 1 | 2 | MPF feed drive gear kit includes: <ul style="list-style-type: none"> • MPF feed gear • MPF feed gear stopper |
| 9 | 40X0973 | 1 | 2 | MPF feed cam gear kit includes: <ul style="list-style-type: none"> • MPF feed cam gear • Spring |

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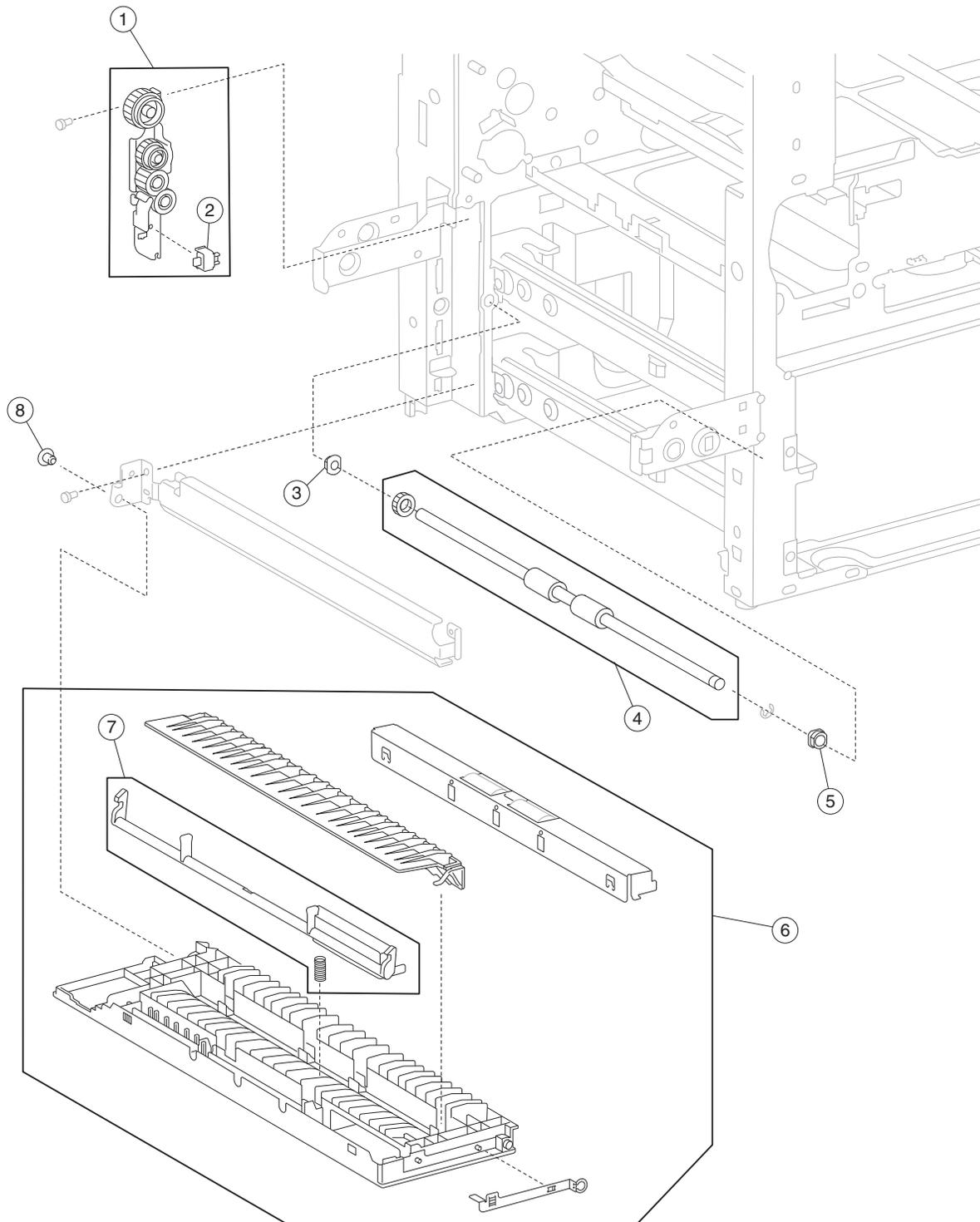


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Assembly 8: Left lower door and transport



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Assembly 8: Left lower door and transport

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 8-1 | 40X0609 | 1 | 1 | Vertical drive gear assembly |
| 2 | 40X0610 | 1 | 1 | Switch (left lower door interlock) |
| 3 | 40X1386 | 1 | 1 | Bushing 6 mm (transport roll rear) |
| 4 | 40X1387 | 1 | 2 | Transport roll kit includes: <ul style="list-style-type: none"> • Transport roll assembly • Transport roll gear 18T |
| 5 | 40X1388 | 1 | 1 | Bushing 8 mm |
| 6 | 40X0612 | 1 | 1 | Printer left lower door assembly (this comes assembled) |
| 7 | 40X0614 | 1 | 2 | Left lower door handle kit includes: <ul style="list-style-type: none"> • Left lower door handle • Spring |
| 8 | 40X0613 | 1 | 1 | Hinge pin |

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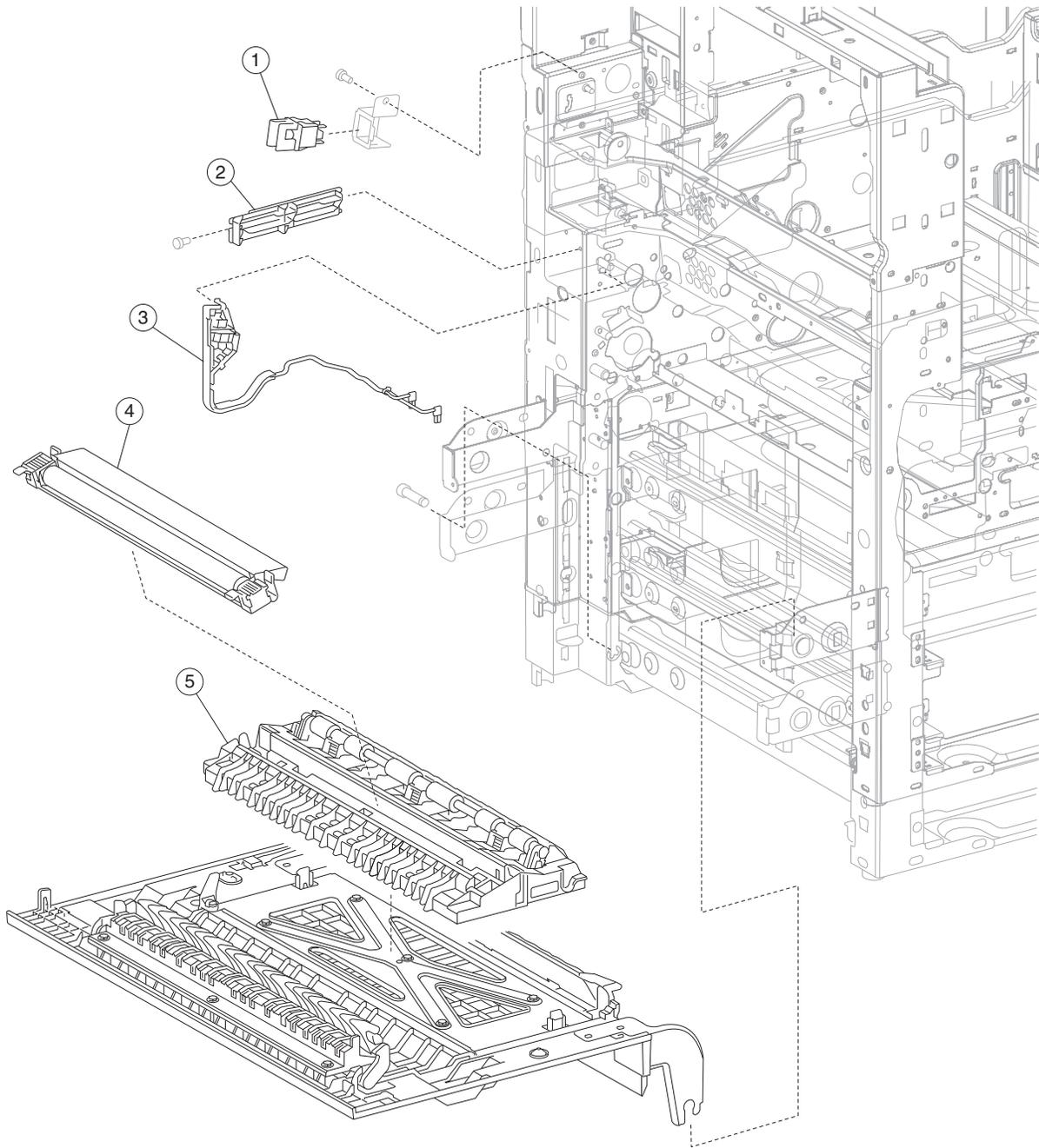


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Assembly 9: Left door and transfer roll



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Assembly 9: Left door and transfer roll

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|--------------------------------------|
| 9-1 | 40X0553 | 1 | 1 | Switch (printer left door interlock) |
| 2 | 40X0618 | 1 | 1 | PC cartridge shutter link |
| 3 | 40X0617 | 1 | 1 | Transfer roll power contact |
| 4 | 40X0616 | 1 | 1 | Transfer roll assembly |
| 5 | 40X0619 | 1 | 1 | Transfer roll guide assembly |

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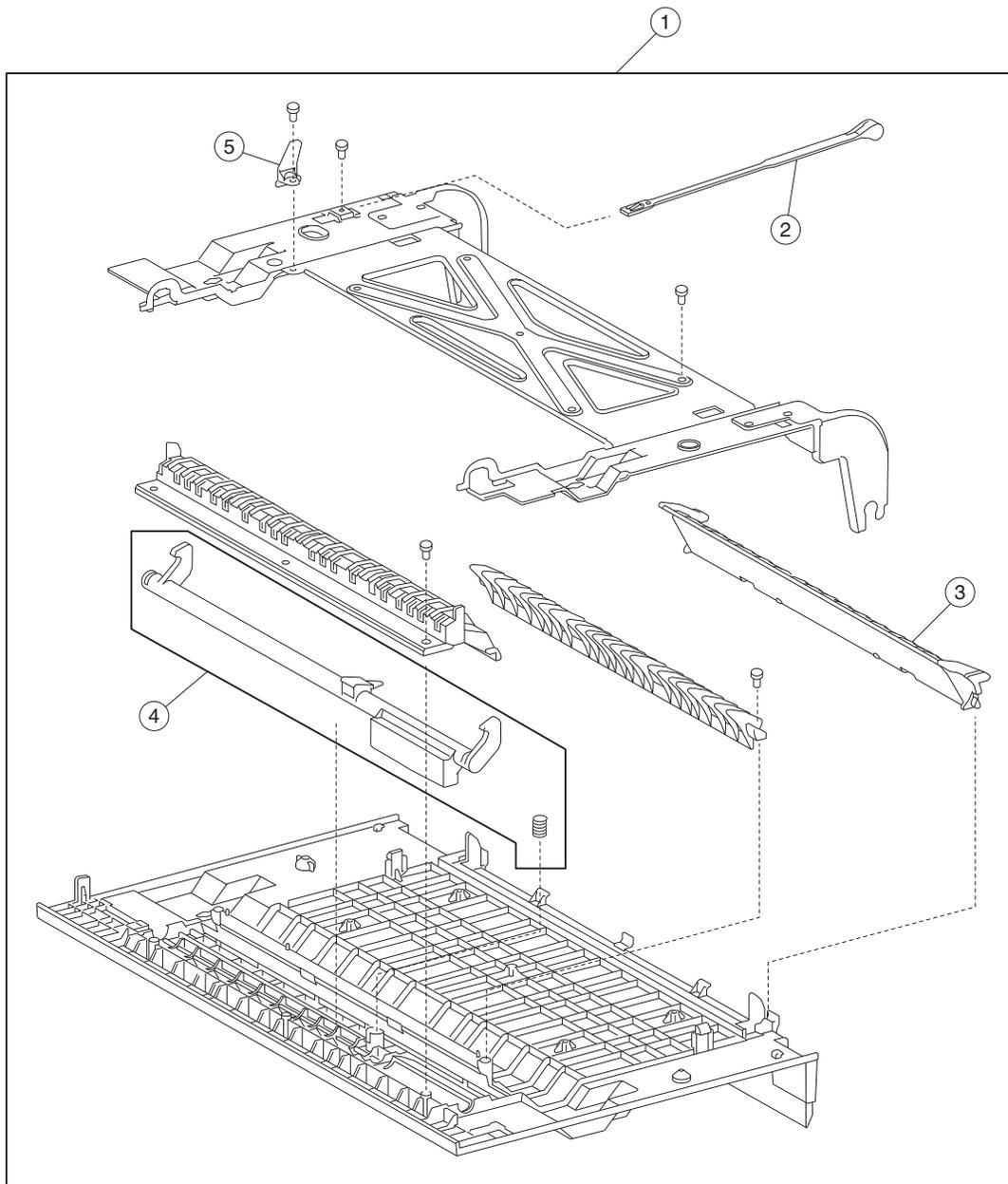


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Assembly 10: Printer left door



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Assembly 10: Printer left door

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10-1 | 40X0620 | 1 | 1 | Printer left door assembly (this comes assembled) |
| 2 | 40X0624 | 1 | 1 | Printer left door support strap |
| 3 | 40X0623 | 1 | 1 | Left door duplex entrance guide |
| 4 | 40X0621 | 1 | 2 | Printer left door assembly handle kit includes: <ul style="list-style-type: none"> • Printer left door assembly handle • Spring |
| 5 | 40X0622 | 1 | 1 | PC cartridge shutter actuator |

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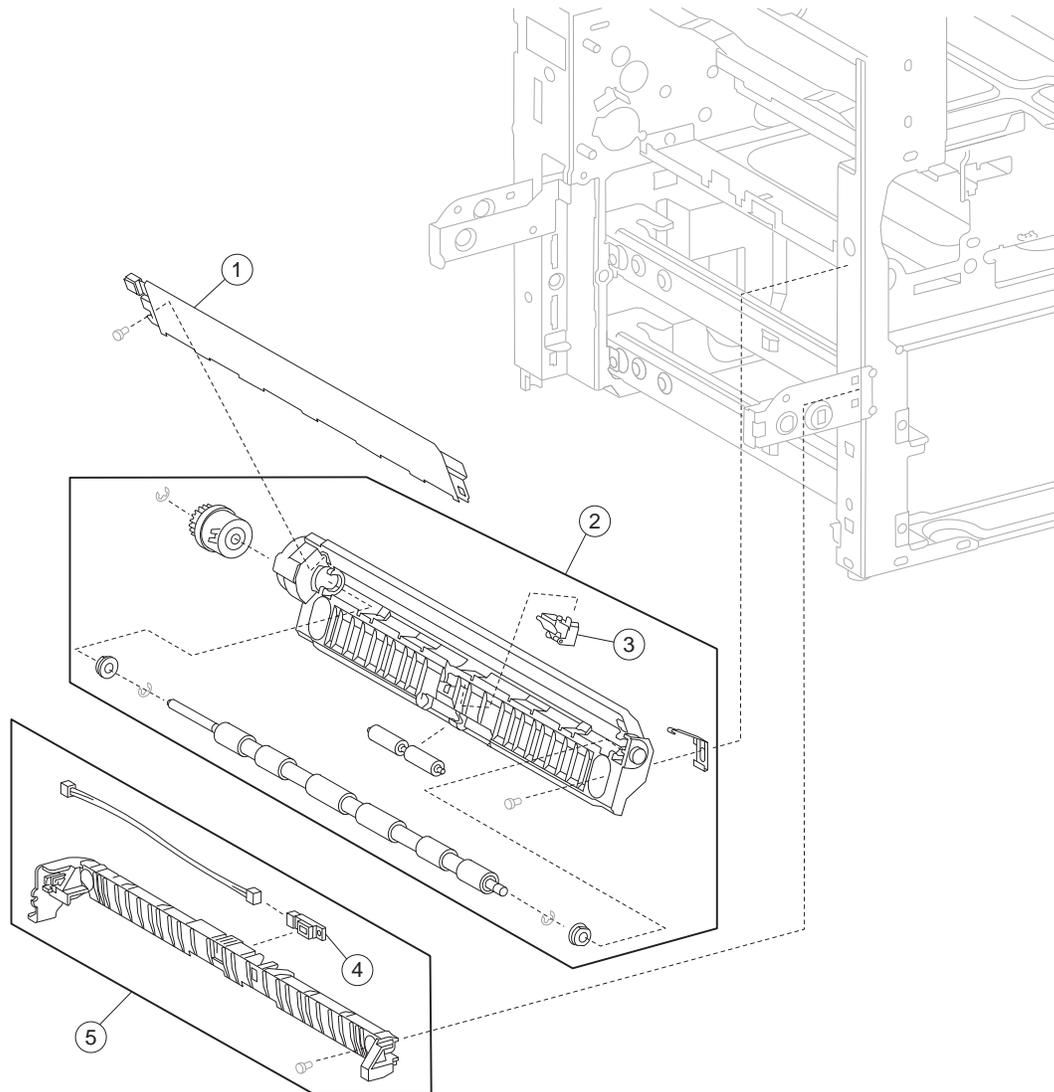


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Assembly 11: Registration



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Assembly 11: Registration

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|----------------------------------------------------------|
| 11-1 | 40X0628 | 1 | 1 | Registration mylar guide assembly (this comes assembled) |
| 2 | 40X0625 | 1 | 1 | Registration roll assembly |
| 3 | 40X0627 | 1 | 1 | Sensor (registration) |
| 4 | 40X0589 | 1 | 1 | Sensor (tray 2 feed-out) |
| 5 | 40X0630 | 1 | 1 | Tray 2 feed-out sensor guide (this comes assembled) |

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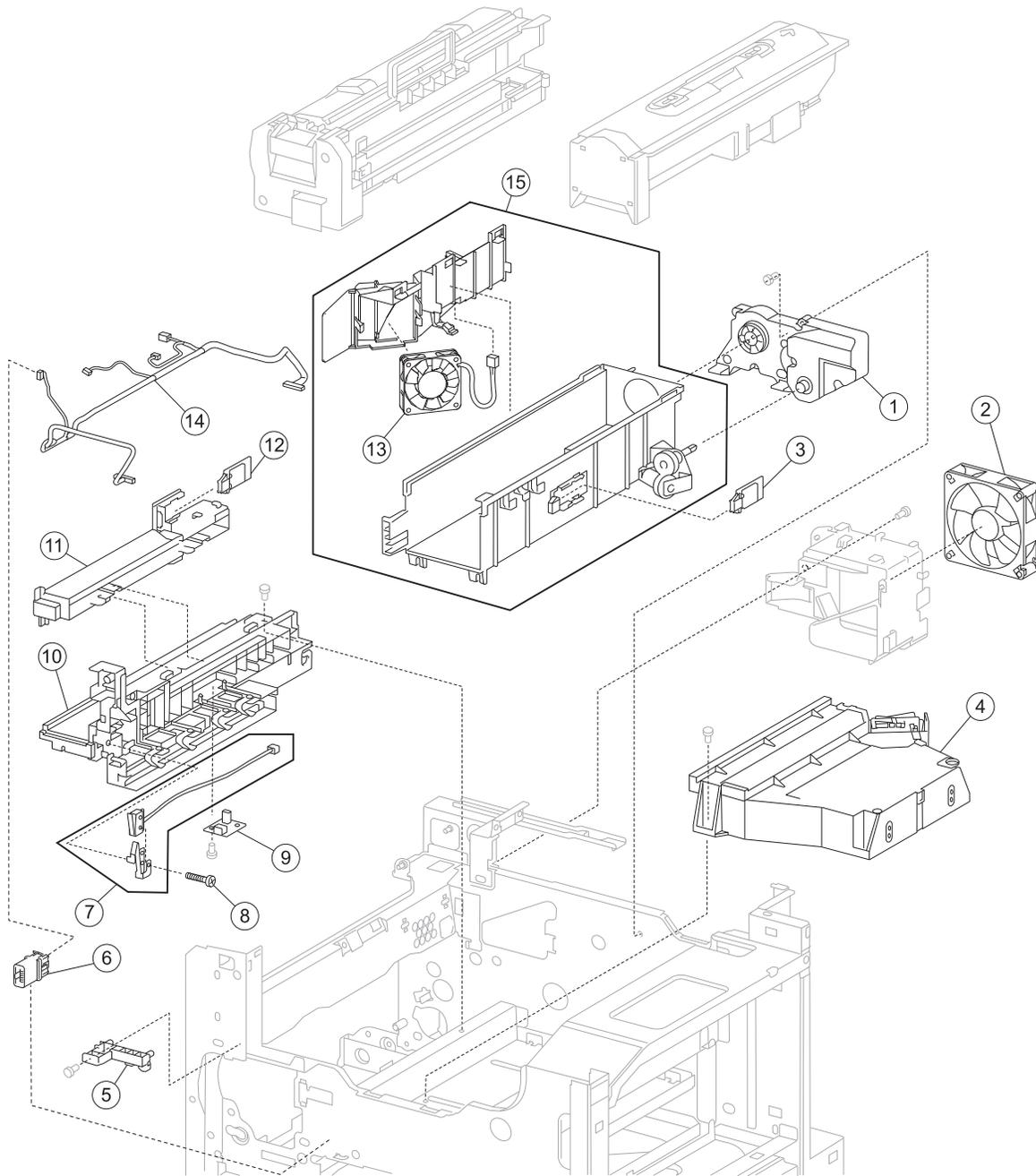


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Assembly 12: Printhead, cartridge guides, and fans



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Assembly 12: Printhead, cartridge guides, and fans

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12-1 | 40X0639 | 1 | 1 | Toner add motor assembly |
| 2 | 40X0640 | 1 | 1 | Fuser cooling fan |
| 3 | 40X0636 | 1 | 1 | Sensor (RFID toner cartridge) |
| 4 | 40X0641 | 1 | 1 | Printhead assembly |
| 5 | 40X0631 | 1 | 1 | PC cartridge stop |
| 6 | 40X0644 | 1 | 1 | PC cartridge sensor connector |
| 7 | 40X1390 | 1 | 2 | Switch (PC cartridge interlock) kit includes: <ul style="list-style-type: none"> • Backup spring • Switch (PC cartridge interlock) |
| 8 | 40X1389 | 1 | 1 | PC cartridge interlock switch screw |
| 9 | 40X0633 | 1 | 1 | Sensor (hum & temp) |
| 10 | 40X0634 | 1 | 1 | PC cartridge guide assembly |
| 11 | 40X0635 | 1 | 1 | Laser opening guide |
| 12 | 40X0636 | 1 | 1 | Sensor (RFID PC cartridge) |
| 13 | 40X0643 | 1 | 1 | PC cartridge cooling fan |
| 14 | 40X0637 | 1 | 1 | Multi connector cable assembly 1 |
| 15 | 40X0638 | 1 | 2 | Toner cartridge guide kit includes: <ul style="list-style-type: none"> • Toner cartridge guide assembly • PC cartridge cooling fan duct • PC cartridge cooling fan |

Note: Assembly index items 2 and 11 are identical sensors with different functions; therefore, they are the same part number with different descriptions.

