

Service Manual

**Lexmark™ X746de, X748de,
X748dte**

7526-576, 776

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Notices and safety information

The following laser notice labels may be affixed to this printer.

Laser notice

This product 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) AlGaAs laser producing visible radiation in the wavelength of 770-800 nanometers enclosed in a non-serviceable printhead assembly. The laser system and printer are designed so there is never any human access to laser radiation exceeding Class I levels during normal operation, user maintenance, or prescribed service condition.

Laser-Hinweis

Dieses Produkt ist in den USA zertifiziert und entspricht den Anforderungen der Vorschriften DHHS 21 CFR Unterkapitel J für Laserprodukte der Klasse I (1), andernorts ist er als Laserprodukt der Klasse I zertifiziert, das den Anforderungen von IEC 60825-1 entspricht.

Laserprodukte der Klasse I werden nicht als gefährlich betrachtet. Der Drucker enthält im Inneren einen Laser der Klasse IIIb (3b) AlGaAs, der sichtbare Strahlung im Wellenlängenbereich von 770 bis 800 Nanometern abgibt. Dieser befindet sich in einer Druckkopfeinheit, die nicht gewartet werden kann. Das Lasersystem und der Drucker sind so konstruiert, dass unter normalen Betriebsbedingungen bei der Wartung durch den Benutzer oder bei den vorgeschriebenen Wartungsbedingungen Menschen keiner Laserstrahlung ausgesetzt sind, die die Werte für Klasse I überschreitet.

Avis relatif à l'utilisation de laser

Ce produit est certifié conforme aux exigences de la réglementation des Etats-Unis relative aux produits laser (DHHS 21 CFR Sous-chapitre J pour Classe I (1)). Pour les autres pays, il est certifié conforme aux exigences des normes CEI 60825-1 relatives aux produits laser de classe I.

Les produits laser de Classe I ne sont pas considérés comme dangereux. L'imprimante contient un laser de Classe IIIb (3b) AlGaAs qui produit des radiations visibles opérant sur une longueur d'onde de l'ordre de 770 à 800 nanomètres au sein d'un boîtier non démontable de la tête d'impression. Le système laser et l'imprimante ont été conçus de manière à ce que personne ne soit jamais exposé à des radiations laser dépassant le niveau de classe I dans le cadre d'un fonctionnement normal, de l'entretien par l'utilisateur ou de la maintenance.

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Avvertenze sui prodotti laser

Questo prodotto è certificato negli Stati Uniti come prodotto conforme ai requisiti DHHS 21 CFR Sottocapitolo J per i prodotti laser di Classe I (1), mentre in altri paesi è certificato come prodotto laser di Classe I conforme ai requisiti IEC 60825-1.

I prodotti laser di Classe I non sono considerati pericolosi. La stampante contiene un laser Classe IIIb (3b) AlGaInP che emette una radiazione visibile a una lunghezza d'onda di 770-800 nanometri all'interno dell'unità testina di stampa non sottoponibile a manutenzione. Il sistema laser e la stampante sono stati progettati in modo da impedire l'esposizione a radiazioni laser superiori al livello previsto dalla Classe I durante le normali operazioni di stampa, manutenzione o assistenza.

Avisos sobre el láser

Este producto se ha certificado en EE.UU. cumpliendo con los requisitos de DHHS 21 CFR subcapítulo J para los productos láser de Clase I (1) y en otros países está certificada como un producto láser de Clase I de acuerdo con los requisitos de IEC 60825-1.

Los productos láser de Clase I no se consideran peligrosos. Este producto contiene un láser interno de Clase IIIb (3b) AlGaAs que produce una radiación visible en una longitud de onda de 770-800 nanómetros cerrado en un conjunto de cabezal de impresión que no se puede reparar. El sistema láser y la impresora se han diseñado para que el ser humano no acceda nunca a las radiaciones láser por encima del nivel de Clase I durante el funcionamiento normal, mantenimiento del usuario o condición de servicio prescrita.

Declaração sobre Laser

Este produto foi certificado nos EUA por estar em conformidade com os requisitos do DHHS 21 CFR, subcapítulo J, para produtos a laser de Classe I (1) e, nos demais países, foi certificado como um produto a laser de Classe I em conformidade com os requisitos da IEC 60825-1.