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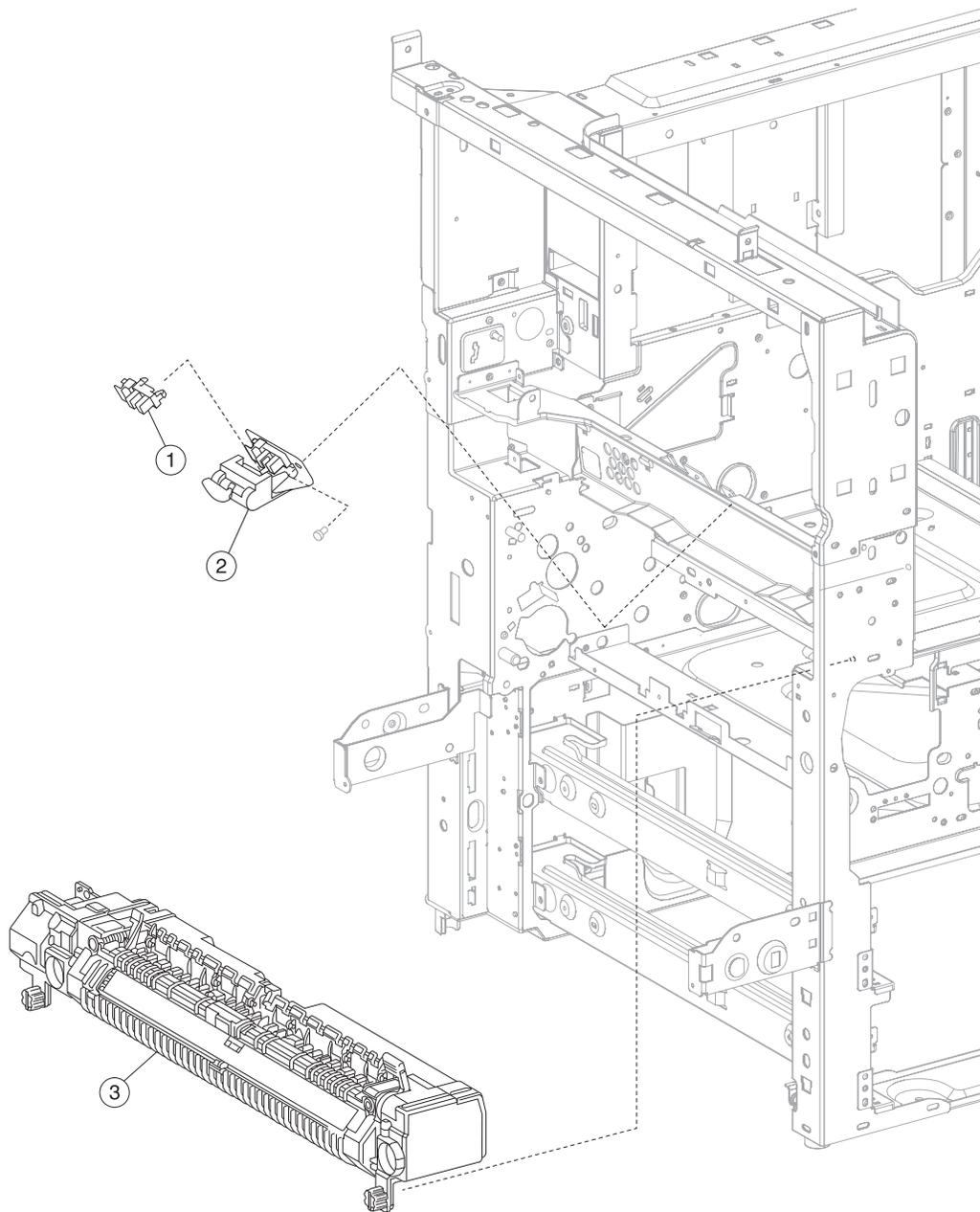


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Assembly 13: Fuser



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Assembly 13: Fuser

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|---------------------------------------------|
| 13-1 | 40X0588 | 1 | 1 | Sensor (fuser exit) |
| 2 | 40X5931 | 1 | 1 | Sensor (fuser exit) assembly with actuator |
| 3 | 40X2503 | 1 | 1 | Fuser assembly 110 V (this comes assembled) |
| 3 | 40X2504 | 1 | 1 | Fuser assembly 220 V (this comes assembled) |
| 3 | 40X2378 | 1 | 1 | Fuser assembly 100 V (this comes assembled) |

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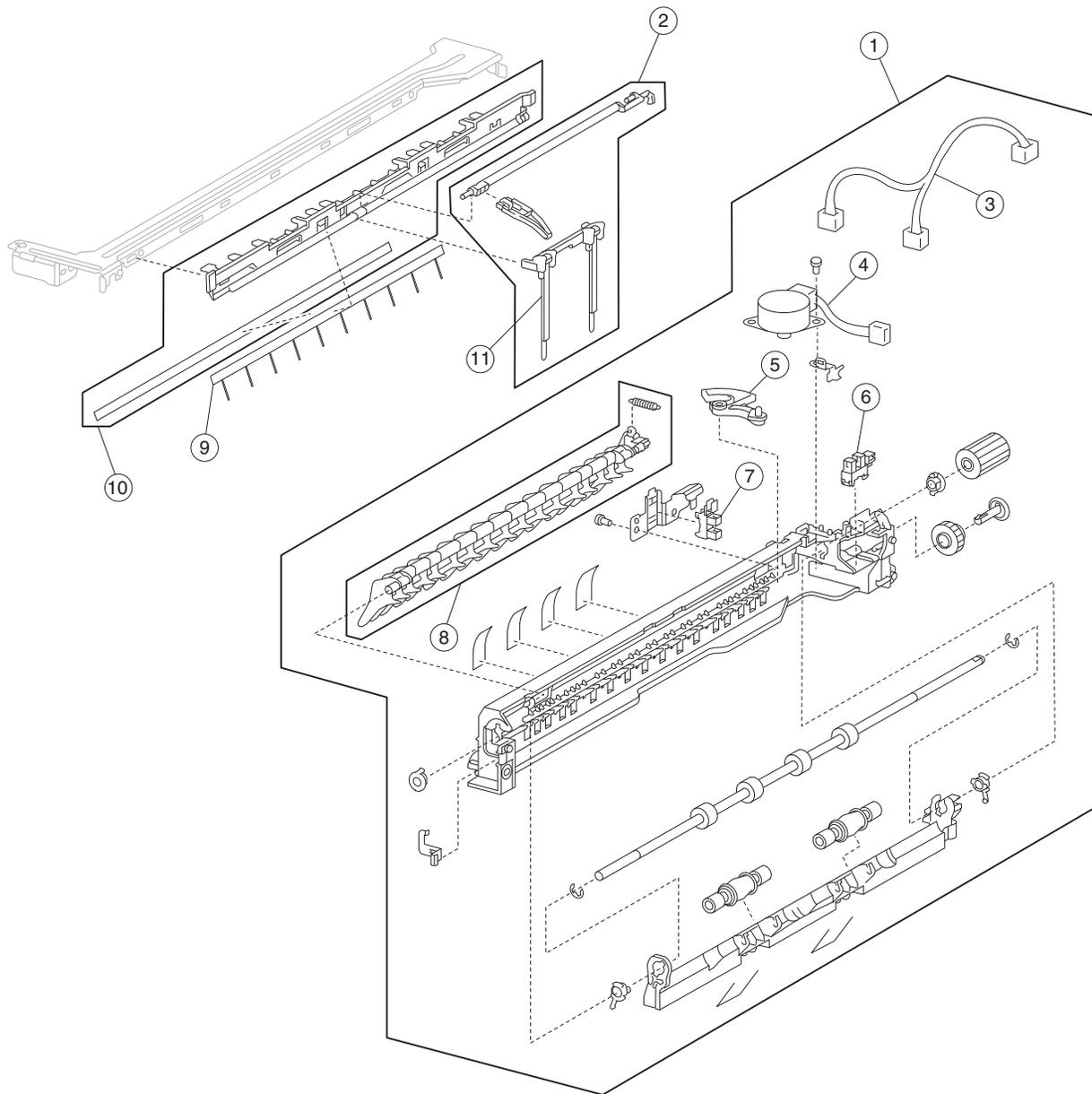


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Assembly 14: Standard Exit 1



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Assembly 14: Standard Exit 1

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14-1 | 40X2384 | 1 | 1 | Exit 1 media shift assembly (this comes assembled) |
| 2 | 40X0657 | 1 | 3 | Standard bin full exit 1 actuator kit includes: <ul style="list-style-type: none"> • Standard bin full exit 1 actuator shaft • Standard bin full exit 1 actuator • Output guide |
| 3 | 40X0650 | 1 | 1 | Exit 1 sensor cable assembly |
| 4 | 40X0651 | 1 | 1 | Media shift motor |
| 5 | 40X0653 | 1 | 1 | Exit 1 media shift gear |
| 6 | 40X0588 | 1 | 1 | Sensor (standard bin full exit 1) |
| 7 | 40X0588 | 1 | 1 | Sensor (exit 1 media shift HP) |
| 8 | 40X0654 | 1 | 2 | Media diverter gate kit includes: <ul style="list-style-type: none"> • Media diverter gate • Spring |
| 9 | 40X1391 | 1 | 1 | Exit 1 static eliminator |
| 10 | 40X1392 | 1 | 2 | Exit 1 media exit guide kit includes: <ul style="list-style-type: none"> • Exit 1 media exit guide • Exit 1 media exit guide pad |
| 11 | 40X2389 | 1 | 1 | Output guide |

Note: Assembly index items 6 and 7 are identical sensors with different functions; therefore, they are the same part number with different descriptions.

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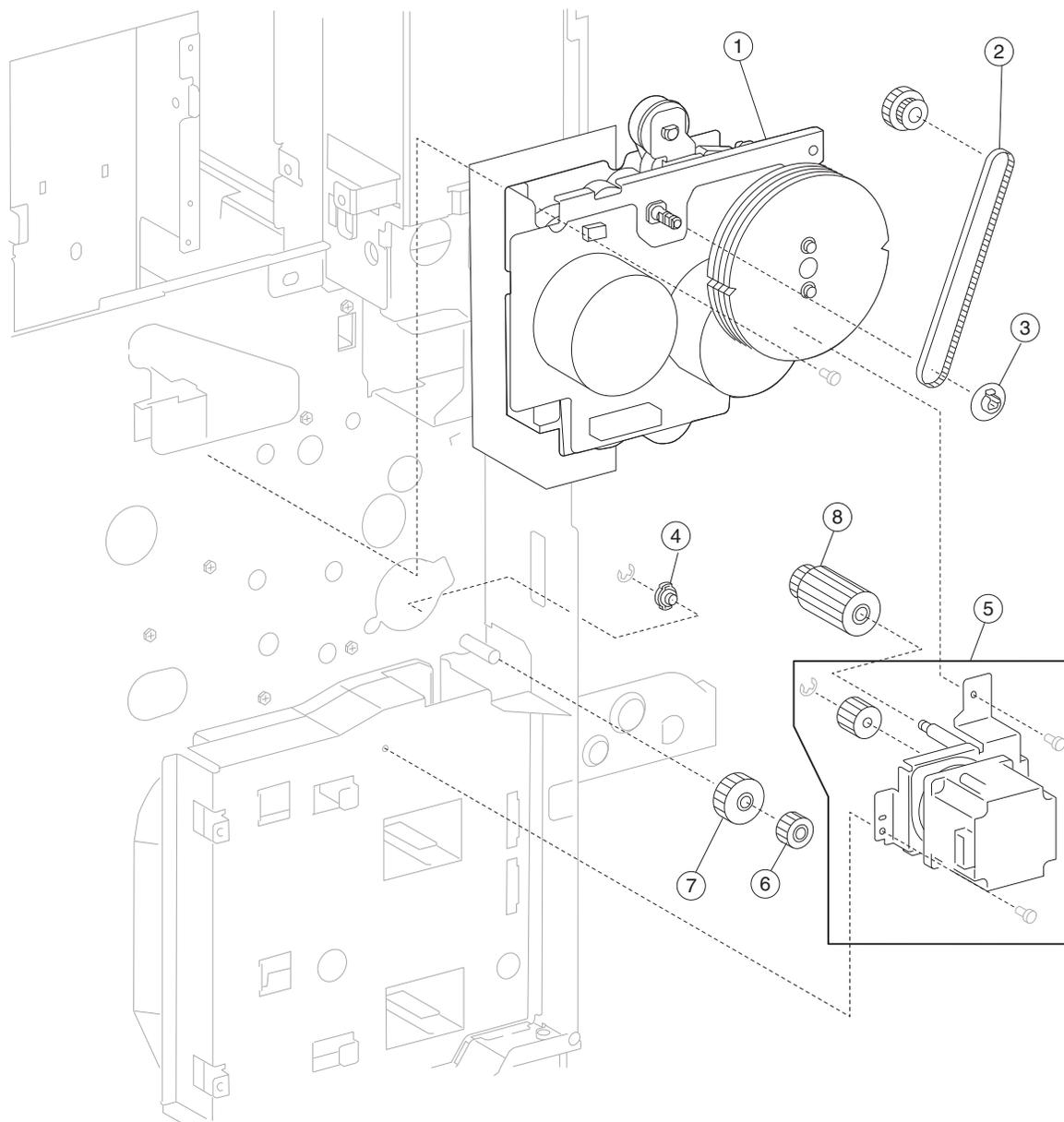


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Assembly 15: Dual unit drive motor



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Assembly 15: Dual unit drive motor

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|------------------|--------------------|-------------------|-------------------------|------------------------------------|
| 15-1 | 40X0660 | 1 | 1 | Dual drive motor assembly |
| 2 | 40X0659 | 1 | 1 | Exit 1 drive belt |
| 3 | 40X0661 | 1 | 1 | Drive belt flange |
| 4 | 40X2374 | 1 | 1 | Transport motor support bushing |
| 5 | 40X2309 | 1 | 1 | MPF/transport drive motor assembly |
| 6 | 40X2373 | 1 | 1 | MPF drive gear 18T |
| 7 | 40X2372 | 1 | 1 | Transport roll drive gear 28T |
| 8 | 40X2310 | 1 | 1 | MPF/transport drive gear 19/29T |

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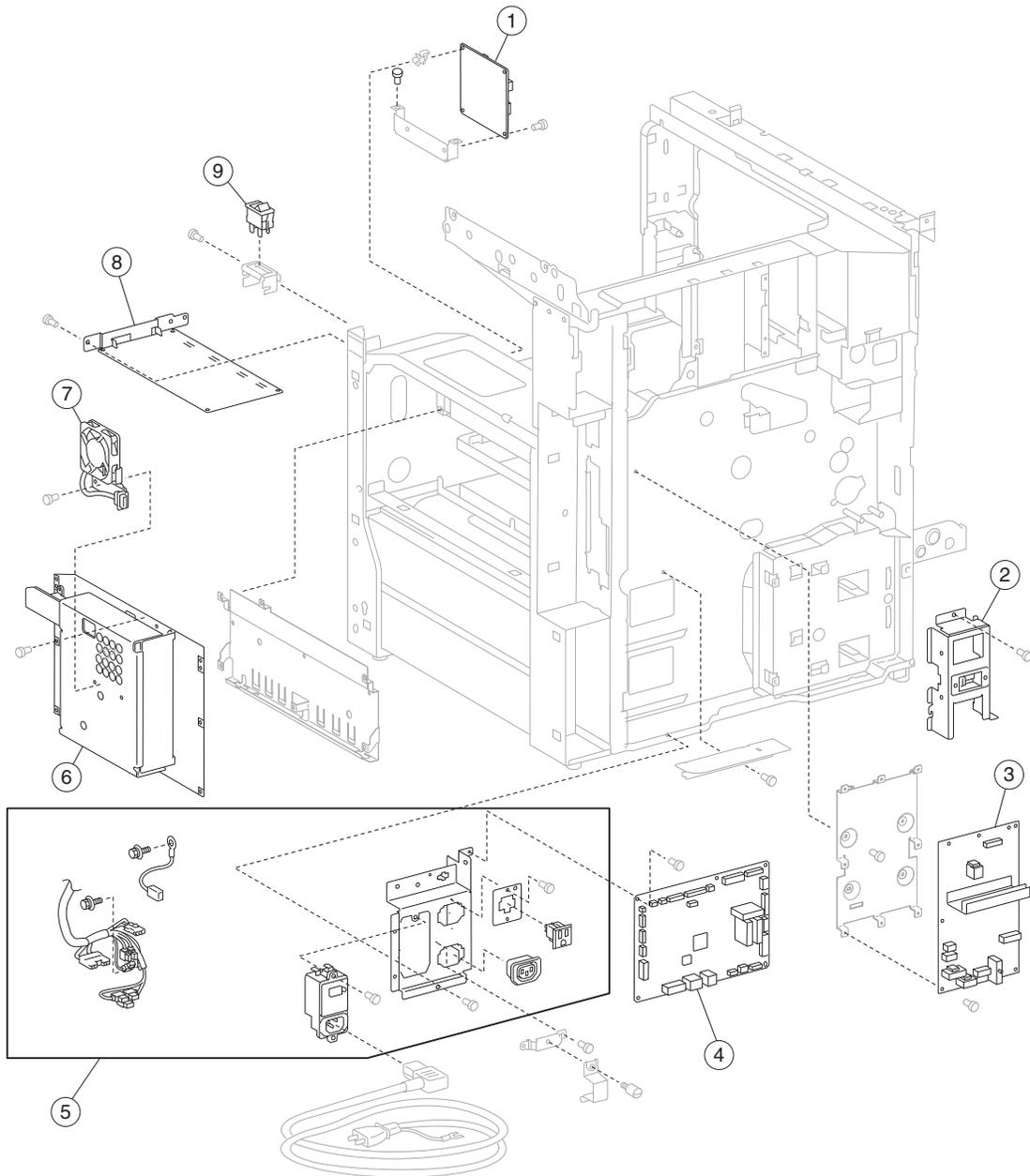


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Assembly 16: Electrical



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Assembly 16: Electrical

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 16-1 | 40X0664 | 1 | 1 | Exit interface card assembly |
| 2 | 40X0673 | 1 | 1 | HCF hookup connector assembly |
| 3 | 40X2314 | 1 | 1 | AC drive card assembly 110 V |
| 3 | 40X2315 | 1 | 1 | AC drive card assembly 220 V |
| 4 | 40X2316 | 1 | 1 | Printer engine card assembly X860e |
| 4 | 40X2379 | 1 | 1 | Printer engine card assembly X862e |
| 4 | 40X2380 | 1 | 1 | Printer engine card assembly X864e |
| 5 | 40X2313 | 1 | 7 | AC power input socket kit includes: <ul style="list-style-type: none"> • Screws 4 mm (2 each) • Bracket • AC power input socket • Ground wire • Main AC cable assembly • Finisher AC output |
| 6 | 40X2312 | 1 | 1 | Universal LVPS card assembly |
| 7 | 40X2311 | 1 | 1 | LVPS cooling fan |
| 8 | 40X0662 | 1 | 1 | HVPS |
| 9 | 40X2388 | 1 | 1 | Switch (main power) |

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Assembly 16 (continued): Electrical

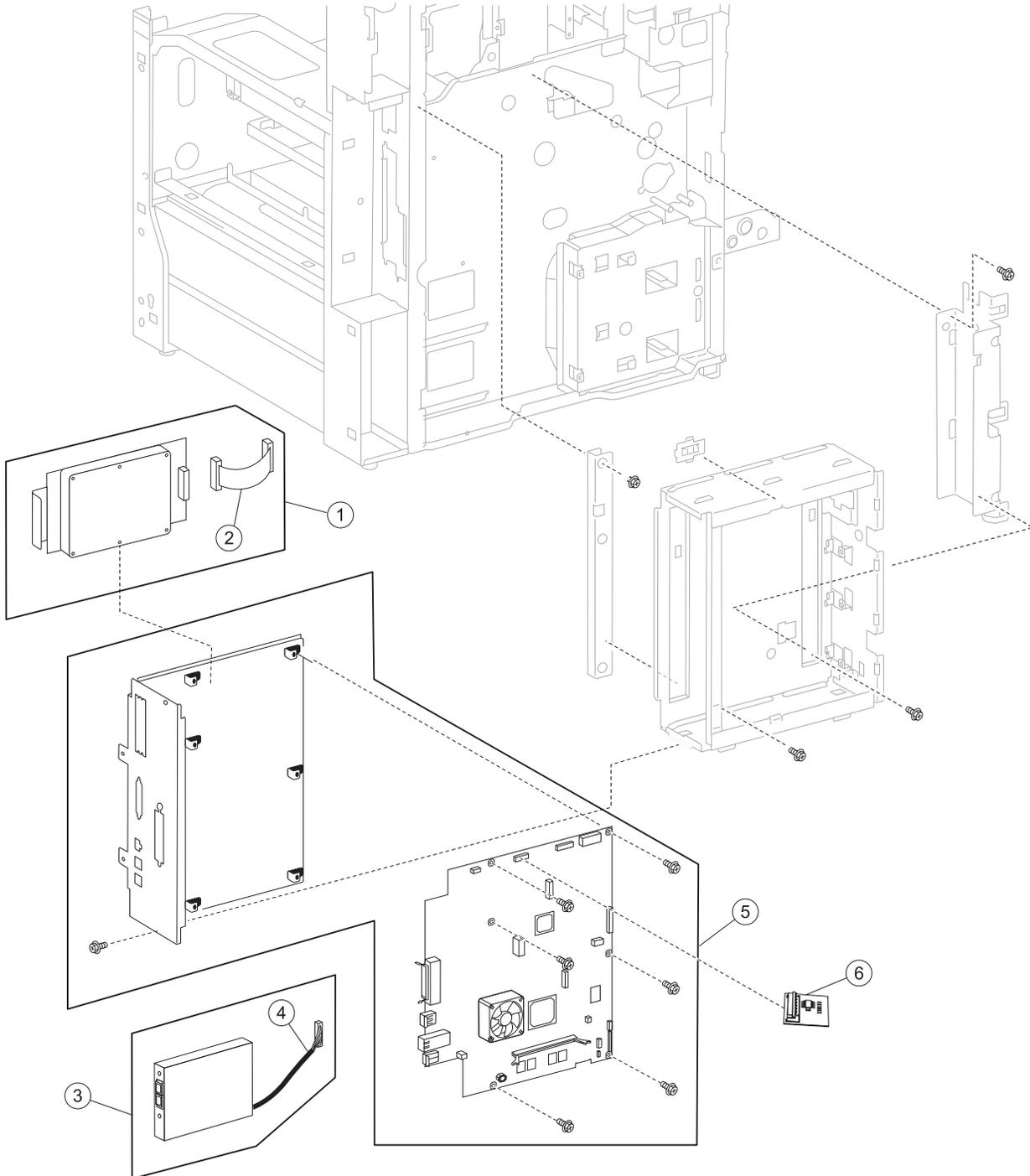
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Assembly 16 (continued): Electrical

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|---------------------------------------------------------------------------|
| 16-1 | 40X4822 | 1 | 1 | 80 GB hard drive assembly includes: Mounting bracket Interface card |
| 2 | 40X5316 | 1 | 1 | Hard drive data cable assembly |
| 3 | 40X4821 | 1 | 1 | Fax interface card assembly |
| 4 | 40X0507 | 1 | 1 | Fax interface card cable assembly |
| 5 | 40X6380 | 1 | 1 | RIP card assembly (this comes assembled) |
| 6 | 40X6091 | 1 | 1 | NVRAM card |

Important: The replacement RIP card assembly does not contain a NVRAM card. Remove the NVRAM card from the old RIP card and install on the replacement RIP card to restore the NVRAM settings.

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Assembly 17: Covers and operator panel

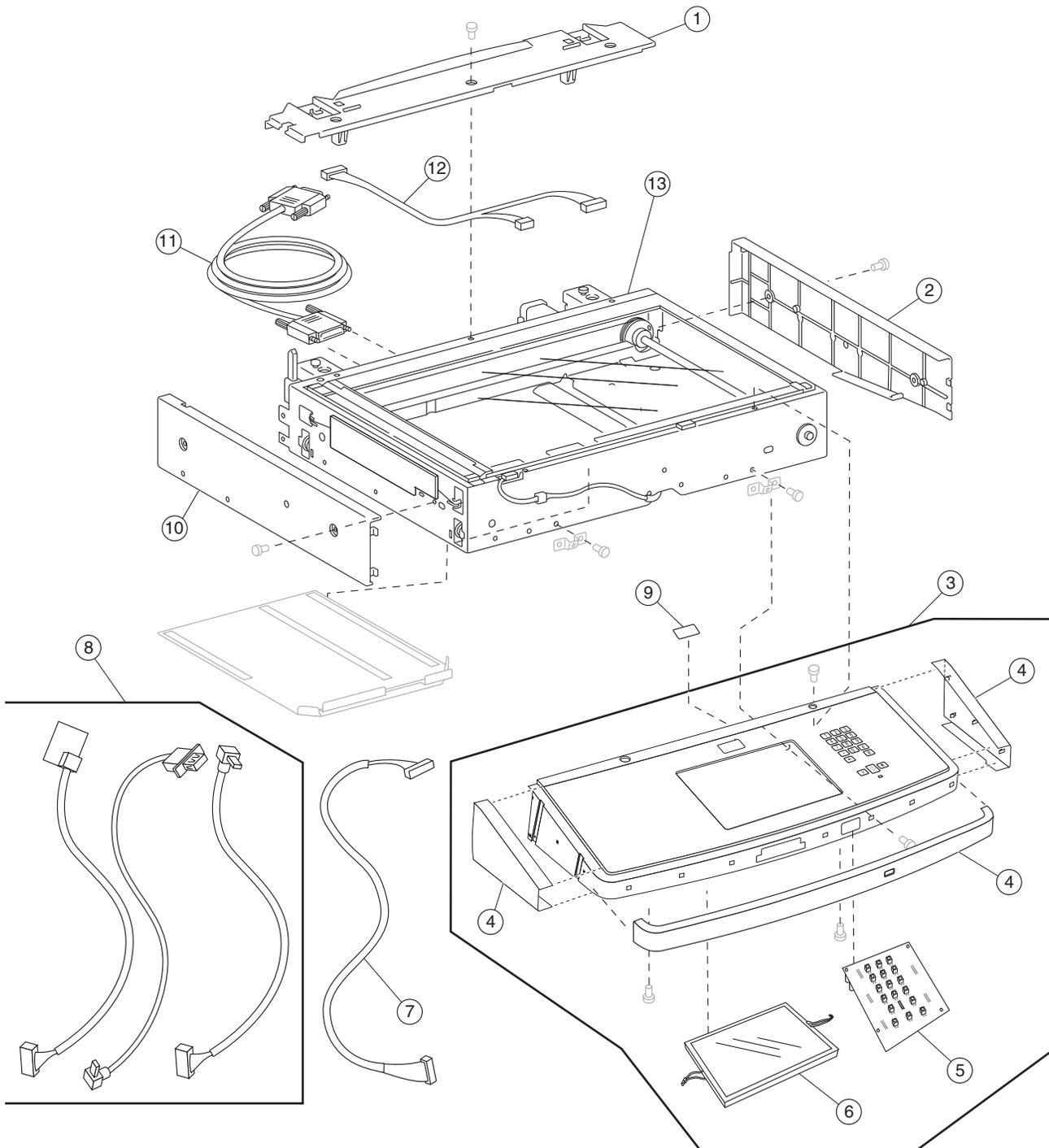
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Assembly 17: Covers and operator panel

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| 17-1 | 40X2200 | 1 | 1 | Scanner top rear cover |
| 2 | 40X2201 | 1 | 1 | Scanner right cover |
| 3 | 40X5555 | 1 | 1 | Operator panel assembly (universal) Note: This operator panel can be used on any X860 Series product. |
| 4 | 40X0388 | 1 | 1 | Operator panel cover assembly w/o Smart card slot |
| 4 | 40X5554 | 1 | 1 | Operator panel cover assembly w/ Smart card slot |
| 5 | 40X5556 | 1 | 1 | Operator panel controller card |
| 6 | 40X5557 | 1 | 1 | Operator panel user touch screen |
| 7 | 40X5559 | 1 | 1 | Operator panel cable |
| 8 | 40X1527 | 1 | 1 | USB, Smart card, and LED cable assembly |
| 9 | 40X5568 | 1 | 1 | Operator panel bezel (X860de, X862de, and X864de) |
| 10 | 40X2205 | 1 | 1 | Scanner left cover |
| 11 | 40X2219 | 1 | 1 | Scanner interface cable assembly |
| 12 | 40X2207 | 1 | 1 | Scanner PS cable assembly |
| 13 | 40X2206 | 1 | 1 | Flatbed scanner unit assembly (this comes assembled) Note: This assembly includes all individual parts on pages 7-38, 7-40, 7-42, and 7-44. |