Os produtos a laser de Classe I não são considerados prejudiciais. A impressora contém, internamente, um laser de Classe IIIb (3b) AlGaAs que produz radiação visível no comprimento de onda de 770-800 nanômetros incluso em um conjunto do cabeçote de impressão cuja manutenção não é facilitada. O sistema do laser e a impressora foram projetados para que jamais haja acesso humano à radiação do laser acima dos níveis da Classe I durante a operação normal ou a manutenção pelo usuário ou sob as condições de manutenção prescritas.

Aviso sobre o laser

Nos E.U.A., este produto está classificado como estando em conformidade com os requisitos DHHS 21 CFR, Subcapítulo J, para produtos laser de Classe I (1) e, nas restantes regiões, está classificado como um produto de Classe I, estando em conformidade com os requisitos IEC 60825-1.

Os produtos laser de Classe I não são considerados perigosos. A impressora possui, no seu interior, um laser de Classe IIIb (3b) AlGaAs que produz radiação num comprimento de onda de 770-800 nanômetros. Este encontra-se fechado no conjunto da cabeça de impressão, que não é passível de manutenção. O sistema de laser e a impressora estão concebidos de forma a que nunca haja acesso humano à radiação laser que excede os níveis correspondentes à Classe I durante o funcionamento normal, manutenção ou em condições de assistência recomendada.

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Laserinformatie

Dit product is in de Verenigde Staten gecertificeerd als een product dat voldoet aan de vereisten van DHHS 21 CFR paragraaf J voor laserproducten van klasse I (1). Elders is het product gecertificeerd als een laserproduct van klasse I dat voldoet aan de vereisten van IEC 60825-1.

Laserproducten van klasse I worden geacht geen gevaar op te leveren. De printer bevat intern een laser van klasse IIIb (3b) AlGaAs die zichtbare straling produceert in een golflengtebereik van 770-800 nanometer in een niet-buikbare printkopenheid. Het lasersysteem en de printer zijn zodanig ontworpen dat gebruikers nooit blootstaan aan laserstraling die hoger is dan het toegestane niveau voor klasse I-apparaten, tijdens normaal gebruik, onderhoudswerkzaamheden door de gebruiker of voorgeschreven servicewerkzaamheden.

Lasermeddelelse

Dette produkt er certificeret i USA i henhold til kravene i DHHS 21 CFRi underafsnit J for klasse I (1)-laserprodukter og er andre steder certificeret som et klasse I laserprodukt i henhold til kravene i IEC 60825-1.

Klasse I-laserprodukter er ikke anset som farlige. Printerens indeholder internt en klasse IIIb (3b) AlGaAs-laser, der producerer synlig stråling med en bølgelængde på 770-800 nanometer, indkapslet i en ikke-servicerbar printhovedsamling. Lasersystemet og printerens er udviklet på en sådan måde, at der ikke er en direkte laserstråling, der overskrider Klasse I-niveauet under normal brug, brugers vedligeholdelse eller de foreskrevne servicebetjnelser.

Laserilmoitus

Tämä tuote on sertifioitu Yhdysvalloissa DHHS 21 CFR Subchapter J -standardin mukaiseksi luokan I (1) -lasertuotteeksi ja muualla IEC 60825-1 -standardin mukaiseksi luokan I lasertuotteeksi.

Luokan I lasertuotteita ei pidetä haitallisina. Laitteen tulostuspääkokoonpanossa (ei huollettavissa) on sisäänrakennettu luokan IIIb (3b) AlGaAs -laser, joka tuottaa silminnähtävää säteilyä 770-800 nanometrin aallonpituudella. Laserjärjestelmä ja tulostin ovat rakenteeltaan sellaisia, että käyttäjä ei joudu alttiiksi luokkaa 1 suuremmalle säteilylle normaalin käytön, ylläpidon tai huollon aikana.

Huomautus laserlaitteesta

Tämä tuote on sertifioitu Yhdysvalloissa DHHS 21 CFR Subchapter J -standardin mukaiseksi luokan I (1) -lasertuotteeksi ja muualla IEC 60825-1 -standardin mukaiseksi luokan I lasertuotteeksi.

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Laser-notis

Denna produkt är certifierad i USA i enlighet med kraven i DHHS 21 CFR underkapitel J för klass I (1)-laserprodukter, och på andra platser certifierad som en klass I-laserprodukt i enlighet med kraven i IEC 60825-1.