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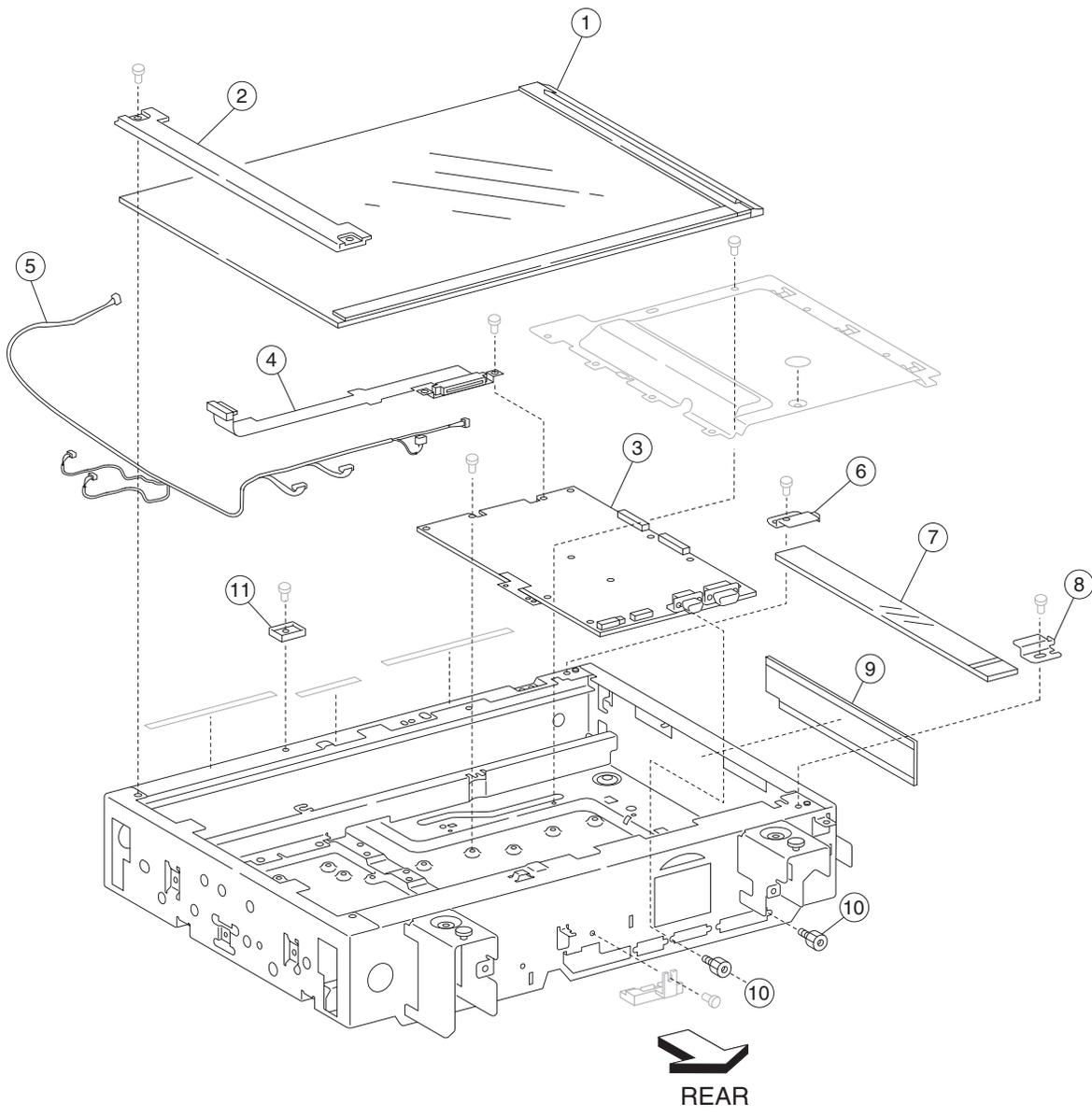


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Assembly 18: Platen glass



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Assembly 18: Platen glass

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-----------------------------------|
| 18-1 | 40X2208 | 1 | 1 | Large platen glass |
| 2 | 40X2209 | 1 | 1 | Large platen glass retainer cover |
| 3 | 40X2210 | 1 | 1 | Scanner controller card assembly |
| 4 | 40X2211 | 1 | 1 | CCD ribbon cable assembly |
| 5 | 40X2212 | 1 | 1 | Scanner main cable assembly |
| 6 | 40X2213 | 1 | 1 | Small platen glass front retainer |
| 7 | 40X2214 | 1 | 1 | Small platen glass |
| 8 | 40X2215 | 1 | 1 | Small platen glass rear retainer |
| 9 | 40X2216 | 1 | 1 | Scanner filter |
| 10 | 40X2217 | 4 | 1 | Card mounting screws |
| 11 | 40X2218 | 1 | 1 | Large platen retainer |

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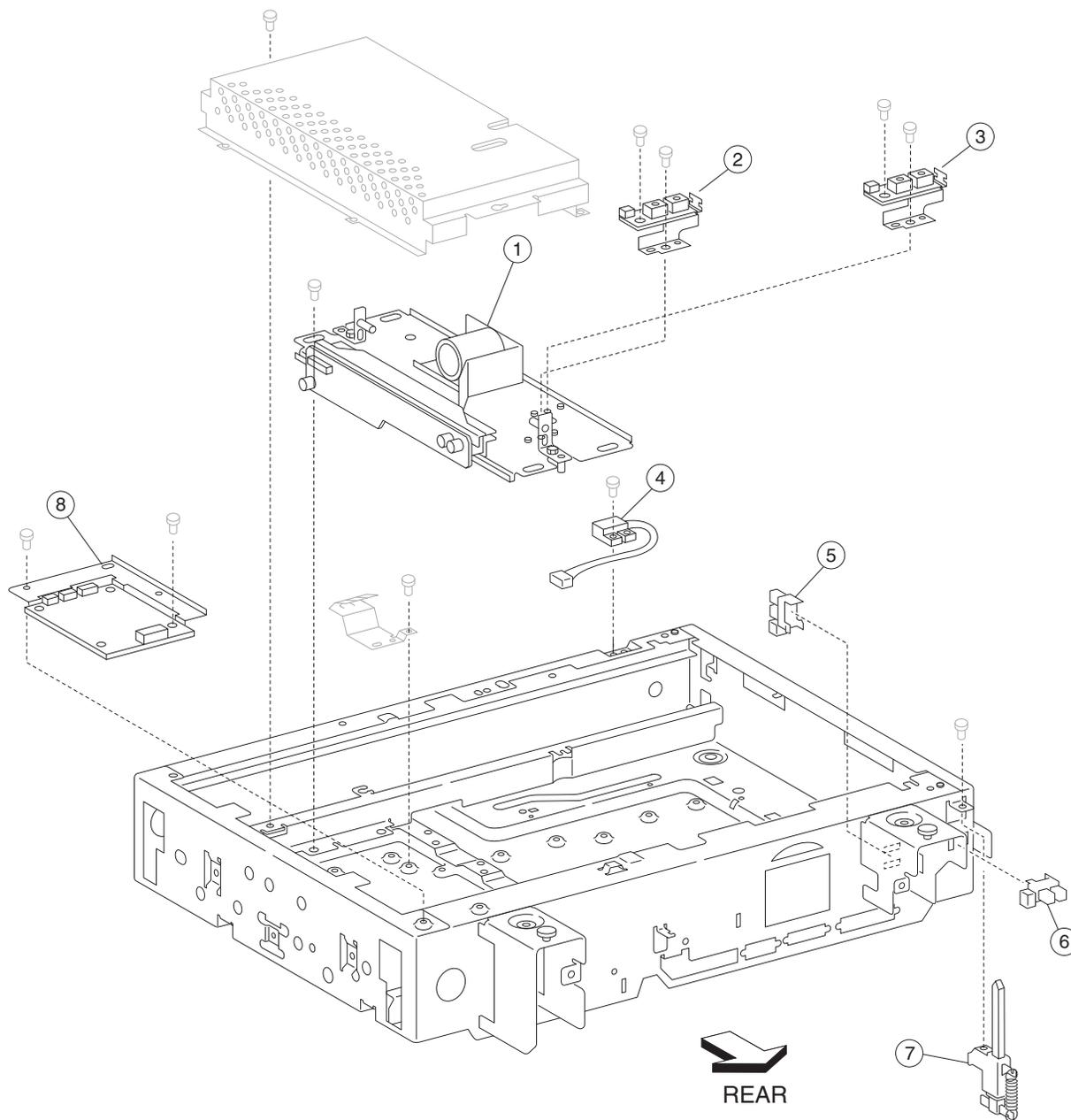


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Assembly 19: Lens and sensors



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Assembly 19: Lens and sensors

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|------------------|--------------------|-------------------|-------------------------|------------------------------|
| 19-1 | 40X2220 | 1 | 1 | CCD card/lens assembly |
| 2 | 40X2320 | 2 | 1 | Sensor (platen length APS 1) |
| 3 | 40X2320 | 2 | 1 | Sensor (platen length APS 2) |
| 4 | 40X2222 | 1 | 1 | Switch (platen interlock) |
| 5 | 40X2223 | 13 | 1 | Sensor (Scanner HP) |
| 6 | 40X2223 | 13 | 1 | Sensor (ADF angle) |
| 7 | 40X2224 | 1 | 1 | ADF angle actuator assembly |
| 8 | 40X2225 | 1 | 1 | Scanner PS card assembly |

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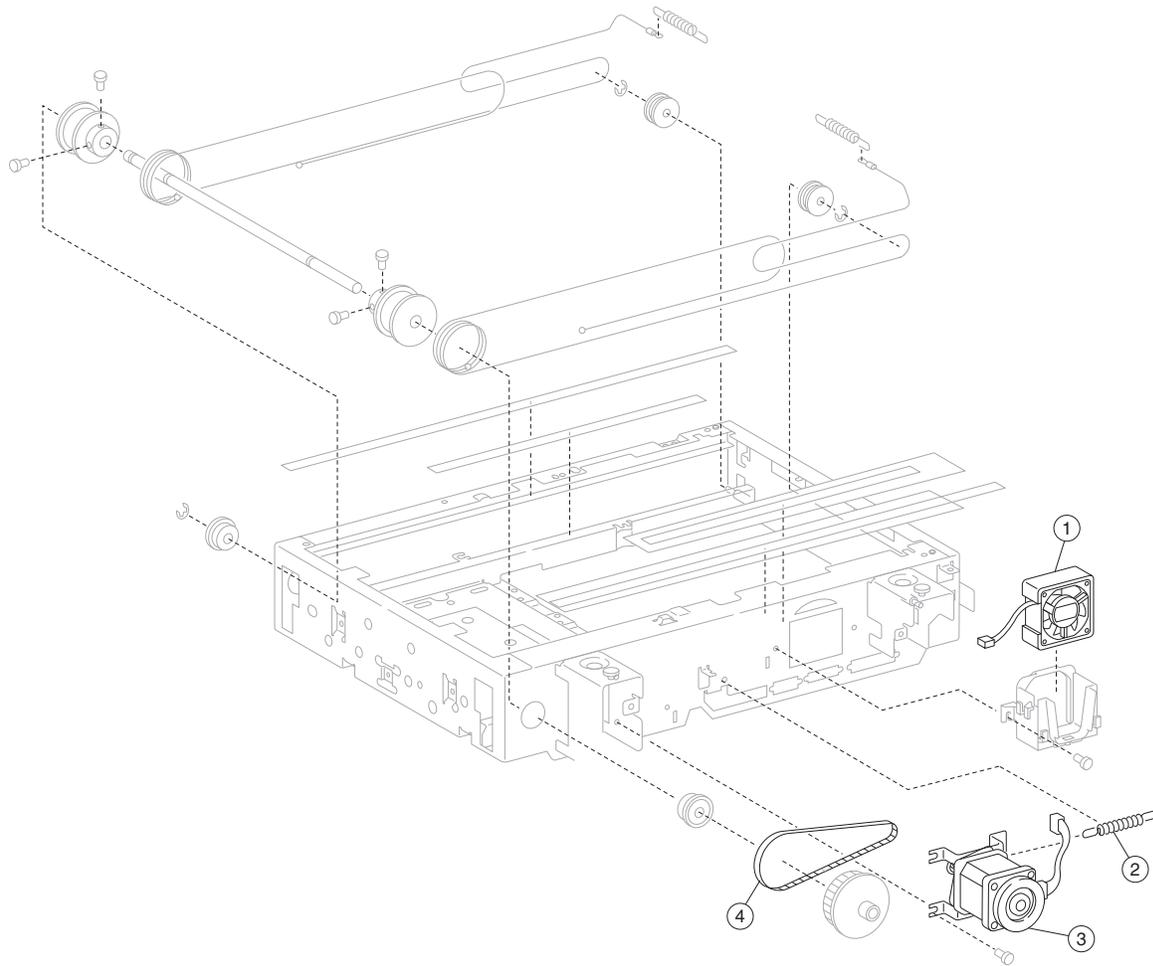


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Assembly 20: Carriage motor and cooling fan



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Assembly 20: Carriage motor and cooling fan

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|------------------------------------|
| 20-1 | 40X2231 | 1 | 1 | Scanner cooling fan |
| 2 | 40X2229 | 1 | 1 | Scanner drive motor tension spring |
| 3 | 40X2228 | 1 | 1 | Scanner drive motor assembly |
| 4 | 40X2226 | 1 | 1 | Scanner drive belt |

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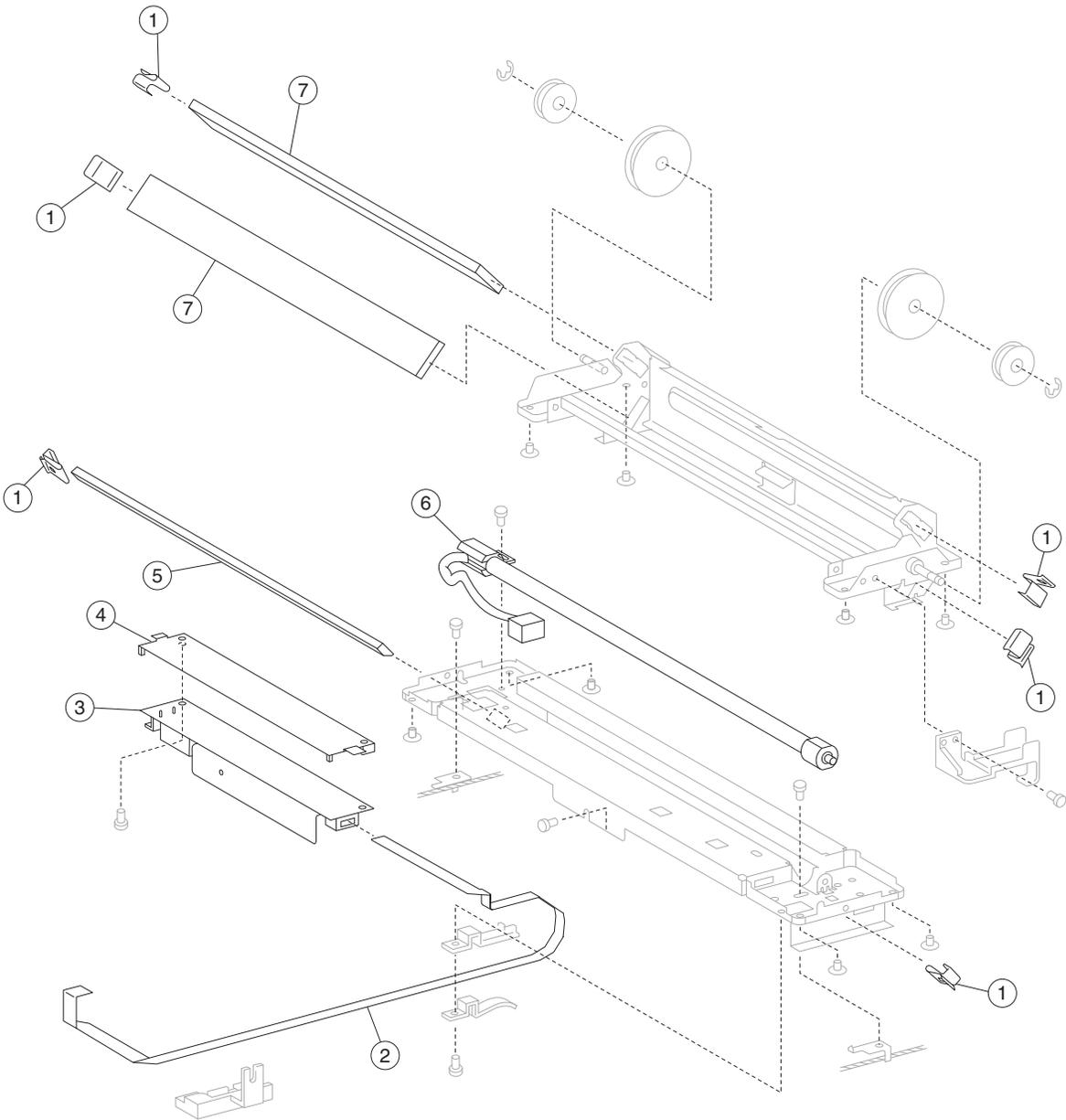


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Assembly 21: Full/half rate carriage



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Assembly 21: Full/half rate carriage

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|---------------------------------|
| 21-1 | 40X2233 | 6 | 1 | Mirror retaining clip |
| 2 | 40X2236 | 1 | 1 | Exposure lamp PS ribbon cable |
| 3 | 40X2353 | 1 | 1 | Exposure lamp PS card assembly |
| 4 | 40X2352 | 1 | 1 | Exposure lamp PS card insulator |
| 5 | 40X2234 | 1 | 1 | Scanner 1st mirror |
| 6 | 40X2237 | 1 | 1 | Exposure lamp |
| 7 | 40X2232 | 2 | 1 | Scanner 2nd/3rd mirror |

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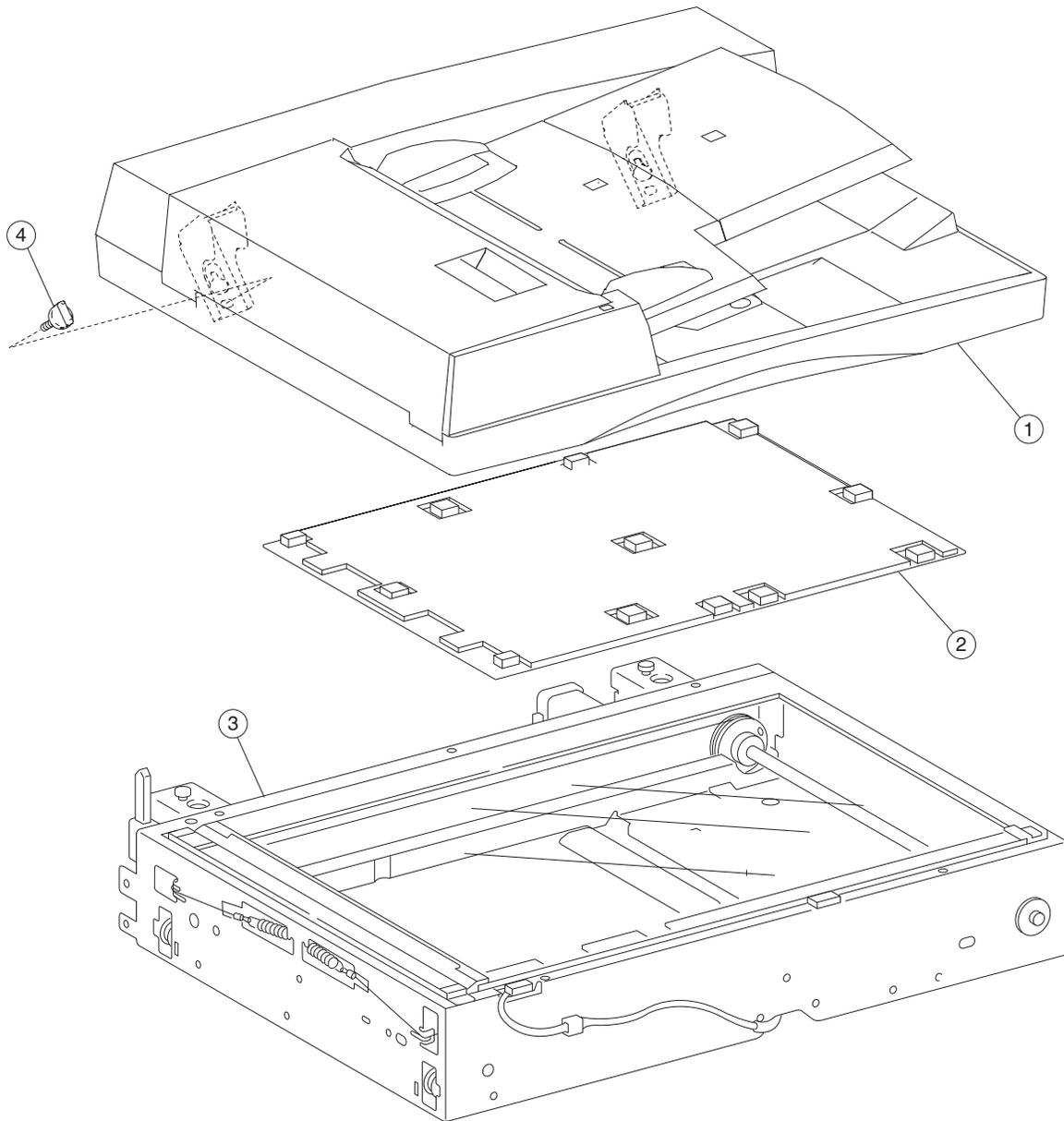


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Assembly 22: ADF assembly



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Assembly 22: ADF assembly

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|------------------|--------------------|-------------------|-------------------------|-----------------------------------|
| 22-1 | 40X2240 | 1 | 1 | ADF unit assembly (complete unit) |
| 2 | 40X2239 | 1 | 1 | Platen cushion |
| 3 | 40X2206 | 1 | 1 | Flatbed scanner unit assembly |
| 4 | 40X2238 | 2 | 1 | ADF mounting screw |

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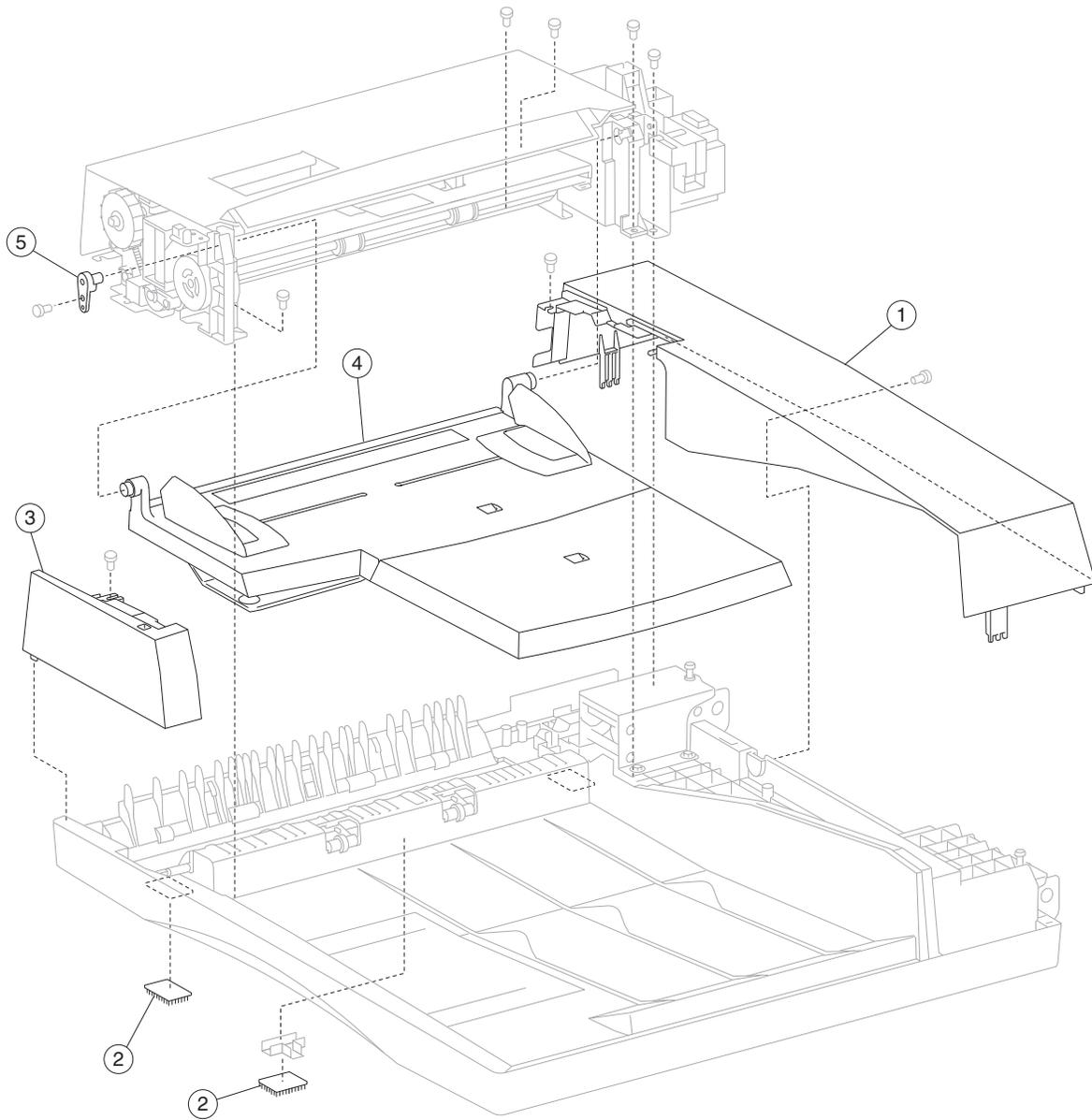