Klass I-laserprodukter betraktas inte som skadliga. Skrivaren innehåller en klass IIIb (3b) AlGaAs-laser som producerar synlig strålning inom våglängden 770-800 nm, innesluten i en icke-servicebar skrivhuvudenhet. Lasersystemet och skrivaren är utformade så att människor aldrig utsätts för laserstrålning som överskrider klass I-nivåerna under normala förhållanden vid användning, underhåll eller service.

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Laser-melding

Dette produktet er sertifisert i USA for samsvar med kravene i DHHS 21 CFR, underkapittel J for laserprodukter av klasse I (1) og er andre steder sertifisert som et laserprodukt av klasse I som samsvarer med kravene i IEC 60825-1.

Laserprodukter av klasse I anses ikke som helseskadelige. Skriveren inneholder en intern AlGaAs-laser av klasse IIIb (3b) som produserer synlig stråling i bølgelender på 770-800 nanometer i en ikke-reparerbar skrivhodeenhet. Lasersystemet og skriveren er utformet slik at mennesker ikke utsettes for laserstråling utover nivåene i klasse I under normal drift, vedlikehold eller foreskrevet service.

Avís sobre el Láser

Este producto está certificado en Estados Unidos para el cumplimiento de los requisitos estipulados en DHHS 21 CFR Subcapítulo J para productos láser de Clase I (1), y cuenta con certificación para otros países como producto láser de Clase I de conformidad con los requisitos de IEC 60825-1.

Los productos láser de Clase I no se consideran peligrosos. La impresora contiene en su interior radiación láser visible AlGaAs Clase IIIb (3b) en la longitud de onda de 770 - 800 nanómetros dentro de un mecanismo de cabezal de impresión que no requiere servicio técnico. La impresora y el sistema láser están diseñados de forma tal que no exista nunca acceso humano a radiación láser que supere los niveles de Clase I durante el funcionamiento normal, las tareas de mantenimiento por parte del usuario o las condiciones de servicio técnico estipuladas.



레이저通知

本製品は、米国においてクラスⅠ(Ⅰ) レーザー製品に対する DHHS 21 CFR Subchapter J の要件に準拠し、その他の国では IEC 60825-1 の要件に準拠するクラスⅠ

レーザー製品として認可されています。

クラスⅠレーザー製品は、危険性がないとみなされています。プリンタ内部には、波長が 770~800 ナノメートルの可視放射を発するクラスⅢb (Ⅲb) AlGaAs

レーザー装置が搭載されており、整備不可のプリンタヘッドアセンブリに収容されています。

レーザーシステムとプリンタは、通常の操作、ユーザによるメンテナンス、または所定のサービス条件の下で、ユーザがクラスⅠ

レベルを超えるレーザー放射に絶対にさらされないように設計されています。

激光通知

本打印机在美国认证合乎 DHHS 21 CFR Subchapter J 对分类

Ⅰ(Ⅰ) 激光产品的标准, 而在其他地区则被认证是合乎 IEC 60825-1 的分类Ⅰ激光产品。

一般认为分类Ⅰ激光产品不具有危险性。本打印机内部含有分类Ⅲb (Ⅲb) AlGaAs

的激光, 封装在不可维修的打印头配件中, 会产生波长范围在 770-800nm

之间的可见放射线。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。

激光通知

本產品係經過美國核可, 符合 DHHS 21 CFR 二級規章之Ⅰ級Ⅰ(Ⅰ) 規定及 IEC 60825-1 規定的Ⅰ

級雷射產品。根據Ⅰ級雷射產品的規定, 這類產品不會對人體造成傷害。本印表機內部所採用之

Ⅲb(Ⅲb) 級 AlGaAs 雷射所產生的可見放射線含括在其作用波長為 770-800 奈米 (nanometer)

的不可修復列印頭組件中。使用者只要以正確的方法操作及維護保養, 並依照先前所述之維修方式進行修護, 此印表機與其雷射系統絕不會產生Ⅰ級以上的放射線, 而對人體造成傷害。

레이저 통지

본 제품은 미국에서 레이저 제품용 DHHS 21 CFR Subchapter J의 요구 사항을 준수하며 이의

지역에서 IEC 60825-1의 요구 사항을 준수하는 클래스Ⅰ(Ⅰ) 레이저 제품으로 승인되었습니다.