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Assembly 23: ADF covers and components



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Assembly 23: ADF covers and components

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-----------------------------------------------|
| 23-1 | 40X2244 | 1 | 1 | ADF rear cover |
| 2 | 40X2246 | 2 | 1 | Small hook/loop strip |
| 3 | 40X2245 | 1 | 1 | ADF front cover assembly |
| 4 | 40X2242 | 1 | 1 | Document tray assembly (this comes assembled) |
| 5 | 40X2243 | 1 | 1 | Document tray hinge |

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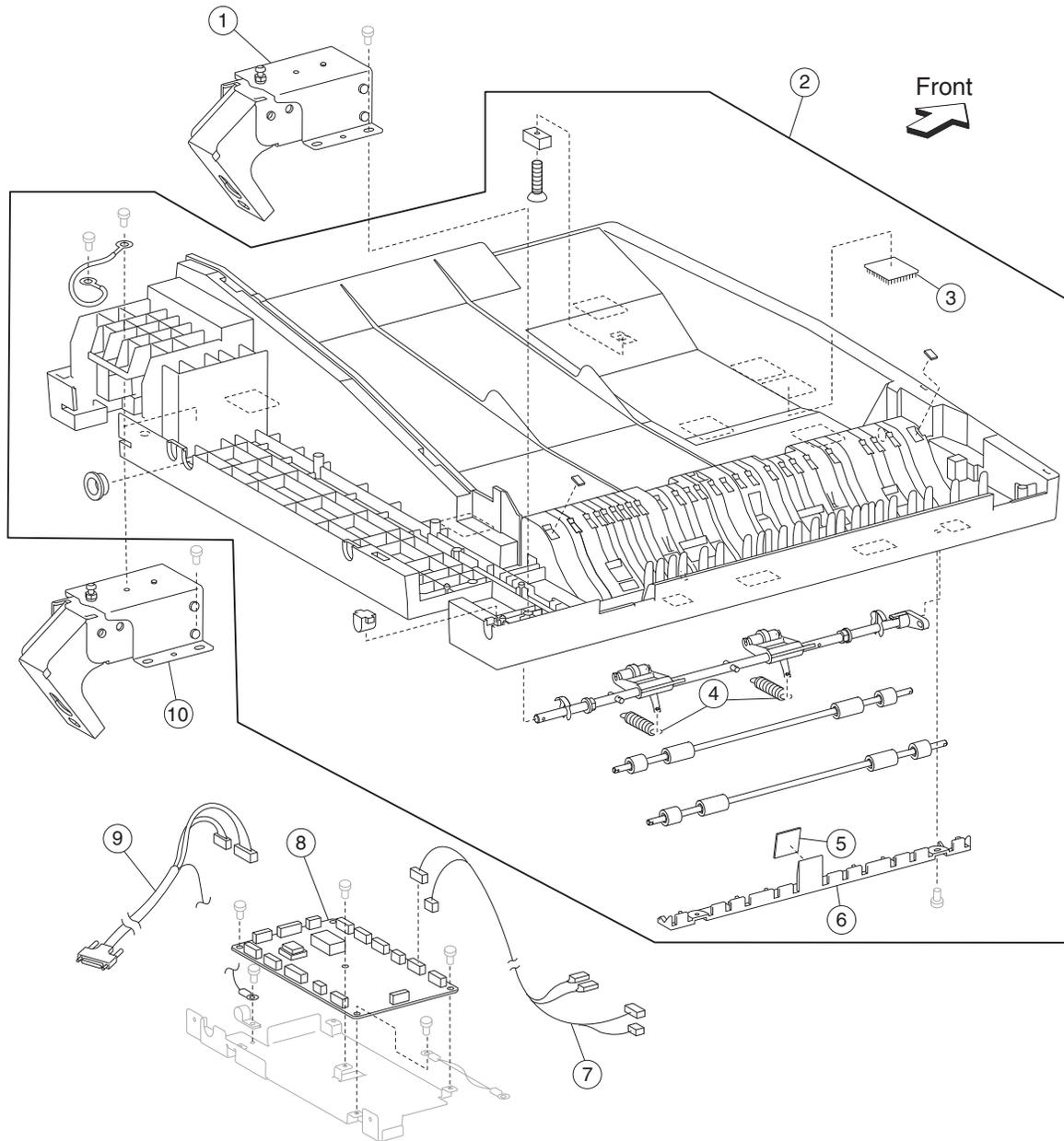


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Assembly 24: ADF base



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Assembly 24: ADF base

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|--------------------------------------------------------------|
| 24-1 | 40X2257 | 1 | 1 | ADF left hinge |
| 2 | 40X2371 | 1 | 1 | ADF registration pinch/frame assembly (this comes assembled) |
| 3 | 40X2247 | 7 | 1 | Large hook/loop strip |
| 4 | 40X2330 | 5 | 1 | Spring |
| 5 | 40X2354 | 1 | 1 | Registration pad |
| 6 | 40X2355 | 1 | 1 | Registration pad cover |
| 7 | 40X2248 | 1 | 1 | Solenoid/interlock cable assembly |
| 8 | 40X2260 | 1 | 1 | ADF controller card assembly |
| 9 | 40X2259 | 1 | 1 | ADF interface cable assembly |
| 10 | 40X2258 | 1 | 1 | ADF right hinge |

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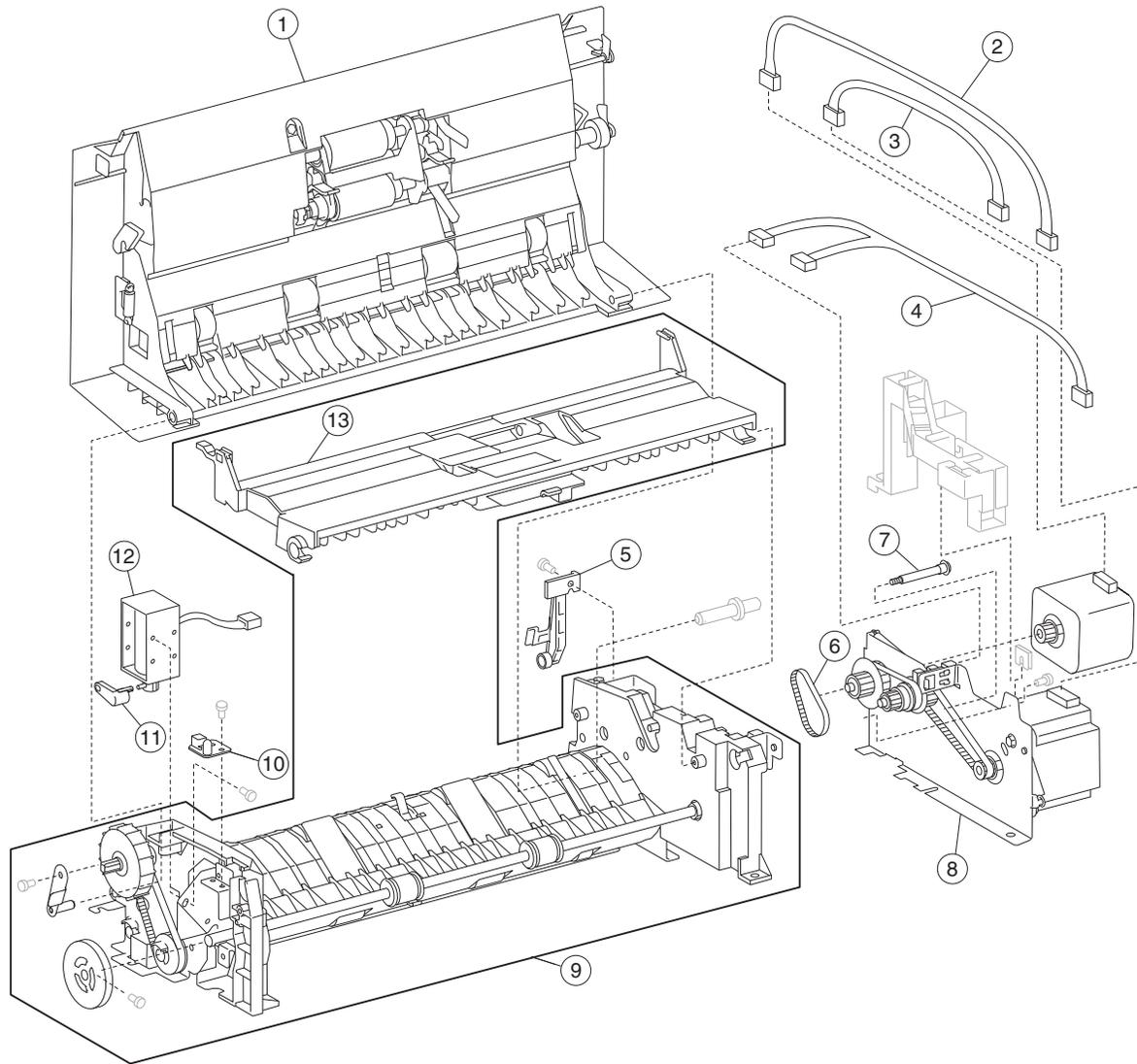


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Assembly 25: ADF feeder



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Assembly 25: ADF feeder

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-------------------------------------------------------|
| 25-1 | 40X2262 | 1 | 1 | ADF left cover assembly (this comes assembled) |
| 2 | 40X2265 | 1 | 1 | Registration motor cable assembly |
| 3 | 40X2266 | 1 | 1 | ADF feed motor cable assembly |
| 4 | 40X2264 | 1 | 1 | Document set/sheet through cable assembly |
| 5 | 40X2267 | 1 | 1 | Left cover hinge retainer |
| 6 | 40X2270 | 1 | 1 | Registration main drive belt |
| 7 | 40X2269 | 1 | 1 | Stud screw |
| 8 | 40X2327 | 1 | 1 | ADF feed motor assembly (this comes assembled) |
| 9 | 40X2383 | 1 | 1 | ADF main feed assembly (this comes assembled) |
| 10 | 40X2272 | 1 | 1 | Document set LED |
| 11 | 40X2256 | 1 | 1 | Inverter lever |
| 12 | 40X2271 | 1 | 1 | Inverter solenoid assembly |
| 13 | 40X2273 | 1 | 1 | Separation roll guide assembly (this comes assembled) |

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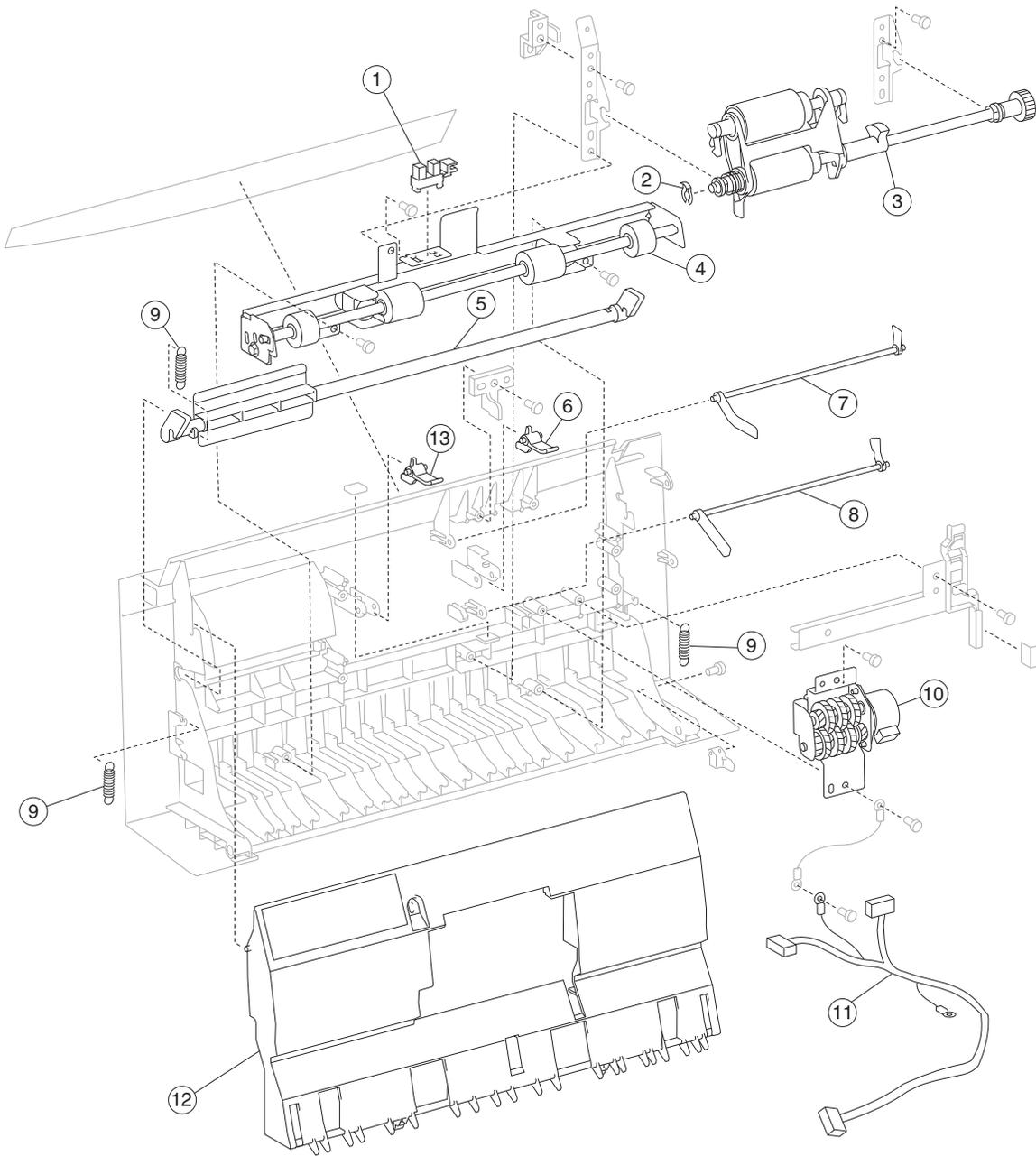


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Assembly 26: ADF left cover components



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Assembly 26: ADF left cover components

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-------------------------------------------------------|
| 26-1 | 40X2223 | 13 | 1 | Sensor (pick roll position HP) |
| 2 | 40X2291 | 3 | 4 | Plastic ring clip 6 mm |
| 3 | 40X2280 | 1 | 1 | ADF feed/pick roll assembly (this comes assembled) |
| 4 | 40X2276 | 1 | 1 | Left cover pinch roll assembly (this comes assembled) |
| 5 | 40X2274 | 1 | 1 | ADF left cover handle |
| 6 | 40X2381 | 1 | 1 | Document set rear stop |
| 7 | 40X2283 | 1 | 1 | Document set actuator |
| 8 | 40X2275 | 1 | 1 | Sheet through actuator |
| 9 | 40X2330 | 5 | 1 | Spring |
| 10 | 40X2277 | 1 | 1 | Pick roll position motor assembly |
| 11 | 40X2278 | 1 | 1 | Pick roll position cable assembly |
| 12 | 40X2321 | 1 | 1 | Left cover media guide |
| 13 | 40X2279 | 1 | 1 | Document set front stop |

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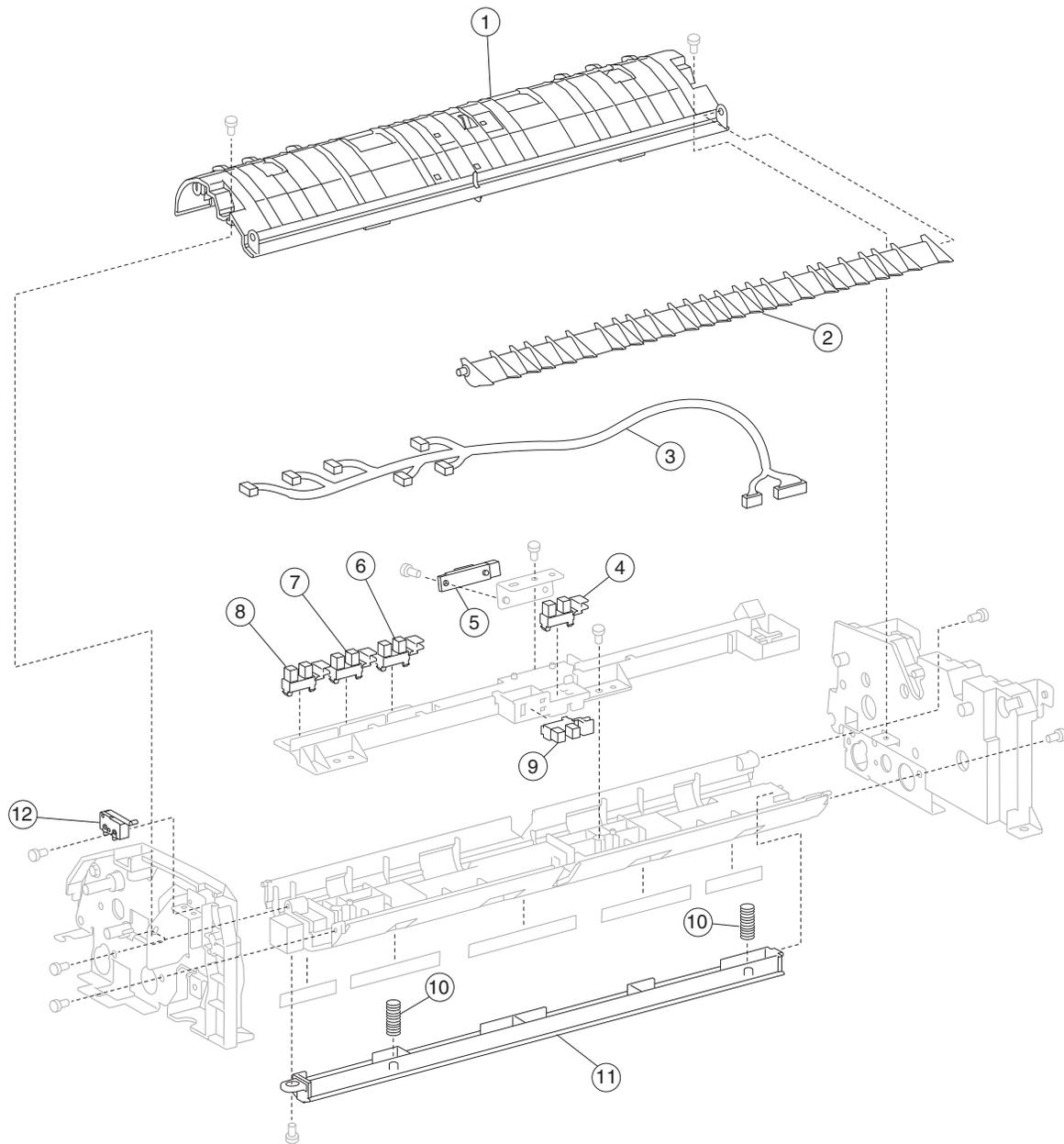


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Assembly 27: ADF media guide



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Assembly 27: ADF media guide

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|------------------------------------------------------|
| 27-1 | 40X2290 | 1 | 1 | Actuator/media guide assembly (this comes assembled) |
| 2 | 40X2289 | 1 | 1 | Inverter gate |
| 3 | 40X2288 | 1 | 1 | ADF main feed cable assembly |
| 4 | 40X2223 | 1 | 1 | Sensor (ADF pre-registration) |
| 5 | 40X0589 | 1 | 1 | Sensor (ADF registration) |
| 6 | 40X2223 | 13 | 1 | Sensor (ADF width APS 1) |
| 7 | 40X2223 | 13 | 1 | Sensor (ADF width APS 2) |
| 8 | 40X2223 | 13 | 1 | Sensor (ADF width APS 3) |
| 9 | 40X2223 | 13 | 1 | Sensor (ADF inverter) |
| 10 | 40X2324 | 2 | 1 | Media scan guide spring |
| 11 | 40X2323 | 1 | 1 | Media scan guide |
| 12 | 40X2286 | 1 | 1 | Switch (ADF left cover interlock) |

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Assembly 28: ADF feeder roll

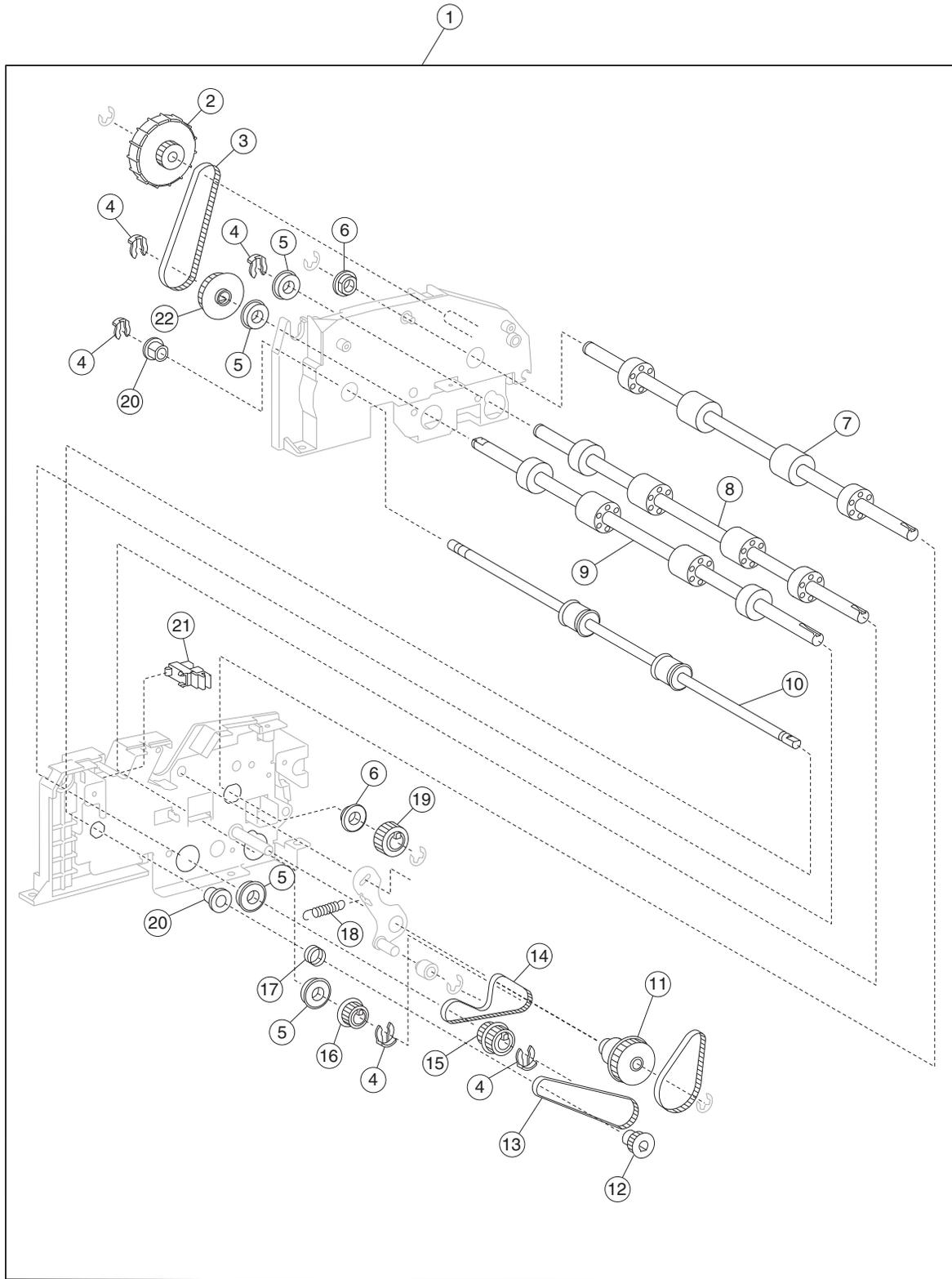
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Assembly 28: ADF feeder roll

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| 28-1 | 40X2383 | 1 | 1 | ADF main feed assembly (this comes assembled) |
| 2 | 40X2346 | 1 | 1 | Manual feed drive wheel |
| 3 | 40X2345 | 1 | 1 | Manual feed drive belt |
| 4 | 40X2291 | 3 | 4 | Plastic ring clip kit includes: <ul style="list-style-type: none"> • Plastic ring clip 6 mm • Plastic ring clip 8 mm |
| 5 | 40X2337 | 4 | 1 | Bearing 8 mm |
| 6 | 40X2339 | 2 | 1 | Bushing 8 mm |
| 7 | 40X2336 | 1 | 1 | ADF transport roll assembly |
| 8 | 40X2333 | 1 | 1 | ADF registration roll assembly |
| 9 | 40X2334 | 1 | 1 | ADF feed-out roll assembly |
| 10 | 40X2335 | 1 | 1 | ADF exit roll assembly |
| 11 | 40X2349 | 1 | 1 | Registration main drive pulley 21/54T |
| 12 | 40X2342 | 1 | 1 | Exit roll drive pulley 20T |
| 13 | 40X2347 | 1 | 1 | Exit roll drive belt |
| 14 | 40X2350 | 1 | 1 | Registration secondary drive belt |
| 15 | 40X2341 | 1 | 1 | Exit/feed-out roll drive pulley 25/28T |
| 16 | 40X2340 | 1 | 1 | Registration roll drive pulley 28T |
| 17 | 40X2351 | 1 | 1 | Retainer spring |
| 18 | 40X2348 | 1 | 1 | Tension spring |
| 19 | 40X2343 | 1 | 1 | Transport roll drive gear 20T |
| 20 | 40X2338 | 2 | 1 | Bushing 6 mm |
| 21 | 40X2223 | 13 | 1 | Sensor (document set) |
| 22 | 40X2344 | 1 | 1 | Manual feed drive pulley |

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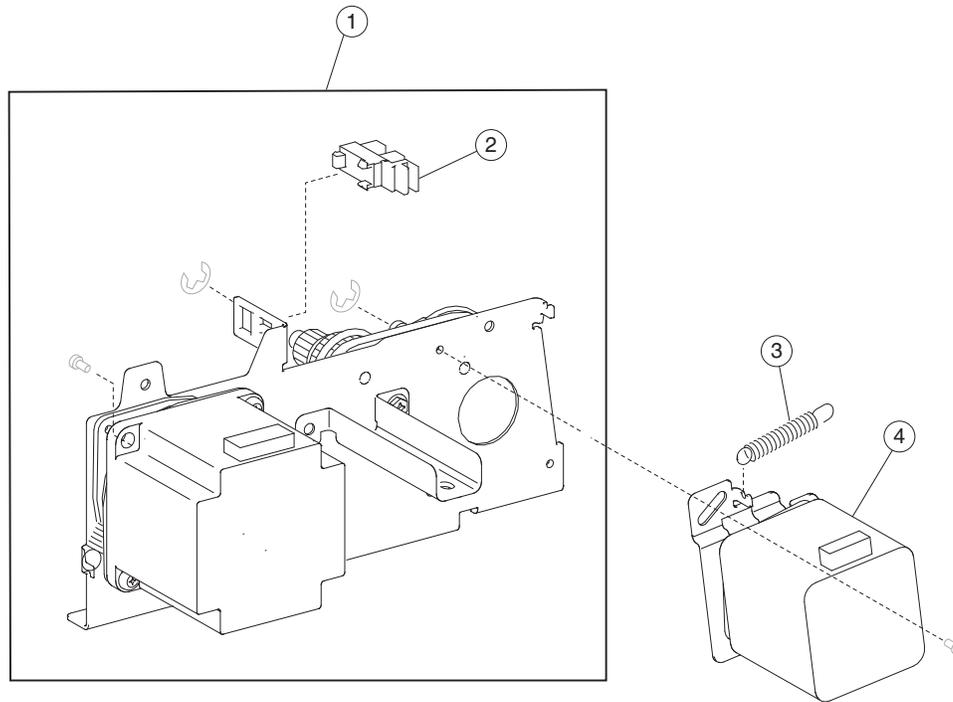


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Assembly 29: ADF motor unit



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Assembly 29: ADF motor unit

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|------------------------------------------------|
| 29-1 | 40X2327 | 1 | 1 | ADF feed motor assembly (this comes assembled) |
| 2 | 40X2223 | 13 | 1 | Sensor (sheet through) |
| 3 | 40X2326 | 1 | 1 | Tension spring |
| 4 | 40X2325 | 1 | 1 | ADF registration motor |

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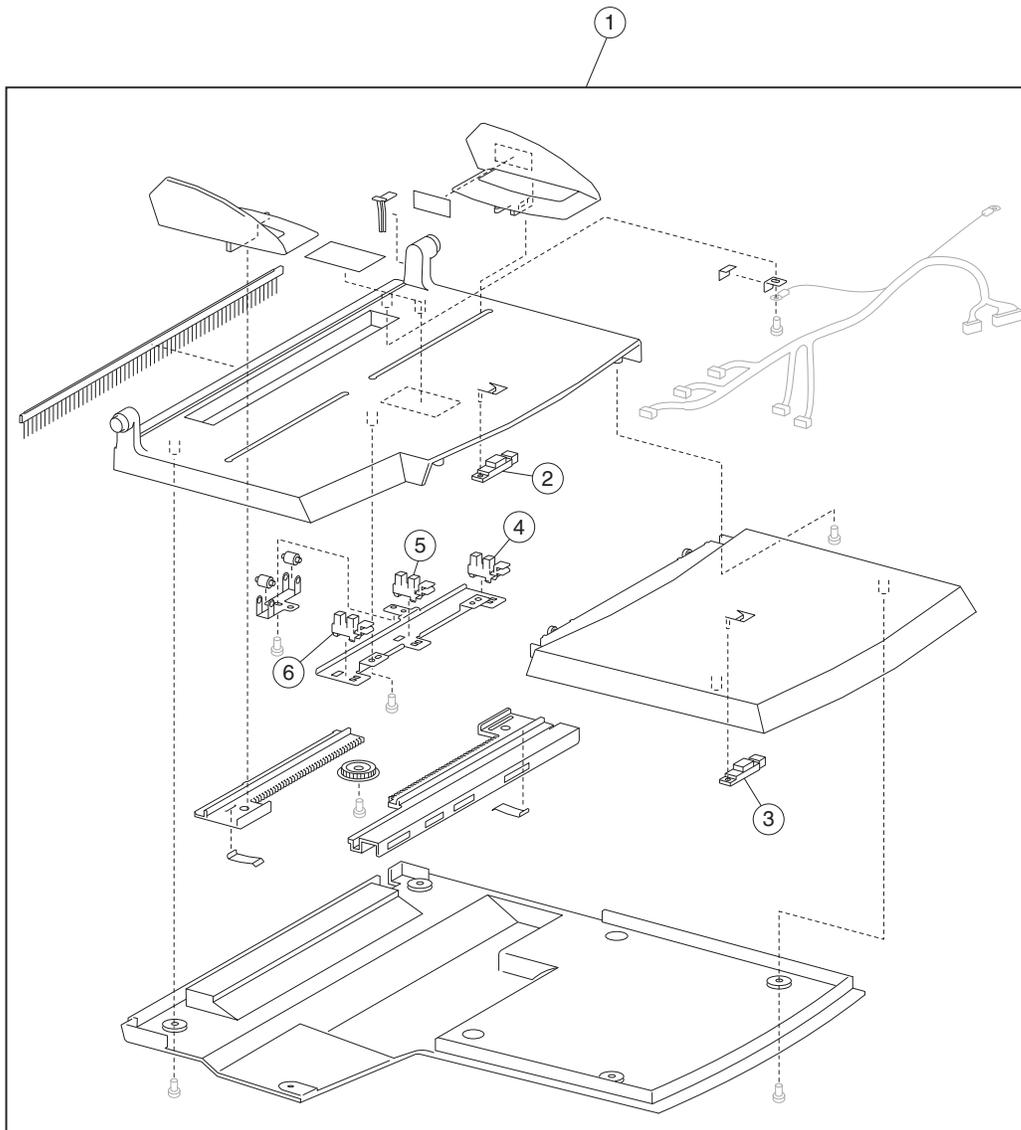


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Assembly 30: ADF document tray



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Assembly 30: ADF document tray

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-----------------------------------------------|
| 30-1 | 40X2242 | 1 | 1 | Document tray assembly (this comes assembled) |
| 2 | 40X2328 | 1 | 1 | Sensor (document tray length 1) |
| 3 | 40X2328 | 1 | 1 | Sensor (document tray length 2) |
| 4 | 40X2223 | 1 | 1 | Sensor (document tray width 1) |
| 5 | 40X2223 | 1 | 1 | Sensor (document tray width 2) |
| 6 | 40X2223 | 1 | 1 | Sensor (document tray width 3) |

Note: Assembly index items 2, 3, 4, 5 and 6 are identical sensors with different functions; therefore, they are the same part number with different descriptions.

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Assembly 31: 2000-sheet dual input (TTM)—covers

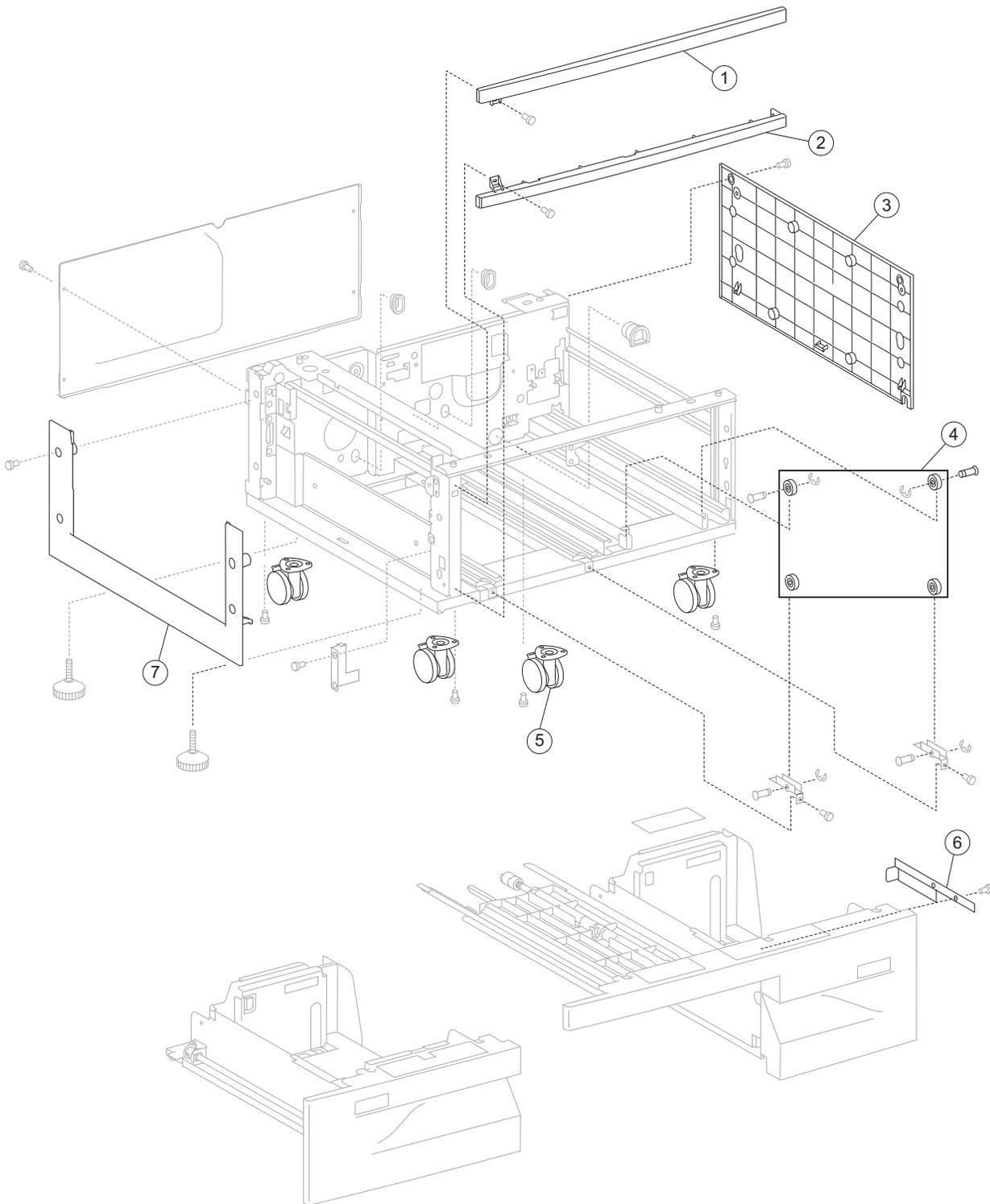
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Assembly 31: 2000-sheet dual input (TTM)—covers

| Asm-Index | Part number | Units/ option | Units/ FRU | Description |
|-----------|-------------|------------------|---------------|-----------------------|
| 31—1 | 40X0687 | 1 | 1 | Top cover |
| 2 | 40X0688 | 1 | 1 | Foot cover |
| 3 | 40X0689 | 1 | 1 | Right cover |
| 4 | 40X0703 | 1 | 4 | Tray support roll (4) |
| 5 | 40X0691 | 4 | 1 | Locking caster |
| 6 | 40X0704 | 1 | 1 | Tray 4 stopper |
| 7 | 40X0690 | 1 | 1 | Left cover |

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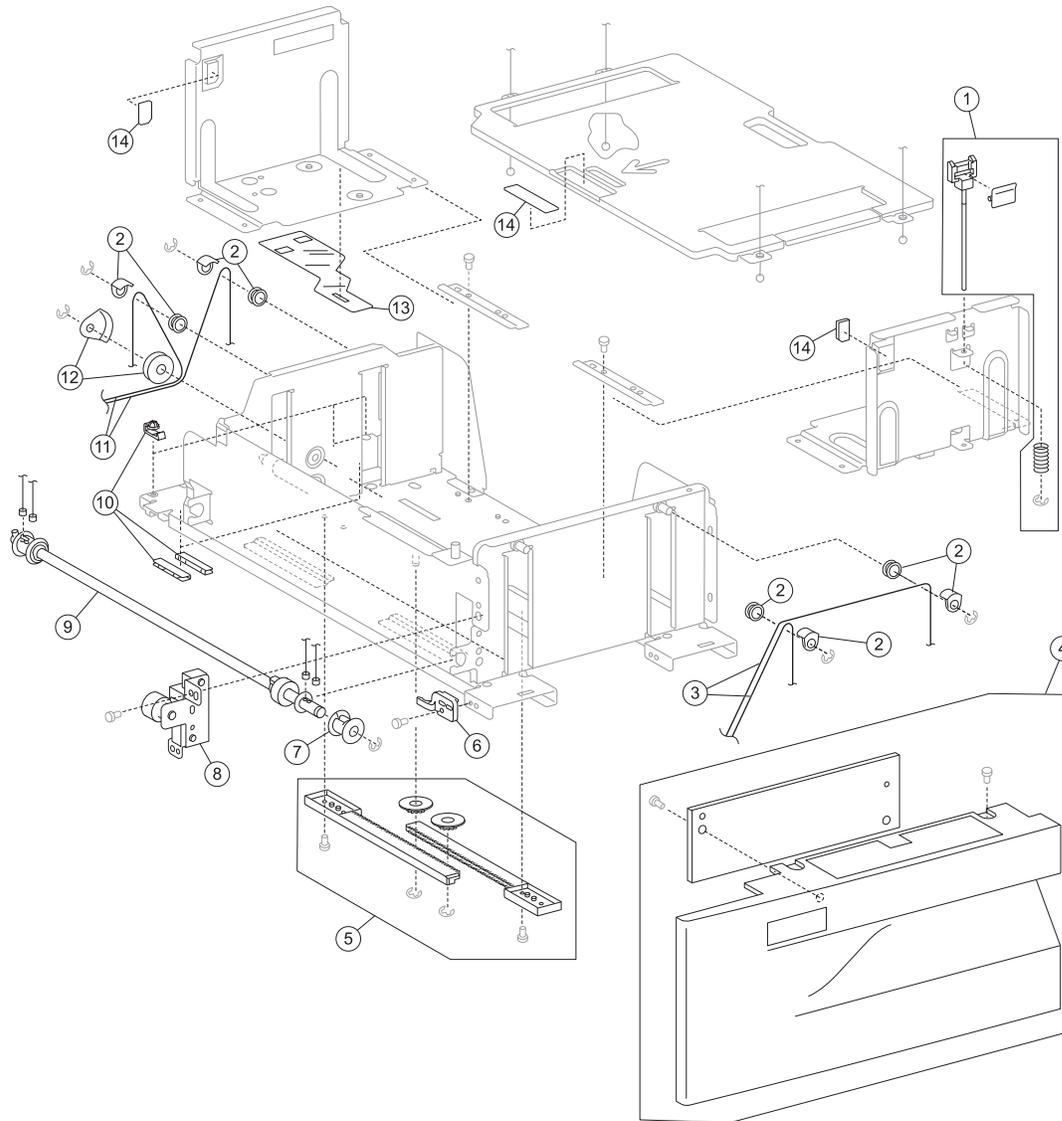


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Assembly 32: 2000-sheet dual input (TTM)—tray 3



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Assembly 32: 2000-sheet dual input (TTM)—tray 3

| Asm-Index | Part number | Units/option | Units/FRU | Description |
|-----------|-------------|--------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 32—1 | 40X0712 | 1 | 3 | Tray 3 media guide lock kit includes: <ul style="list-style-type: none"> • Tray 3 media guide lock button • Tray 3 media guide lock shaft • Spring |
| 2 | 40X0953 | 2 | 8 | TTM tray lift pulley kit includes: <ul style="list-style-type: none"> • TTM tray lift pulley (4) • Pulley guide (4) |
| 3 | 40X0710 | 1 | 2 | Tray 3 front cable (2) |
| 4 | 40X0705 | 1 | 2 | Tray 3 front cover kit includes: <ul style="list-style-type: none"> • Tray 3 front cover • Tray 3 tray handle |
| 5 | 40X0713 | 2 | 4 | Media guide rack and pinion kit includes: <ul style="list-style-type: none"> • Media guide rack gear (2) • Media guide pinion gear (2) |
| 6 | 40X0714 | 2 | 1 | TTM media tray catch |
| 7 | 40X0706 | 2 | 1 | Lift cable pulley |
| 8 | 40X0715 | 1 | 1 | Tray 3 brake assembly |
| 9 | 40X0707 | 2 | 1 | Tray lift shaft assembly |
| 10 | 40X0716 | 1 | 4 | Tray 3 slide kit includes: <ul style="list-style-type: none"> • Tray 3 slide strip (2) • Tray 3 slide button (2) |
| 11 | 40X0709 | 1 | 2 | Tray 3 rear cable (2) |
| 12 | 40X0708 | 2 | 2 | Large idler pulley kit includes: <ul style="list-style-type: none"> • Large idler pulley • Large idler guide |
| 13 | 40X0717 | 2 | 1 | Mylar actuator |
| 14 | 40X0711 | 2 | 3 | TTM tray separator kit includes: <ul style="list-style-type: none"> • TTM tray separation pad • TTM tray brush (2) |

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Assembly 33: 2000-sheet dual input (TTM)—tray 4

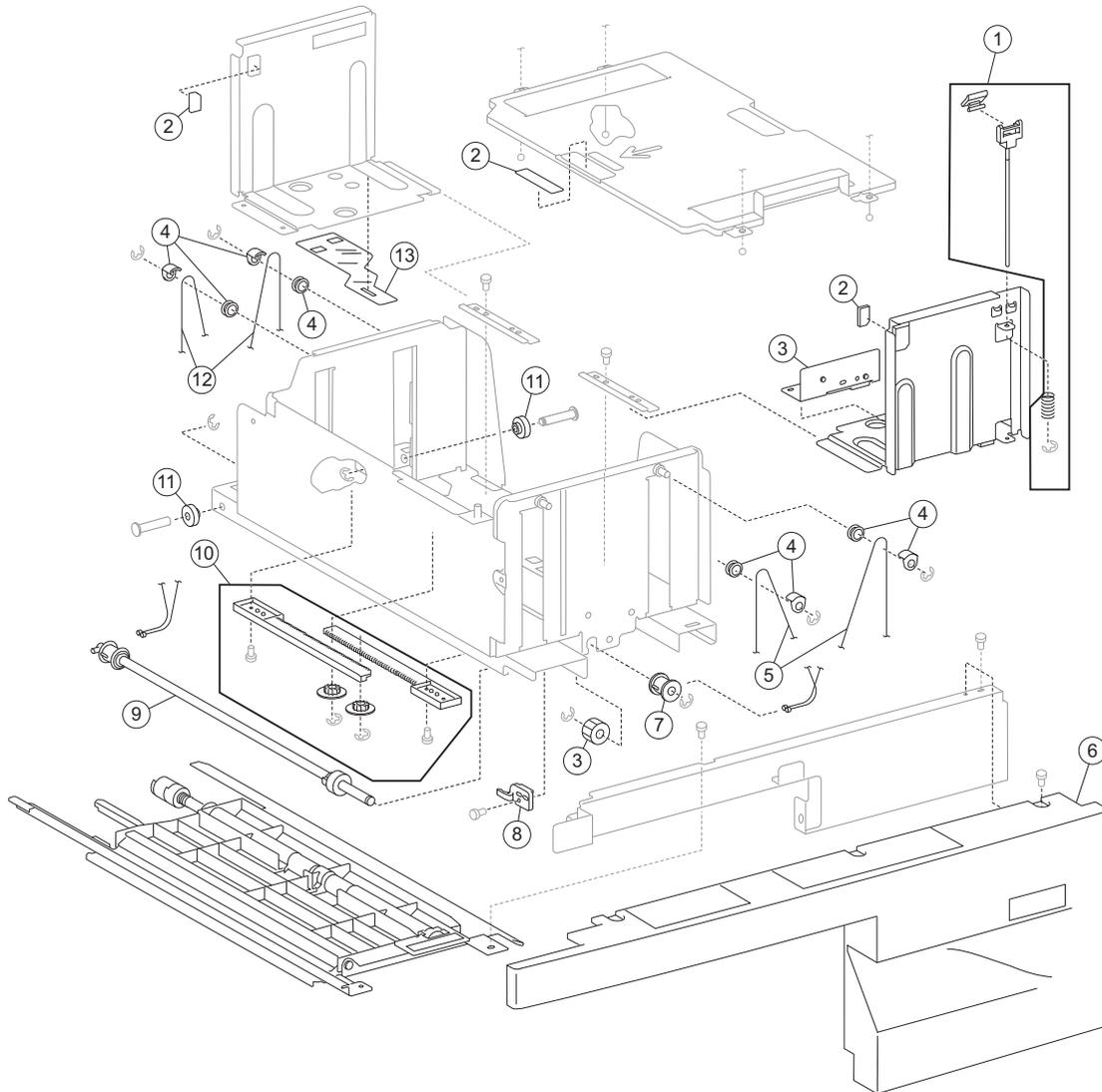
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Assembly 33: 2000-sheet dual input (TTM)—tray 4

| Asm-Index | Part number | Units/option | Units/FRU | Description |
|-----------|-------------|--------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 33—1 | 40X0721 | 1 | 3 | Tray 4 media guide lock kit includes: <ul style="list-style-type: none"> • Tray 4 media guide lock button • Tray 4 media guide lock shaft • Spring |
| 2 | 40X0711 | 2 | 3 | TTM tray separator kit includes: <ul style="list-style-type: none"> • TTM tray separation pad • TTM tray brush (2) |
| 3 | 40X0722 | 1 | 2 | Tray 4 brake kit includes: <ul style="list-style-type: none"> • Tray 4 brake assembly • Tray 4 brake gear 18T |
| 4 | 40X0953 | 2 | 8 | TTM tray lift pulley kit includes: <ul style="list-style-type: none"> • TTM tray lift pulley (4) • Pulley guide (4) |
| 5 | 40X0720 | 1 | 2 | Tray 4 front cable (2) |
| 6 | 40X0718 | 1 | 1 | Tray 4 front cover |
| 7 | 40X0706 | 2 | 1 | Lift cable pulley |
| 8 | 40X0714 | 2 | 1 | TTM media tray catch |
| 9 | 40X0707 | 2 | 1 | Tray lift shaft assembly |
| 10 | 40X0713 | 2 | 4 | Media guide rack and pinion kit includes: <ul style="list-style-type: none"> • Media guide rack gear (2) • Media guide pinion gear (2) |
| 11 | 40X0723 | 1 | 2 | Tray 4 rear support roll (2) |
| 12 | 40X0719 | 1 | 2 | Tray 4 rear cable (2) |
| 13 | 40X0717 | 2 | 1 | Mylar actuator |

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Assembly 34: 2000-sheet dual input (TTM)—feed and transport

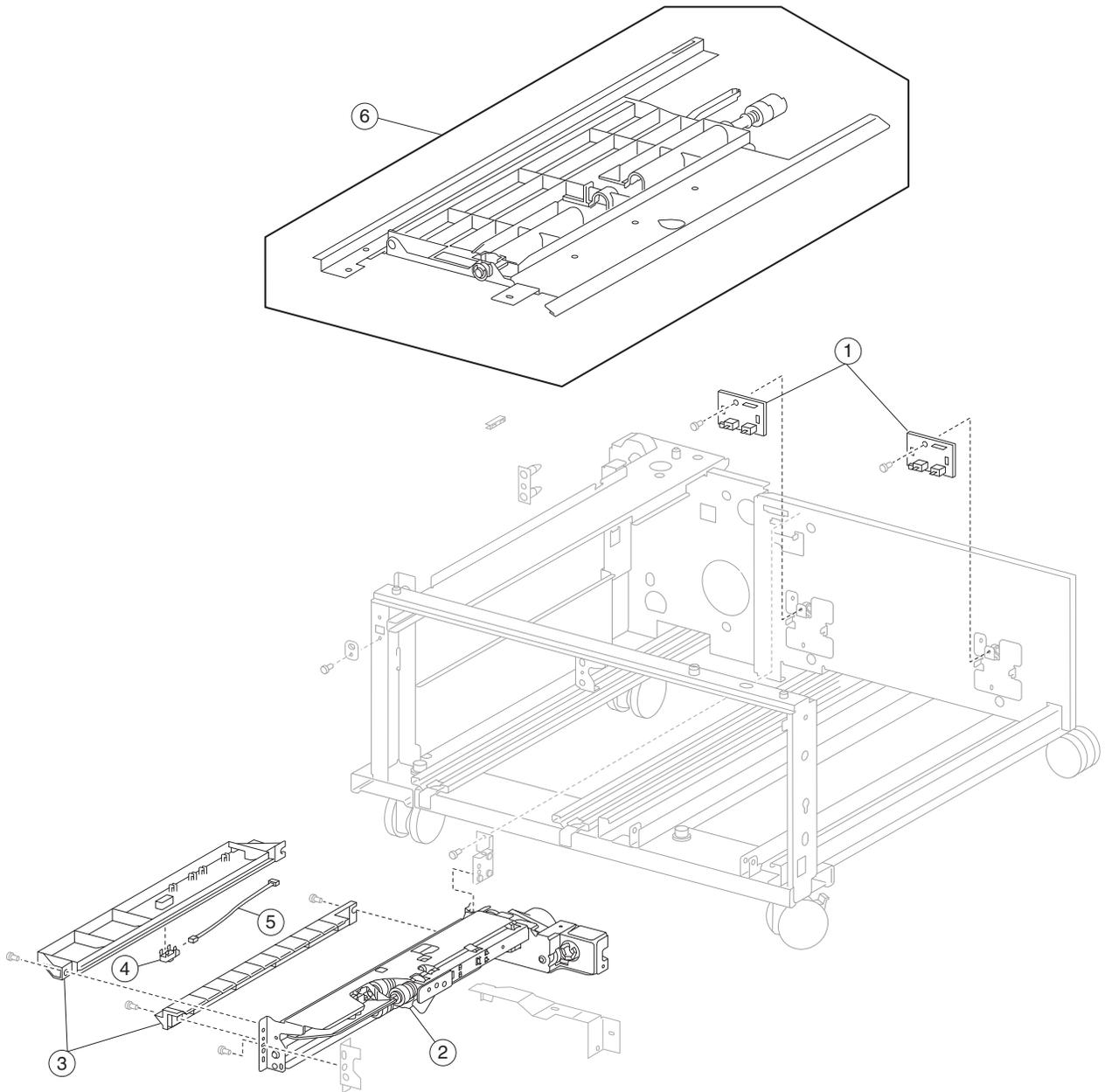
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Assembly 34: 2000-sheet dual input (TTM)—feed and transport

| Asm-Index | Part number | Units/option | Units/FRU | Description |
|-----------|-------------|--------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 34-1 | 40X0729 | 2 | 1 | Switch (TTM media size switch) |
| 2 | 40X0581 | 2 | 1 | Media feed unit assembly (this comes assembled) |
| 3 | 40X0728 | 1 | 2 | Tray 4 media guide kit includes: <ul style="list-style-type: none"> • Tray 4 upper media guide • Tray 4 lower media guide |
| 4 | 40X0727 | 1 | 1 | Sensor (tray 4 feed-out) |
| 5 | 40X0730 | 1 | 1 | Tray 4 feed-out sensor cable assembly |
| 6 | 40X0724 | 1 | 1 | Tray 4 media transport assembly |