클래스Ⅰ 레이저 제품은 위험한 제품으로 간주되지 않습니다. 프린터에는 770-800 나노미터의 파장 영역에서 가시 방사를 방출하며 서비스 불가능한 프린터 헤드 부품에 밀봉된 레이저인 클래스

Ⅲb(Ⅲb) AlGaAs 레이저가 내부에 포함되어 있습니다. 레이저 시스템과 프린터는 정상적인 작동,

사용자 유지 관리 또는 사전 설명된 서비스 조건에는 사람에게 클래스Ⅰ 수준 이상의 레이저 방사가 노출되지 않도록 설계되었습니다.

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Lithium battery warning

	<p>CAUTION</p> <p>This product contains a lithium battery. THERE IS A RISK OF EXPLOSION IF THE BATTERY IS REPLACED BY AN INCORRECT TYPE. Discard used batteries according to the battery 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, desendlleu 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



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





- 1. **General information** contains a general description of the MFP and the maintenance approach used to repair it. Special tools and test equipment, as well as general environmental and safety instructions, are discussed.
 - 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 MFP problems.
 - 4. **Repair information** provides instructions for making MFP adjustments and removing and installing FRUs.
 - 5. **Connector locations** uses illustrations to identify the connector locations and test points on the MFP.
 - 6. **Preventive maintenance** contains the lubrication specifications and recommendations to prevent problems.
 - 7. **Parts catalog** contains illustrations and part numbers for individual FRUs.
- Appendix A** contains service tips and information.
Appendix B contains representative print samples.

Conventions

Note: A note provides additional information.







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

There are several types of caution statements:

	<p>CAUTION</p> <p>A caution identifies something that might cause a servicer harm.</p>
	<p>CAUTION</p> <p>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</p> <p>This type of caution indicates a hot surface.</p>
	<p>CAUTION</p> <p>This type of caution indicates a tipping hazard.</p>

Navigation buttons

This manual contains navigation buttons in the right margin of each page, making it easier and quicker to navigate.

Button	Description
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1. General information

Models

Model name	Machine type/ model	Description
Lexmark X746de	7526-576	Multifunction with e-task and duplex
Lexmark X748de	7526-776	Multifunction with e-task, duplex, and hard drive
Lexmark X748dte	7526-776	Multifunction with e-task, duplex, hard drive, and 550 sheet tray

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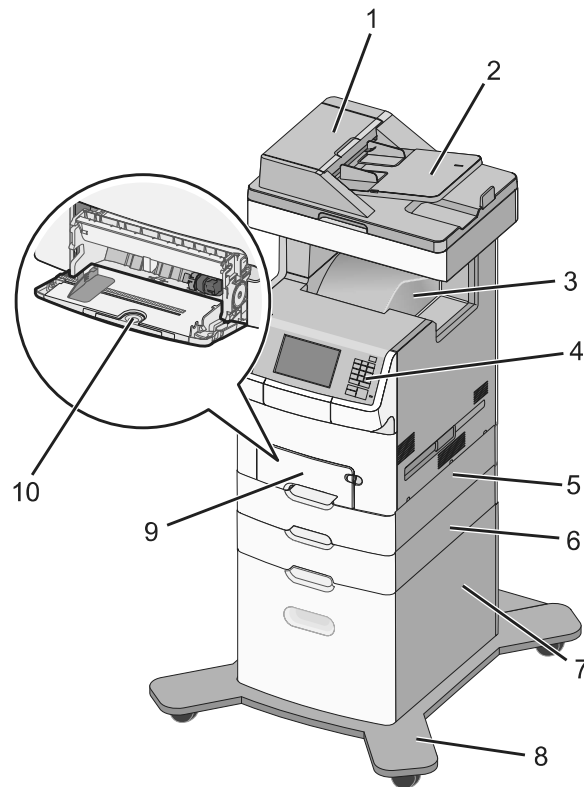


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Options and features



Number	Description
1	Automatic Document Feeder (ADF)
2	ADF input tray
3	Standard output bin
4	Printer control panel



Number	Description
5	Optional 550-sheet drawer (standard on X748dte)
6	Optional 550-sheet drawer
7	Optional 2,000-sheet high capacity feeder
8	Caster base
9	Standard 550-sheet drawer
10	Multipurpose feeder

Media options

The Lexmark X748 MFP supports 550-sheet drawers, special media drawers, and the 2000-sheet high-capacity input tray. The Lexmark X748 MFP supports up to four input options.