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Assembly 35: 2000-sheet dual input (TTM)—feed and transport

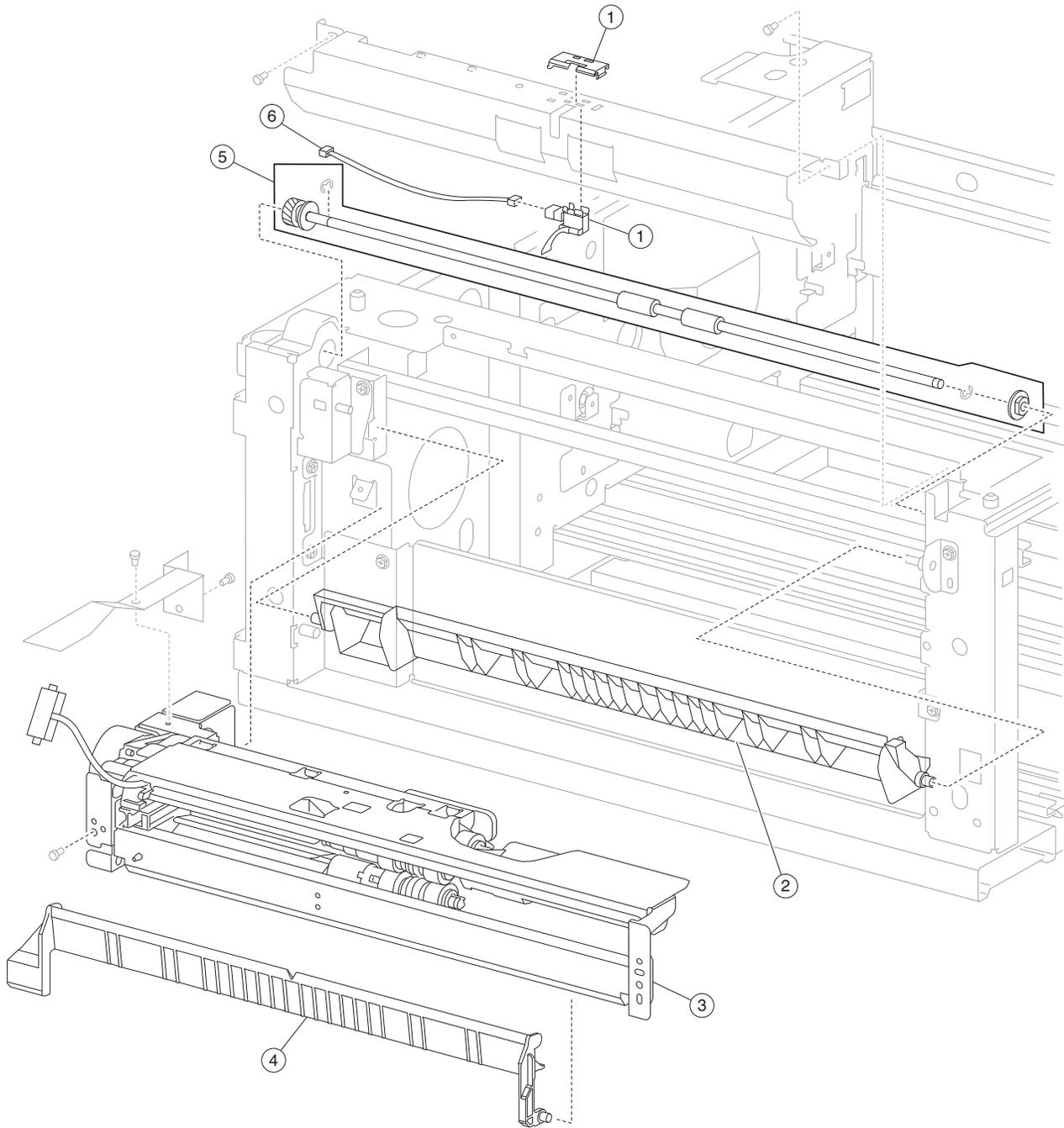
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Assembly 35: 2000-sheet dual input (TTM)—feed and transport

| Asm-Index | Part number | Units/option | Units/FRU | Description |
|-----------|-------------|--------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 35-1 | 40X0692 | 1 | 2 | Sensor (tray 3 feed-out) kit includes: <ul style="list-style-type: none"> • Sensor (tray 3 feed-out) • Sensor protector |
| 2 | 40X0732 | 1 | 1 | Upper vertical turn guide |
| 3 | 40X0581 | 2 | 1 | Media feed unit assembly (this comes assembled) |
| 4 | 40X0572 | 1 | 1 | Vertical turn guide |
| 5 | 40X0695 | 1 | 2 | 2TM/TTM media transport roll assembly kit includes: <ul style="list-style-type: none"> • 2TM/TTM media transport roll assembly • Bushing 8 mm |
| 6 | 40X0693 | 1 | 2 | Sensor cable kit includes: <ul style="list-style-type: none"> • Tray 3 feed-out sensor cable • Tray 4 feed-out sensor cable |

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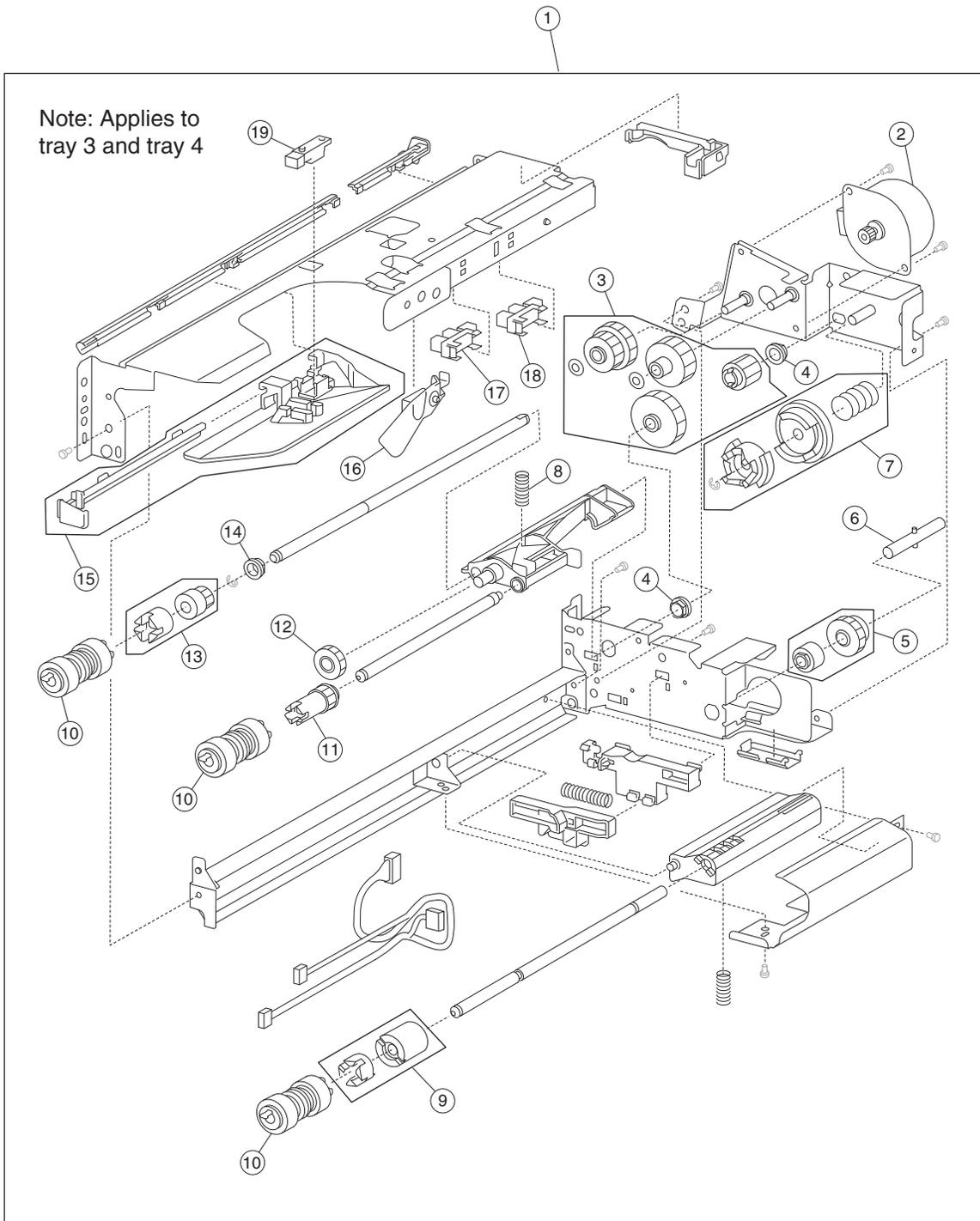


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Assembly 36: 2000-sheet dual input (TTM)—media feed unit



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Assembly 36: 2000-sheet dual input (TTM)—media feed unit

| Asm-Index | Part number | Units/ option | Units/ FRU | Description |
|-----------|-------------|------------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 36-1 | 40X0581 | 2 | 1 | Media feed unit assembly (this comes assembled) |
| 2 | 40X0582 | 2 | 1 | Media feed lift motor |
| 3 | 40X0585 | 2 | 6 | Media feed drive gear kit includes: <ul style="list-style-type: none"> • Media feed unit drive gear 13T • Media feed unit drive gear 28/21T • Media feed unit drive gear 29T • Media feed unit drive gear 27T • 2 mm washer (2 each) <p>Note: The graphic on the previous page, shows two #3 callouts. These callouts are the items that make up the media feed drive gear kit.</p> |
| 4 | 40X0880 | 2 | 1 | Bushing 6 mm |
| 5 | 40X0967 | 2 | 2 | Media tray lift one-way clutch/gear kit includes: <ul style="list-style-type: none"> • Media tray lift one-way clutch • Media tray lift one-way gear |
| 6 | 40X0968 | 2 | 1 | Media tray lift one-way shaft |
| 7 | 40X0583 | 2 | 3 | Tray lift coupling kit includes: <ul style="list-style-type: none"> • Tray lift coupling • Tray lift coupling gear 31T • Spring |
| 8 | 40X0590 | 2 | 1 | Pick roll assembly spring |
| 9 | 40X0593 | 2 | 2 | Separation roll friction clutch kit includes: <ul style="list-style-type: none"> • Separation roll one-way friction clutch • Separation roll spacer |
| 10 | 40X0594 | 2 | 3 | Feed unit roll kit includes: <ul style="list-style-type: none"> • Feed roll • Pick roll • Separation roll |
| 11 | 40X0970 | 2 | 1 | Pick roll drive gear |
| 12 | 40X0969 | 2 | 1 | Pick roll idler gear |
| 13 | 40X0591 | 2 | 2 | Feed roll one-way clutch kit includes: <ul style="list-style-type: none"> • Feed roll one-way clutch • Feed roll one-way gear 22T |
| 14 | 40X0952 | 2 | 1 | Bushing 6 mm |
| 15 | 40X0586 | 2 | 2 | Media feed unit front guide kit includes: <ul style="list-style-type: none"> • Media feed unit front guide • Media feed unit front guide rail |
| 16 | 40X0587 | 2 | 1 | Media out actuator |
| 17 | 40X0588 | 2 | 1 | Sensor (media out) |
| 18 | 40X0588 | 2 | 1 | Sensor (media level) |
| 19 | 40X0589 | 2 | 1 | Sensor (pre-feed) |

Note: Assembly index items 17 and 18 are identical sensors with different functions; therefore, they are the same part number with different descriptions.

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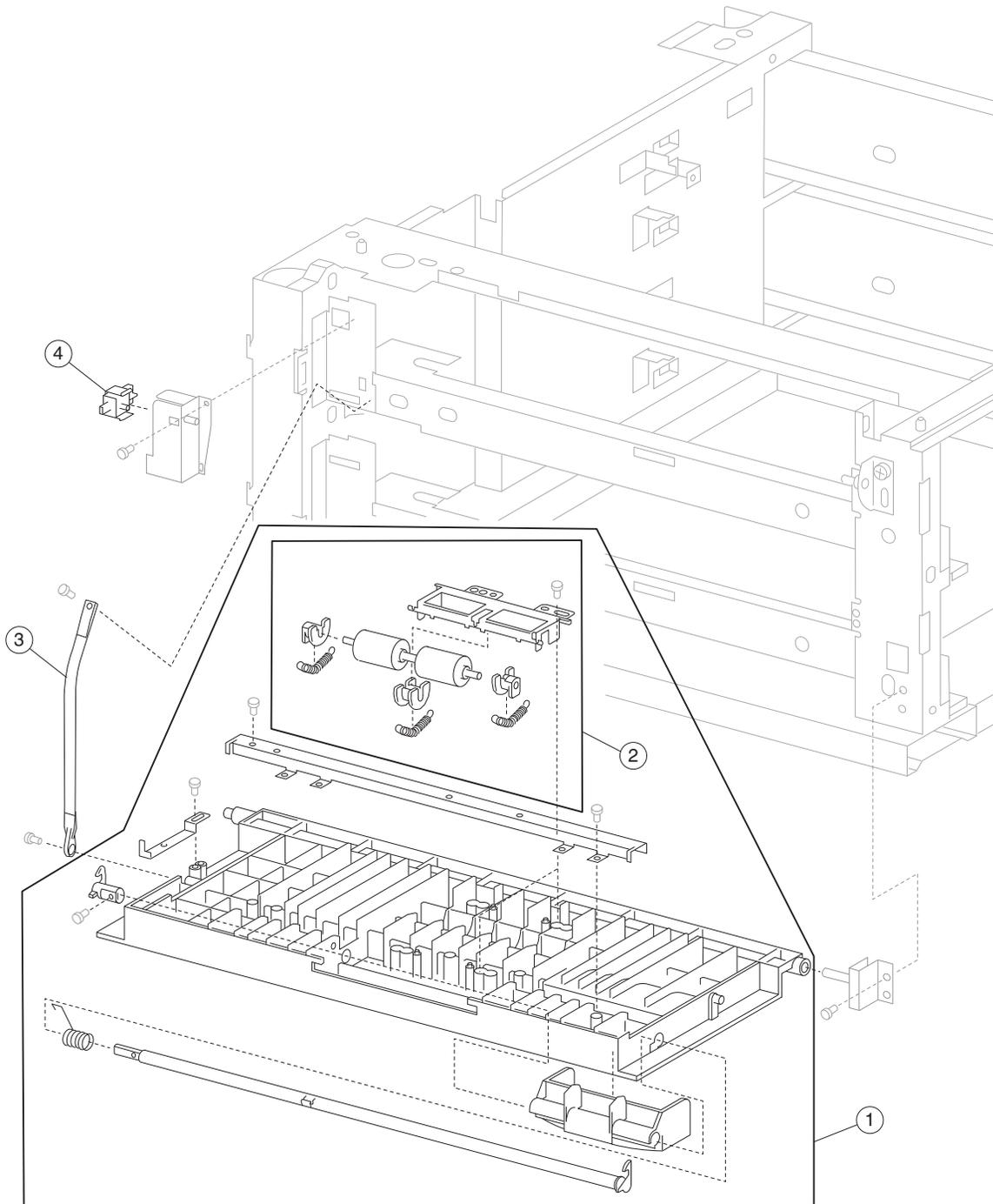


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Assembly 37: 2000-sheet dual input (TTM)—left door



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Assembly 37: 2000-sheet dual input (TTM)—left door

| Asm-Index | Part number | Units/ option | Units/ FRU | Description |
|-----------|-------------|------------------|---------------|---------------------------------------------------------|
| 37-1 | 40X0733 | 1 | 1 | 2TM/TTM left door assembly (this comes assembled) |
| 2 | 40X0696 | 1 | 1 | 2TM/TTM left door pinch assembly (this comes assembled) |
| 3 | 40X0697 | 1 | 1 | 2TM/TTM left door support strap |
| 4 | 40X0610 | 1 | 1 | Switch (2TM/TTM left door interlock) |

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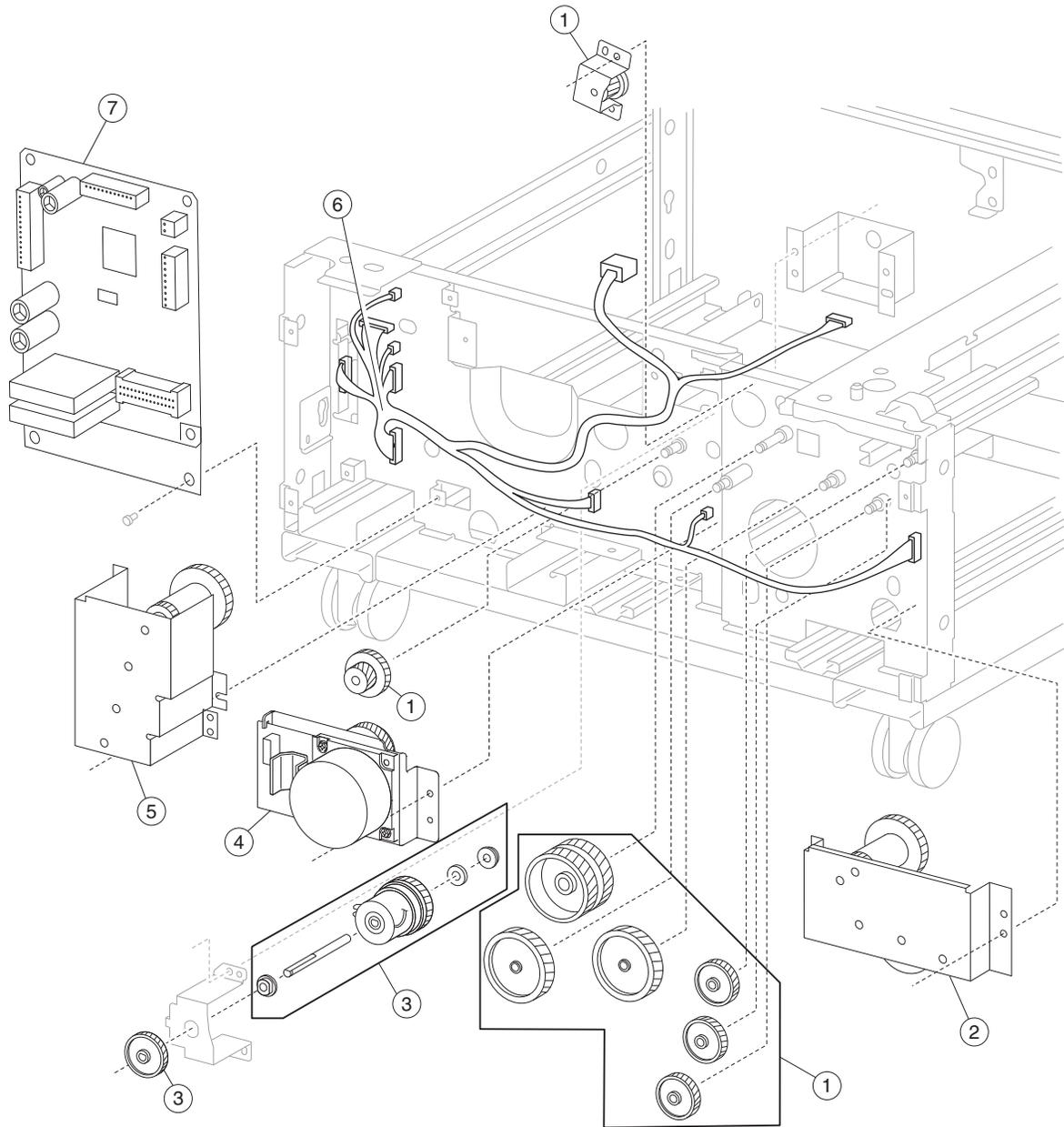


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Assembly 38: 2000-sheet dual input (TTM)—drive and electrical



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Assembly 38: 2000-sheet dual input (TTM)—drive and electrical

| Asm-Index | Part number | Units/ option | Units/ FRU | Description |
|-----------|-------------|------------------|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 38-1 | 40X0736 | 1 | 8 | TTM drive gear kit includes: <ul style="list-style-type: none"> • TTM drive gear 22/40T • TTM drive gear 37T (2 each) • TTM drive gear 32T • TTM drive gear 60T (2 each) • TTM drive gear 60T • TTM drive gear bracket assembly |
| 2 | 40X0734 | 1 | 1 | Tray 3 lift gear assembly |
| 3 | 40X0699 | 1 | 6 | 2TM/TTM clutch kit includes: <ul style="list-style-type: none"> • 2TM/TTM clutch assembly • Shaft • Bushing 8 mm • Clutch gear 38T • Bushing 8 mm • Washer |
| 4 | 40X3664 | 1 | 1 | 2TM/TTM drive motor |
| 5 | 40X0735 | 1 | 1 | Tray 4 lift gear assembly |
| 6 | 40X3666 | 1 | 1 | TTM main cable assembly |
| 7 | 40X2735 | 1 | 1 | 2TM/TTM controller card assembly |

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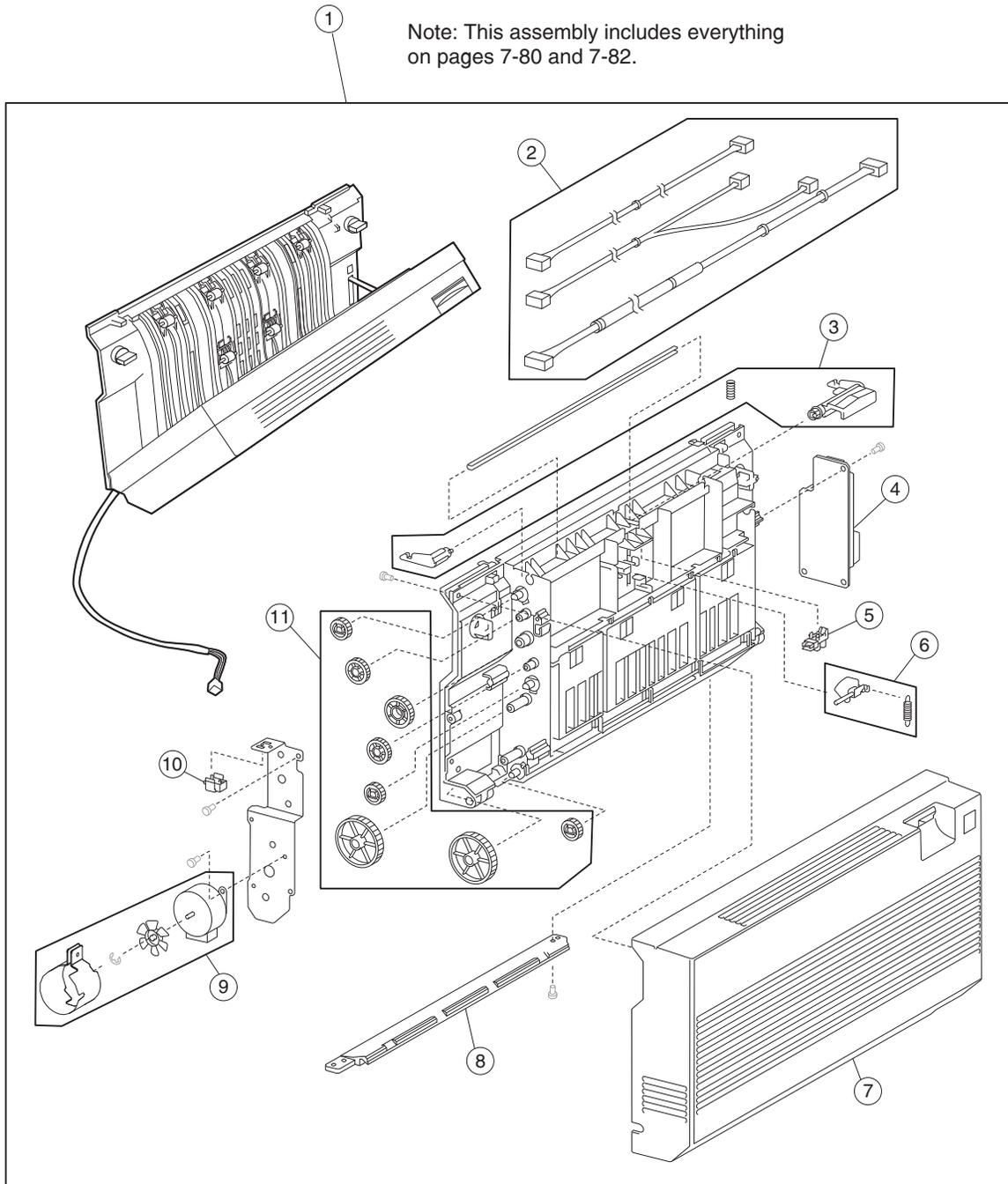
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Assembly 39: Duplex outer

Note: This assembly includes everything on pages 7-80 and 7-82.



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Assembly 39: Duplex outer

| Asm-Index | Part number | Units/ option | Units/ FRU | Description |
|-----------|-------------|------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 39-1 | 40X0780 | 1 | 1 | Duplex unit assembly (this comes assembled) |
| 2 | 40X0788 | 1 | 3 | Duplex cable kit includes: <ul style="list-style-type: none"> • Duplex sensor cable assembly • Duplex motor cable assembly • Duplex main cable assembly |
| 3 | 40X0782 | 1 | 3 | Duplex left door handle kit includes: <ul style="list-style-type: none"> • Duplex left door handle latch • Duplex left door handle • Spring |
| 4 | 40X0786 | 1 | 1 | Duplex controller card assembly |
| 5 | 40X0588 | 1 | 1 | Sensor (duplex wait) |
| 6 | 40X0784 | 1 | 2 | Duplex wait actuator kit includes: <ul style="list-style-type: none"> • Duplex wait actuator • Spring |
| 7 | 40X0787 | 1 | 1 | Duplex left cover |
| 8 | 40X0783 | 1 | 1 | Duplex lower guide |
| 9 | 40X0785 | 1 | 3 | Duplex drive motor kit includes: <ul style="list-style-type: none"> • Duplex drive motor • Duplex drive motor cooling fan • Duplex drive motor cooling fan shroud |
| 10 | 40X0610 | 1 | 1 | Switch (duplex left door interlock) |
| 11 | 40X0781 | 1 | 8 | Duplex drive gear kit includes: <ul style="list-style-type: none"> • Duplex drive gear 28T (3 each) • Duplex drive gear 33/74T (2 each) • Duplex drive gear 33T (2 each) • Duplex drive gear 42T |

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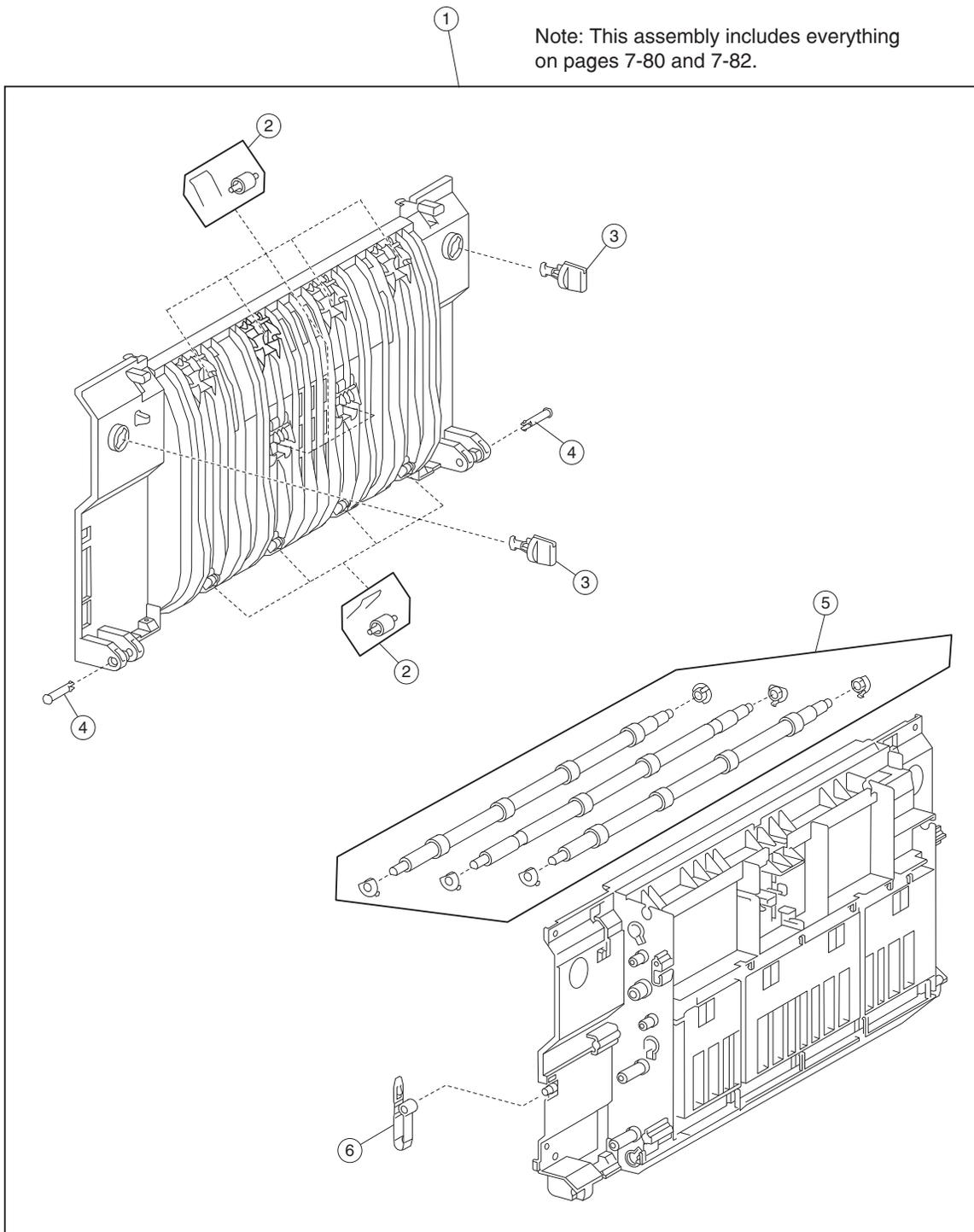
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Assembly 40: Duplex inner

Note: This assembly includes everything on pages 7-80 and 7-82.



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Assembly 40: Duplex inner

| Asm-Index | Part number | Units/ option | Units/ FRU | Description |
|-----------|-------------|------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 40-1 | 40X0780 | 1 | 1 | Duplex unit assembly (this comes assembled) |
| 2 | 40X0792 | 1 | 20 | Duplex media transport pinch roll kit includes: <ul style="list-style-type: none"> • Duplex media transport pinch roll (10 each) • Spring (10 each) |
| 3 | 40X0790 | 1 | 2 | Duplex docking lock (2 each) |
| 4 | 40X0791 | 1 | 2 | Hinge pin (2 each) |
| 5 | 40X0793 | 1 | 9 | Duplex media transport roll kit includes: <ul style="list-style-type: none"> • Bushing 6 mm (6 each) • Duplex media transport roll (2 each) • Duplex media center transport roll |
| 6 | 40X0789 | 1 | 1 | Duplex left door support strap |

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Assembly 41: Exit 2 outer

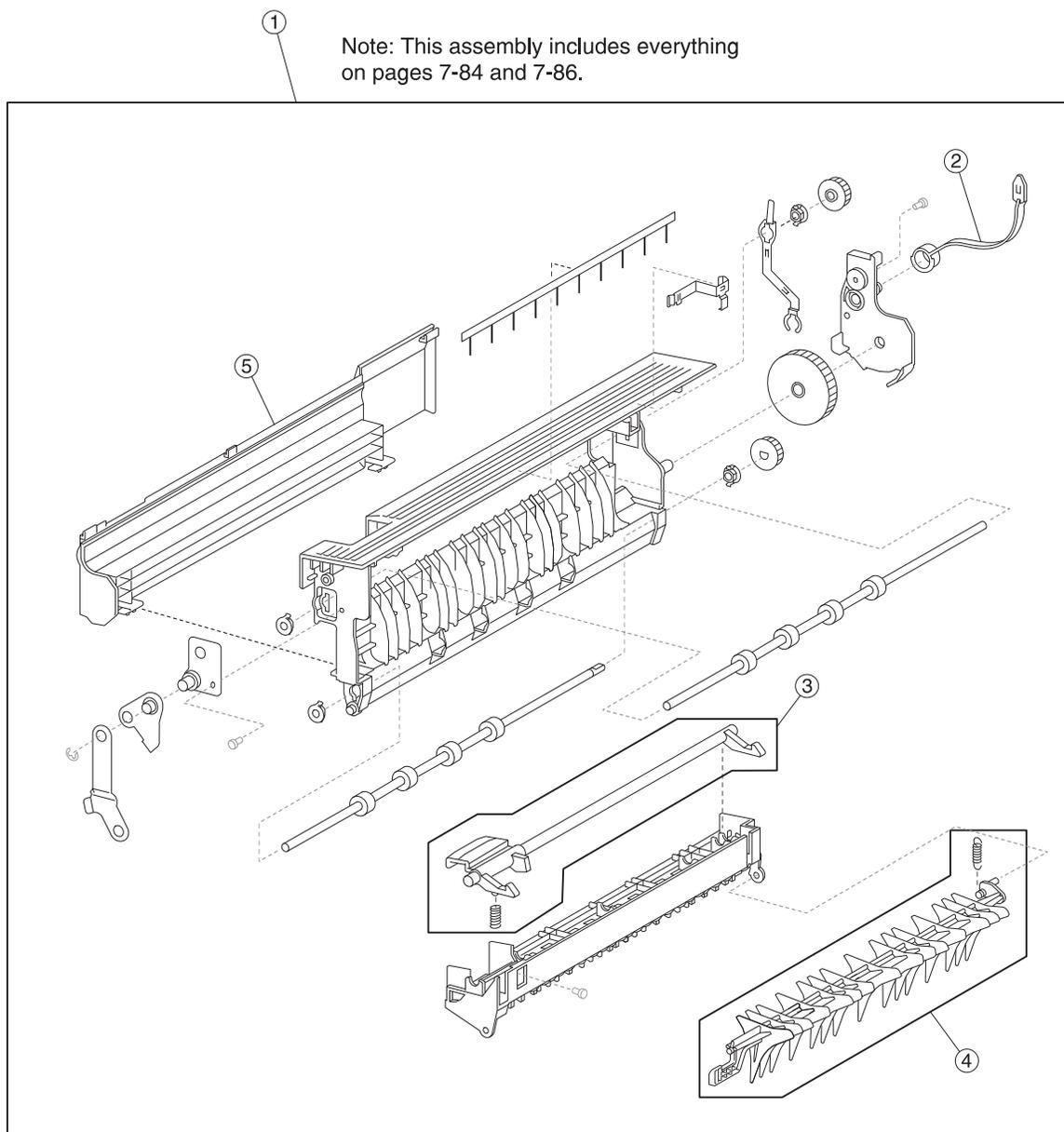
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Assembly 41: Exit 2 outer

| Asm-Index | Part number | Units/option | Units/FRU | Description |
|-----------|-------------|--------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------|
| 41-1 | 40X0794 | 1 | 1 | Exit 2 unit assembly (this comes assembled) |
| 2 | 40X0797 | 1 | 1 | Exit 2 left door support strap |
| 3 | 40X0795 | 1 | 2 | Exit 2 left door handle kit includes: <ul style="list-style-type: none"> • Exit 2 left door handle • Spring |
| 4 | 40X0796 | 1 | 2 | Media diverter gate kit includes: <ul style="list-style-type: none"> • Media diverter gate • Spring |
| 5 | 40X0798 | 1 | 1 | Left cover |

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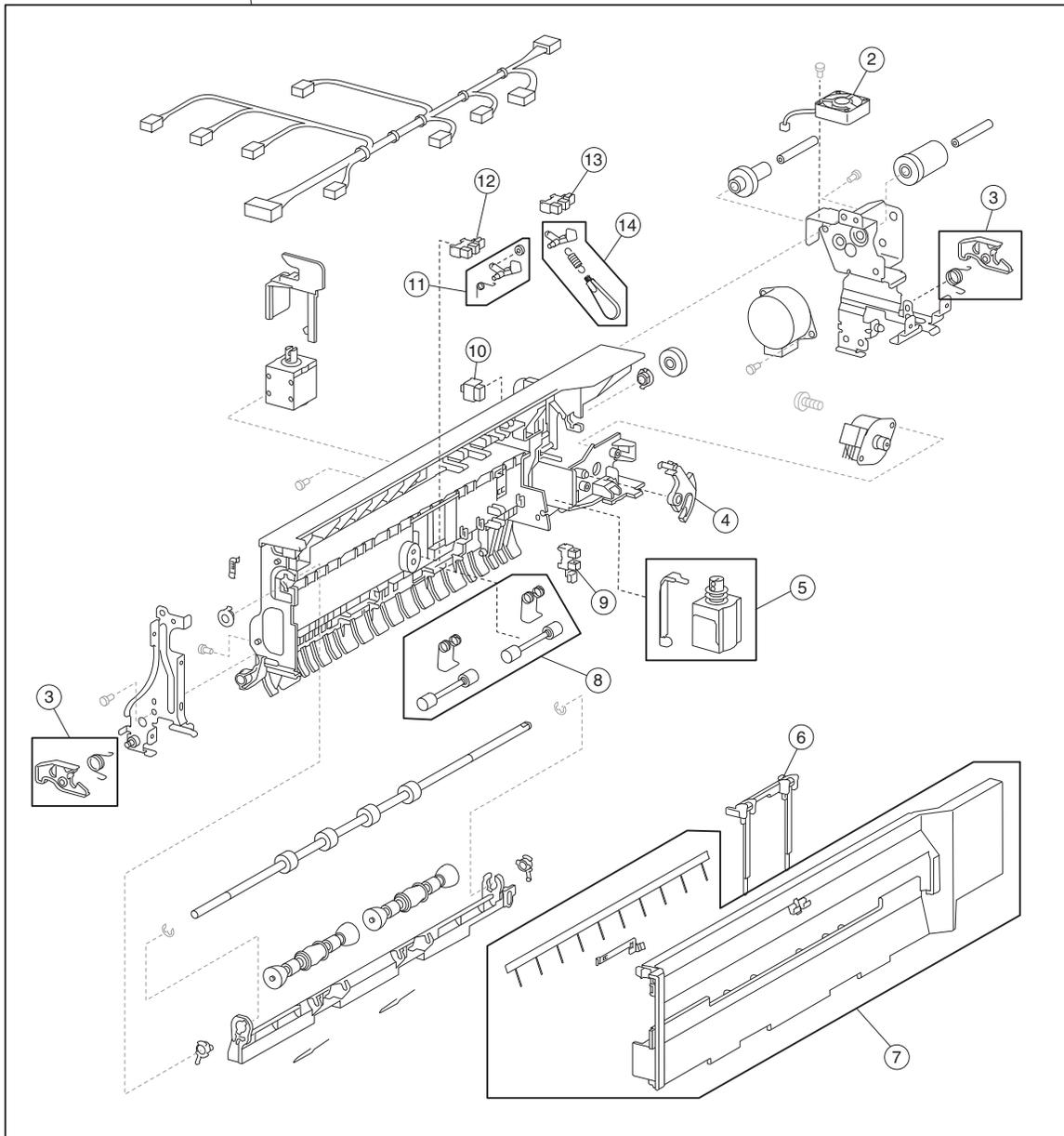


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Assembly 42: Exit 2 inner

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Note: This assembly includes everything on pages 7-84 and 7-86.



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Assembly 42: Exit 2 inner

| Asm-Index | Part number | Units/option | Units/FRU | Description |
|-----------|-------------|--------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 42-1 | 40X0794 | 1 | 1 | Exit 2 unit assembly (this comes assembled) |
| 2 | 40X0807 | 1 | 1 | Exit 2 cooling fan |
| 3 | 40X0802 | 1 | 4 | Exit 2 docking latch kit includes: <ul style="list-style-type: none"> • Docking latch (2 each) • Docking latch spring front • Docking latch spring rear |
| 4 | 40X0803 | 1 | 1 | Exit 2 media shift gear |
| 5 | 40X0805 | 1 | 2 | Media diverter solenoid kit includes: <ul style="list-style-type: none"> • Media diverter solenoid • Media diverter link |
| 6 | 40X2389 | 1 | 3 | Output guide |
| 7 | 40X0801 | 1 | 3 | Right cover kit includes: <ul style="list-style-type: none"> • Right cover • Right cover anti static brush • Right cover grounding plate |
| 8 | 40X0806 | 1 | 4 | Exit 2 pinch roll kit includes: <ul style="list-style-type: none"> • Spring (2 each) • Exit 2 pinch roll (2 each) |
| 9 | 40X0588 | 1 | 1 | Sensor (exit 2 media shift HP) |
| 10 | 40X0610 | 1 | 1 | Switch (exit 2 left door interlock) |
| 11 | 40X0809 | 1 | 3 | Exit 2 actuator kit includes: <ul style="list-style-type: none"> • Exit 2 actuator • Roller • Spring |
| 12 | 40X0588 | 1 | 1 | Sensor (exit 2) |
| 13 | 40X0588 | 1 | 1 | Sensor (standard bin full exit 2) |
| 14 | 40X0808 | 1 | 3 | Standard bin full exit 2 actuator kit includes: <ul style="list-style-type: none"> • Standard bin full exit 2 actuator inner • Standard bin full exit 2 actuator outer • Spring |

Note: Assembly index items 12 and 13 are identical sensors with different functions; therefore, they are the same part number with different descriptions.

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Assembly 43: Electrical cables

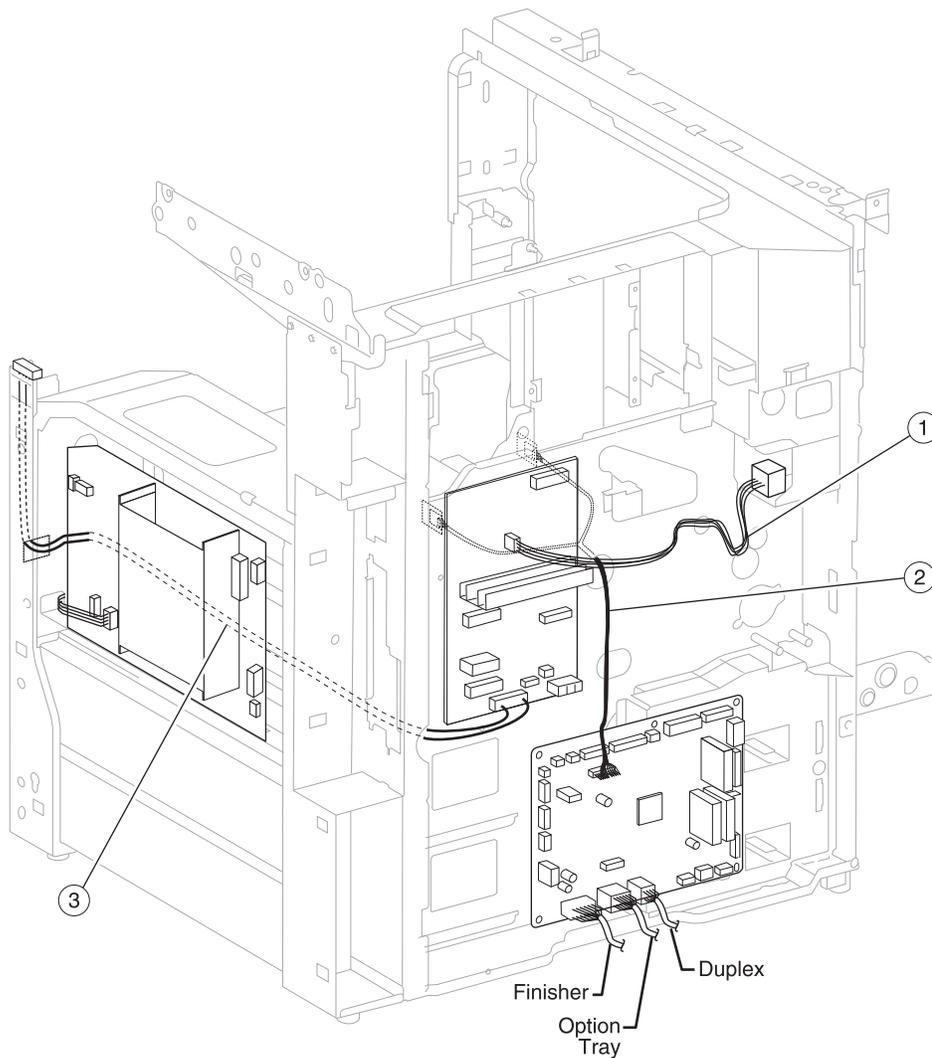
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| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|----------------------------|
| 43-1 | 40X2368 | 1 | 1 | Fuser AC cable assembly |
| 2 | 40X0686 | 1 | 1 | RFID sensor cable assembly |
| 3 | 40X2319 | 1 | 1 | Main switch cable assembly |

Assembly 44: Electrical cables

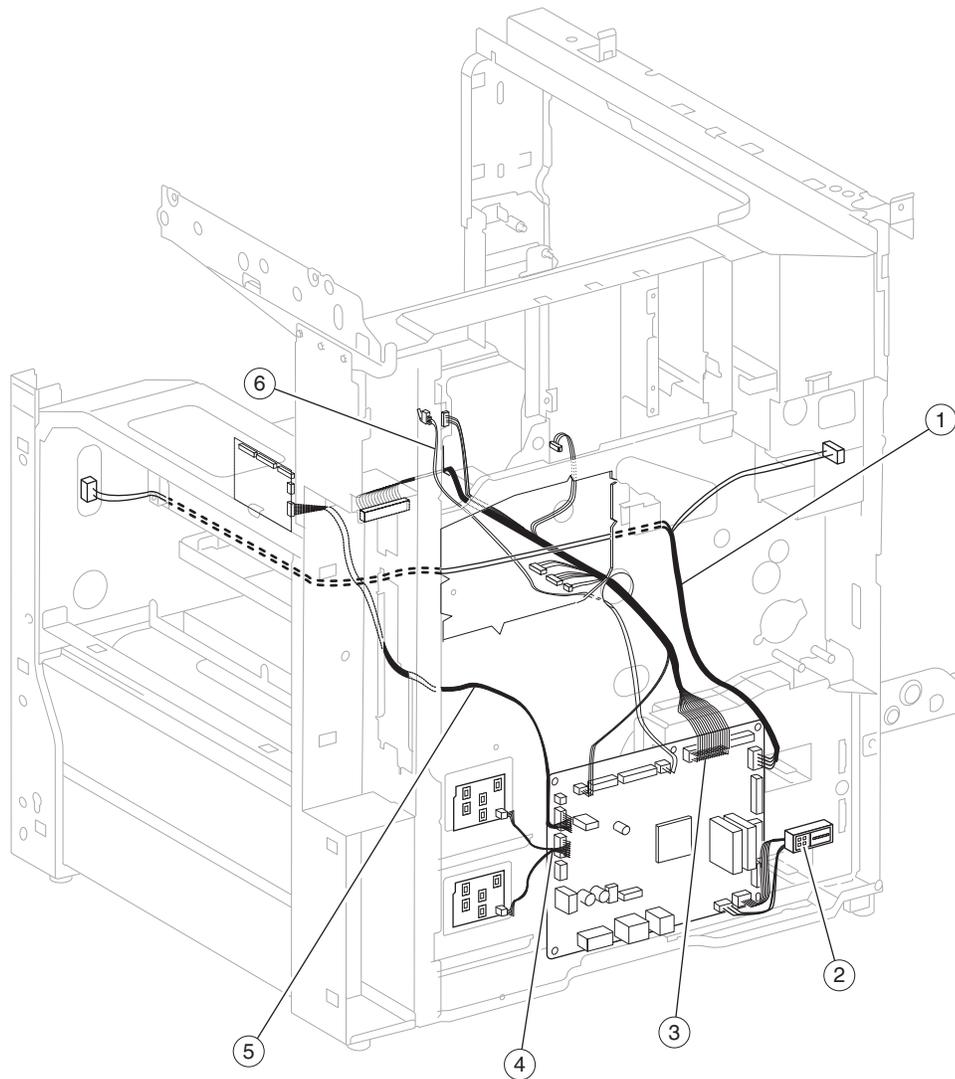
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| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 44-1 | 40X0683 | 1 | 1 | Interlock switch cable assembly |
| 2 | 40X0673 | 1 | 1 | HCF hookup connector assembly |
| 3 | 40X0637 | 1 | 1 | Multi connector cable assembly 1 |
| 4 | 40X0676 | 1 | 1 | Media size switch cable assembly |
| 5 | 40X2318 | 1 | 1 | Multi connector cable assembly 3 |
| 6 | 40X1390 | 1 | 2 | Switch (PC cartridge interlock) kit includes: <ul style="list-style-type: none"> • Backup spring • Switch (PC cartridge interlock) |

Assembly 45: Electrical cables

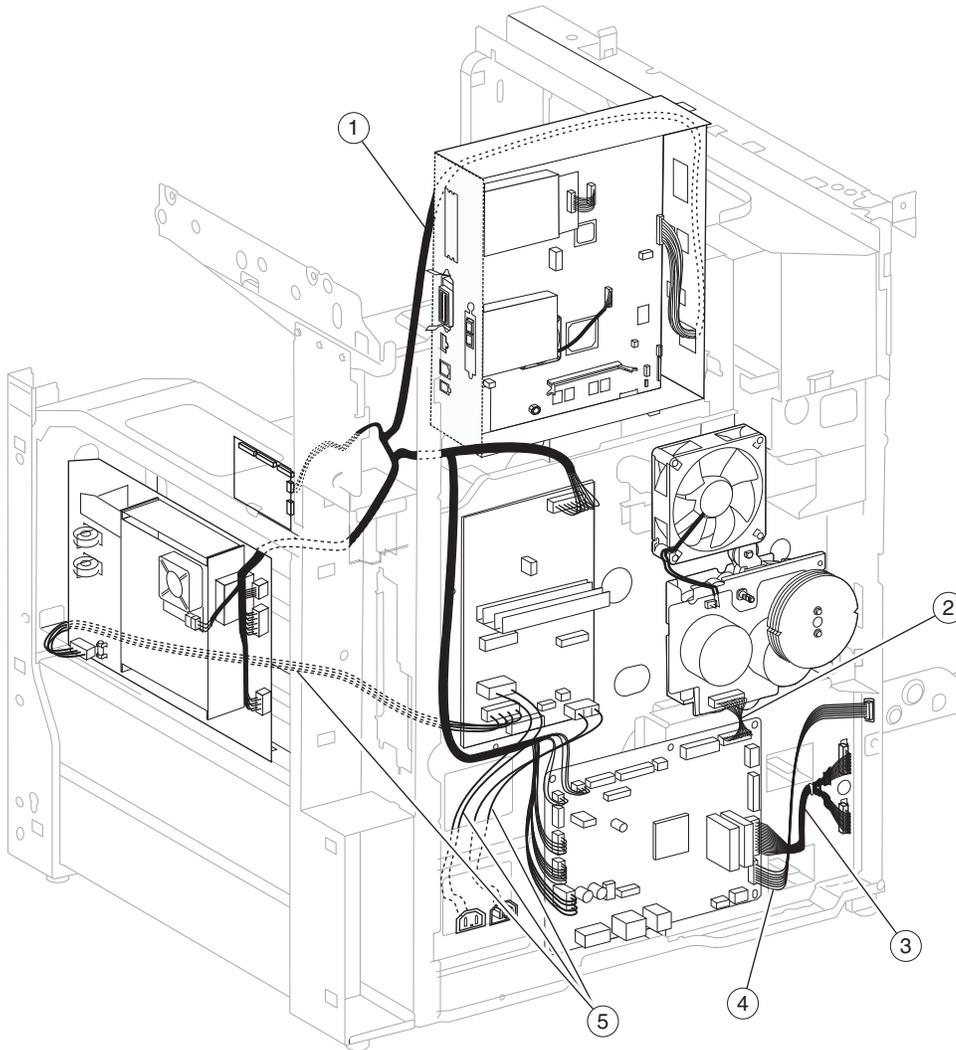
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| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 45-1 | 40X2318 | 1 | 1 | Multi connector cable assembly 3 Note: Assembly 44 (Index # 5) on page 89 and Assembly 45 (Index #1) on page 90 is a cable bundle that makes up Multi connector cable assembly 3. |
| 2 | 40X0685 | 1 | 1 | Dual drive motor cable assembly |
| 3 | 40X0674 | 1 | 1 | Media feed unit cable assembly |
| 4 | 40X0675 | 1 | 1 | MPF hookup cable assembly |
| 5 | 40X2313 | 1 | 7 | AC power input socket kit includes: <ul style="list-style-type: none"> • Screws 4 mm (2 each) • Bracket • AC power input socket • Ground wire • Main AC cable assembly • Finisher AC output |

Assembly 46: Electrical cables

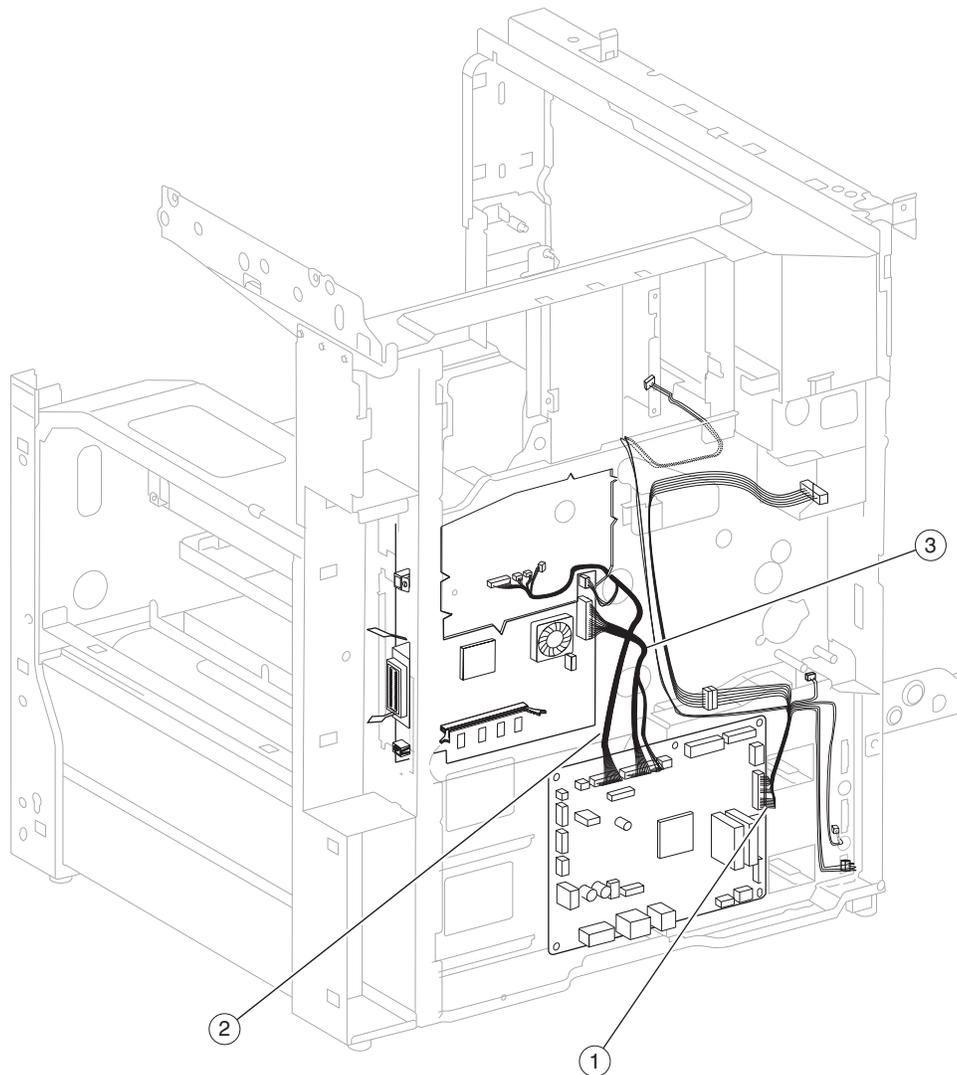
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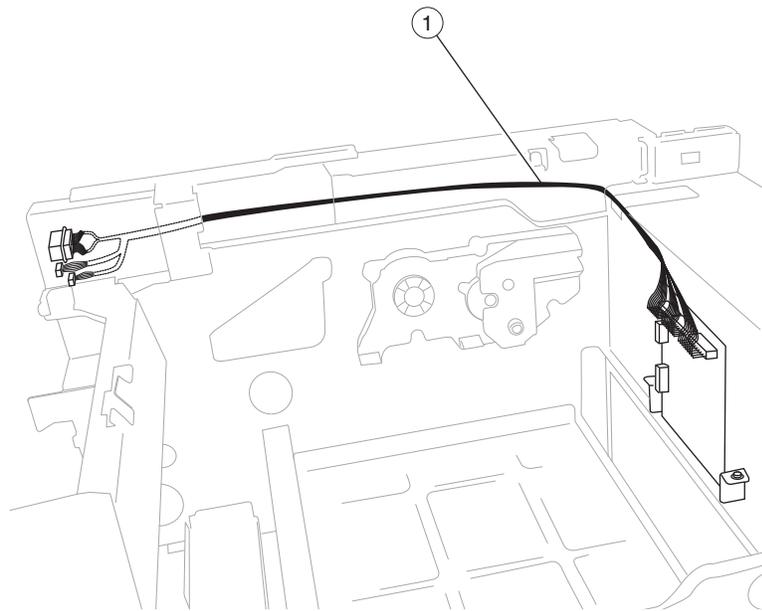


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| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|----------------------------------|
| 46-1 | 40X2367 | 1 | 1 | Multi connector cable assembly 2 |
| 2 | 40X2317 | 1 | 1 | Printhead cable assembly |
| 3 | 40X0677 | 1 | 1 | RIP card cable assembly |

Assembly 47: Electrical cable



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| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|-------------------------------|
| 47-1 | 40X0679 | 1 | 1 | Exit interface cable assembly |

Assembly 48: Power cords

| Asm Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|------------------------------------------------------------------|
| 48-NS | 40X0269 | 1 | 1 | Power cord—USA, Canada, Latin America, Asia Pacific 8ft straight |
| NS | 40X0270 | 1 | 1 | Power cord—Japan 8ft straight |
| NS | 40X0274 | 1 | 1 | Power cord—Switzerland 6ft straight |
| NS | 40X0275 | 1 | 1 | Power cord—Israel 6ft straight |
| NS | 40X0276 | 1 | 1 | Power cord—South Africa 6ft straight |
| NS | 40X4596 | 1 | 1 | Power cord—Brazil 8ft straight |
| NS | 40X0278 | 1 | 1 | Power cord—Austria, Russia 6ft straight |
| NS | 40X0279 | 1 | 1 | Power cord—Denmark 6ft straight |
| NS | 40X0280 | 1 | 1 | Power cord—Korea 6ft straight |
| NS | 40X0281 | 1 | 1 | Power cord—Taiwan 6ft straight |
| NS | 40X0282 | 1 | 1 | Power cord—China 6ft straight |
| NS | 40X0286 | 1 | 1 | Power cord—England, France, Germany, Spain, Belgium 6ft straight |
| NS | 40X0287 | 1 | 1 | Power cord—Italy 6ft straight |
| NS | 40X0288 | 1 | 1 | Power cord—Argentina 8ft straight |
| NS | 40X0296 | 1 | 1 | Power cord—Australia 6ft straight |
| NS | 40X0297 | 1 | 1 | Power cord—US et al 6ft straight |

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Assembly 49: Miscellaneous

| Asm-Index | Part number | Units/mach | Units/kit or pkg | Description |
|-----------|-------------|------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 49-NS | 40X4819 | 1 | 1 | RS232C serial interface card |
| NS | 40X4823 | 1 | 1 | Parallel 1284-B interface card |
| NS | 40X0392 | 1 | 1 | Scanner and touch-screen wipes |
| NS | 40X0948 | NA | NA | Assorted E-clip packet |
| NS | 40X0949 | NA | NA | Assorted screw packet |
| NS | 40X1374 | 1 | 1 | X860de/X862de/X864de Forms + Bar code card |
| NS | 40X4827 | 1 | 1 | MarkNet™ N8130 Fiber Ethernet 100BaseFX, 10 BaseFL |
| NS | 40X1383 | 1 | 1 | X860de/X862de/X864de IPDS and SCS/TNE card |
| NS | 40X5952 | 1 | 1 | Lexmark PrintCryption card assembly |
| NS | 40X5969 | 1 | 1 | Korean font card |
| NS | 40X5970 | 1 | 1 | Simplified Chinese font card |
| NS | 40X5971 | 1 | 1 | Traditional Chinese font card |
| NS | 40X5972 | 1 | 1 | Japanese font card |
| NS | 40X5704 | 1 | 1 | 256MB Flash card |
| NS | 40X5301 | 1 | 1 | 256MB DDR2-DRAM |
| NS | 40X5302 | 1 | 1 | 512MB DDR2-DRAM |
| NS | 40X5303 | 1 | 1 | 1024MB DDR2-DRAM |
| NS | 40X0770 | 1 | 1 | X85xe, X86xe ADF Feed unit roll kit |
| NS | 40X0394 | 1 | 14 | Maintenance kit (110 V) <ul style="list-style-type: none"> • Fuser unit assembly • Transfer roll assembly • Feed rolls (4 each) • Pick rolls (4 each) • Separation rolls (4 each) |
| NS | 40X0398 | 1 | 14 | Maintenance kit (220 V) <ul style="list-style-type: none"> • Fuser unit assembly • Transfer roll assembly • Feed rolls (4 each) • Pick rolls (4 each) • Separation rolls (4 each) |
| NS | 40X2377 | 1 | 14 | Maintenance kit (100 V) <ul style="list-style-type: none"> • Fuser unit assembly • Transfer roll assembly • Feed rolls (4 each) • Pick rolls (4 each) • Separation rolls (4 each) |
| NS | 40X2734 | 1 | 2 | Maintenance kit (ADF) <ul style="list-style-type: none"> • Feed/pick roll assembly • Separation guide assembly |
| NS | 40X4602 | 1 | 1 | Smart card 3121 |
| NS | 40X4603 | 1 | 1 | Smart card 5121 |
| NS | 40X4604 | 1 | 1 | Smart card 5125 |

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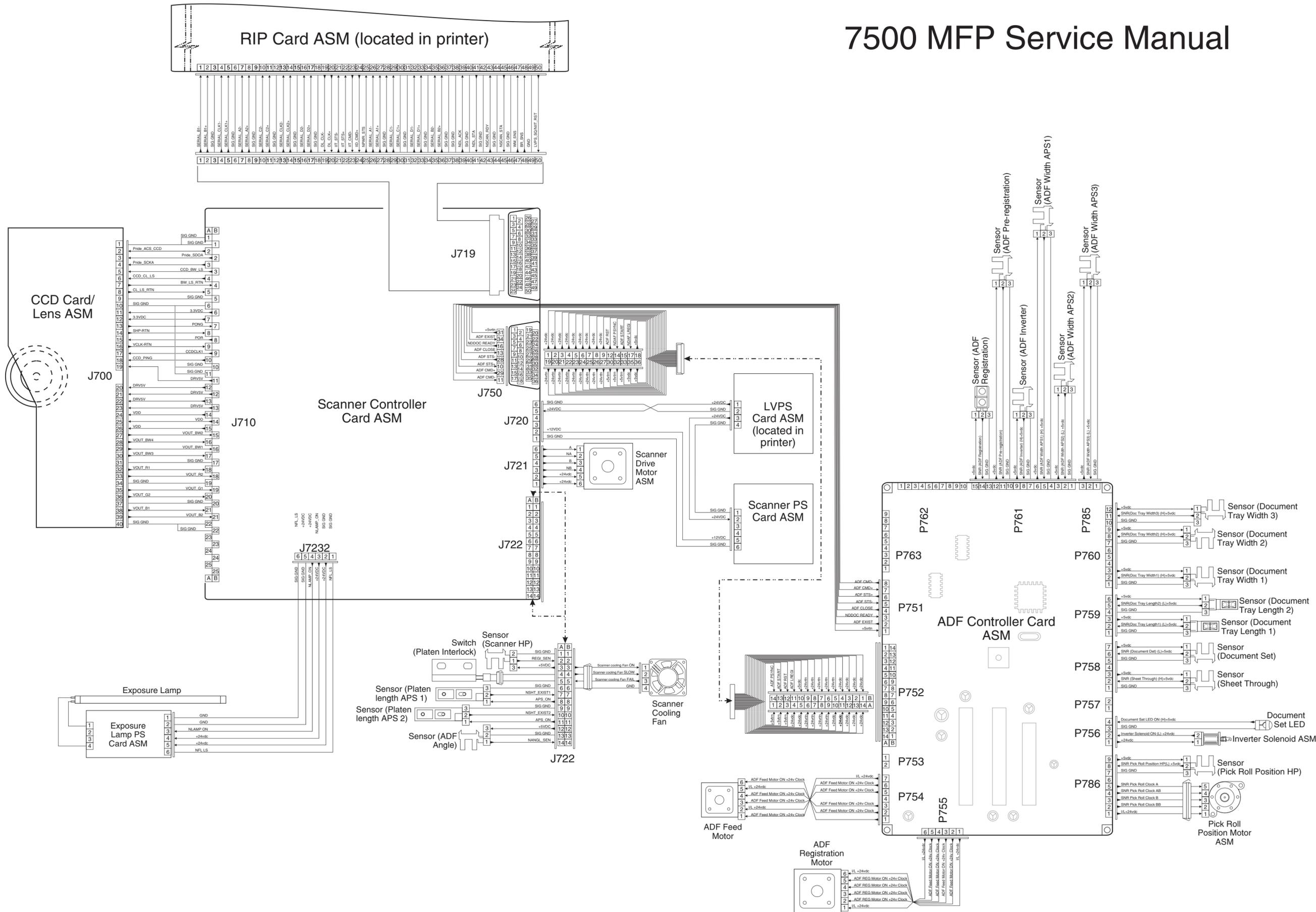


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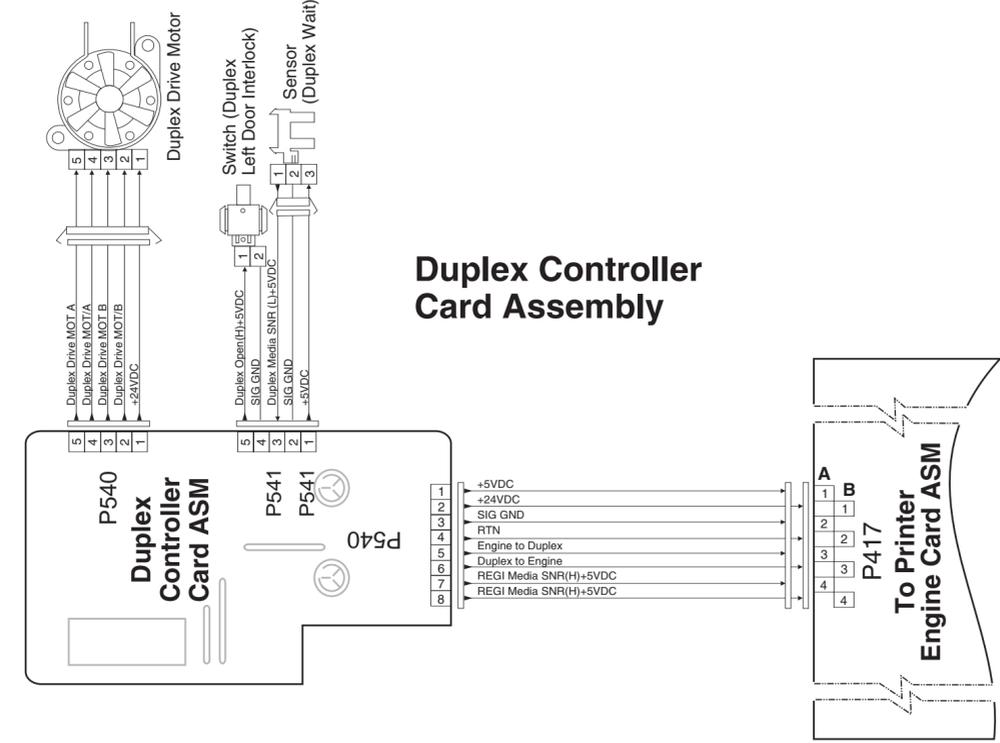
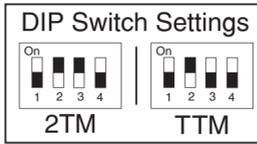
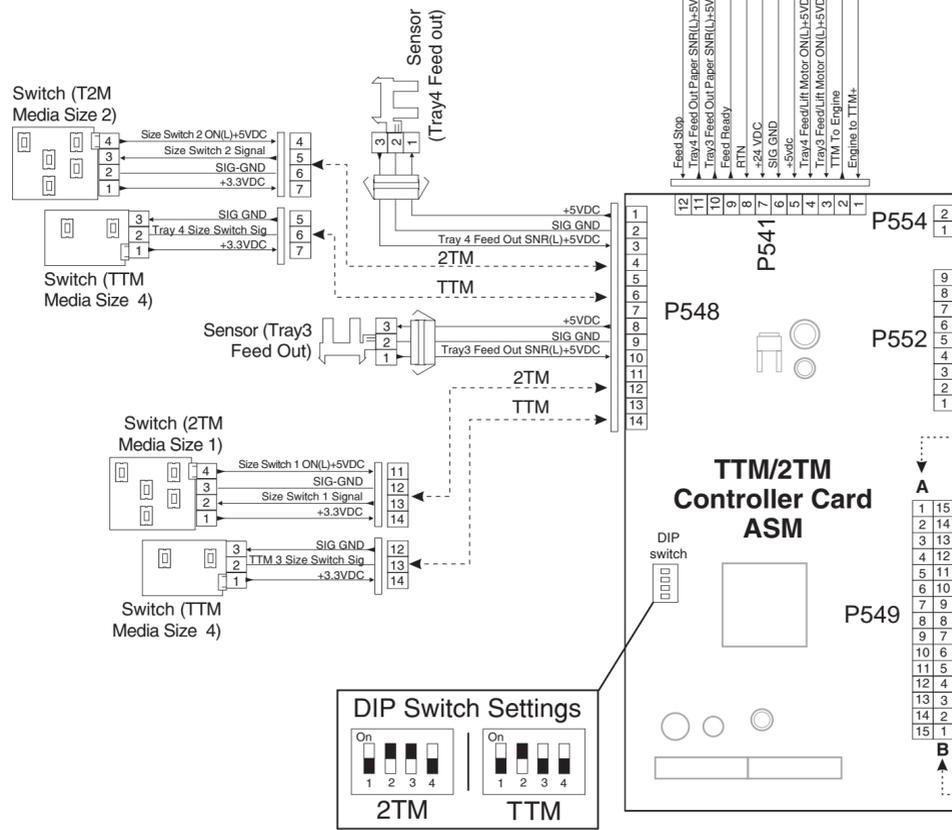
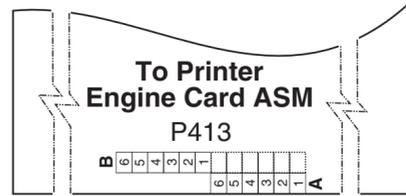
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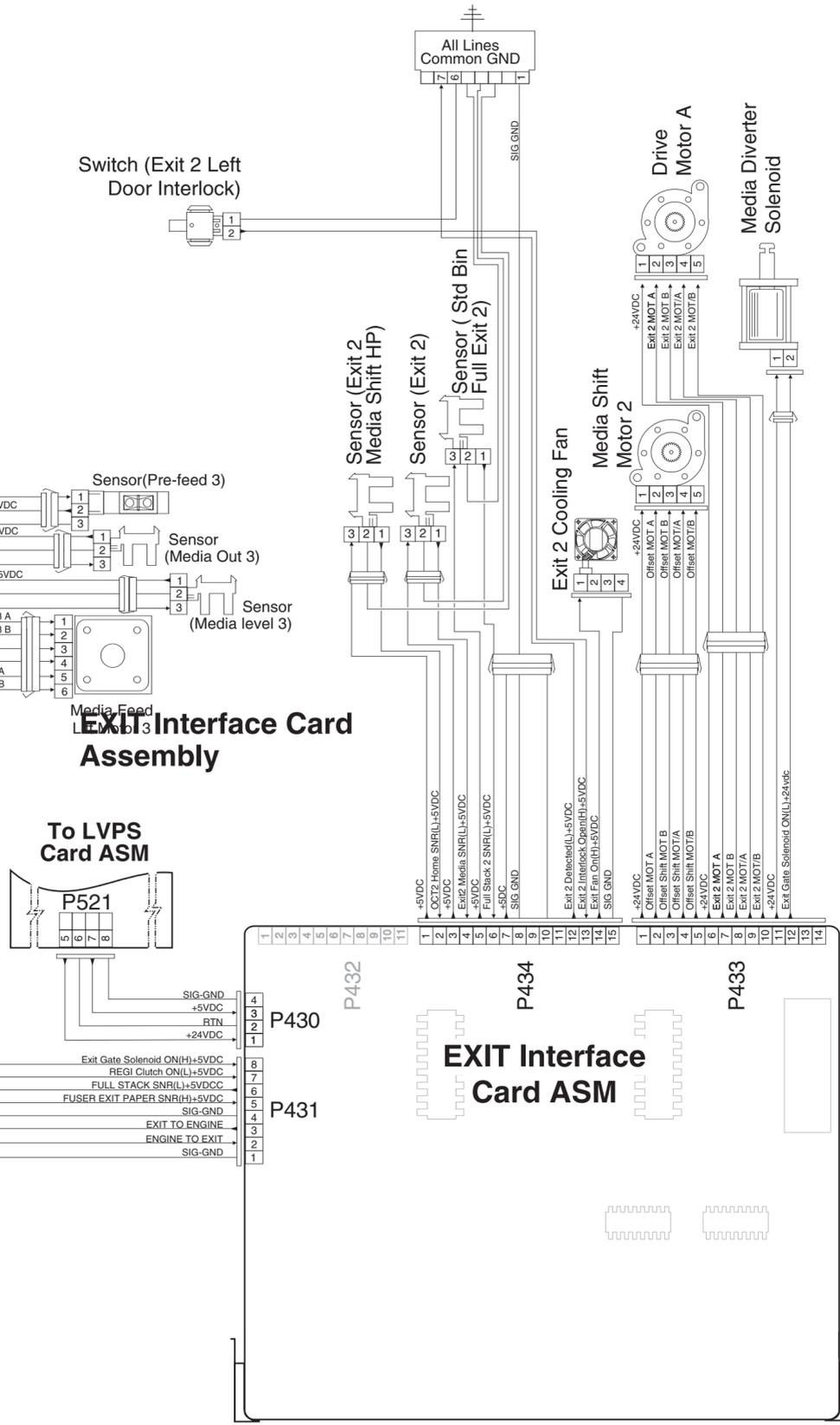


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TTM/2TM Controller Card Assembly



Exit 2 Left Door Interlock



To LVPS Card ASM



To Printer Engine Card ASM