The options can include any combination of 550 sheet drawers and 550 sheet Specialty Media Drawers, with a maximum of one 2000 sheet drawer (always at the lowest position.) A caster base is required with some configurations. Including the base machine capacity of 650 sheets, the MFP supports up to 4,300 sheets.

The media options include:

- **550-Sheet Drawer**—This optional input source installs beneath the printer, and it holds approximately 550 sheets of (20 lb.) paper.
- **High Capacity Input Tray**—This optional input source installs beneath the printer, and it holds approximately 2000 sheets of (20 lb.) paper.
- **Specialty Media Drawer**—This optional input source installs beneath the printer, and it holds approximately 550 sheets of (20 lb.) paper, or 85 standard envelopes.

Memory options

- **Additional memory card**—The memory options are 200 pin DDR2, SODIMM, and they are available at 256MB, 512MB, and 1GB sizes.
- **Flash memory card**—Flash Memory cards are available in 256MB.
- **Hard disk**—If larger storage is required, an optional hard disk is available.

Printer and scanner specifications

Dimensions

The following table contains the dimensions and weight for each of the respective printer models. This does not include packaging.

	Height	Width	Depth	Weight
Basic printer (cartridges only)	787 mm (31 in)	546 mm (21.5 in)	622 mm (24.5 in)	44kg (96.8 lbs)
Printer with 550-sheet optional drawer	909 mm (35.8 in)	546 mm (21.5 in)	622 mm (24.5 in)	48.3 kg (107 lbs)
Paper input options				
550-sheet drawer	122 mm* (4.8 in)	435 mm (17.1 in)	545 mm (21.4 in)	4.4 kg (9.7 lbs)

	Height	Width	Depth	Weight
550-sheet Specialty Media Drawer	122 mm* (4.8 in)	435 mm (17.1 in)	545 mm (21.4 in)	4.4 kg (9.7 lbs)
High-capacity input tray (2000-sheet) only	385 mm (15.2 in)	435 mm (17.1 in)	545 mm (21.4 in)	26.1 kg (57.5 lbs)
Furniture options				
Spacer	122 mm (4.8 in)	435 mm (17.1 in)	545 mm (21.4 in)	3.5 kg (7.6 lbs)
Caster base only	107 mm (4.2 in)	778 mm (30.6 in)	812 mm (32.0 in)	43.1 kg (95 lbs)
* Options are 6.6 in. high if you take into account the anti-tip post, which extend into another option or the multipurpose feeder.				

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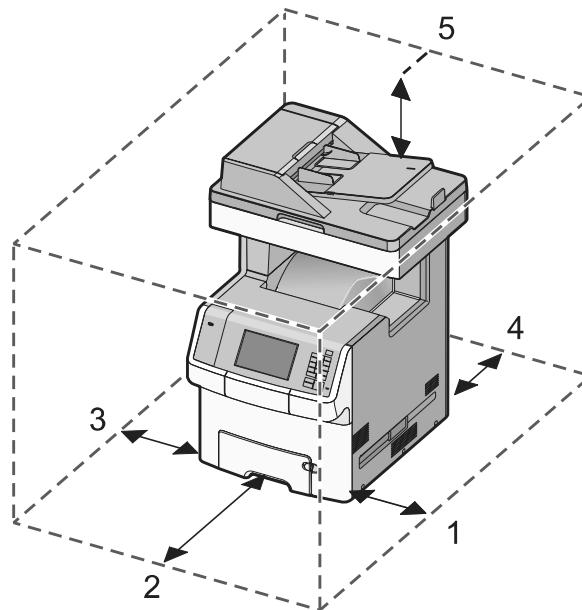


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Clearances



Number	Description	Clearance
1	Right side	100 mm (3.9 in)
2	Front	483 mm (19 in)
3	Left side	100 mm (3.9 in)
4	Rear	100 mm (3.9 in)
5	Above	394 mm (15.5 in)

Multiple function printer specifications

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Flatbed scanner	
Scanner type	Color/monochrome flatbed scanner with ADF (automatic document feeder)
Scan technology	Charge coupled device (CCD)
Light source	LED lamp
Number of light sources	One CCD module with one LED lamp
Flatbed dimensions	Maximum: 8.5 x 14 in (216 x 356 mm)
Maximum optical resolution	600 x 600 dpi (Monochrome and color)
Scan Area	Maximum: 8.5 x 14 in (216 mm x 356 mm) Minimum: None
ADF scanner	
ADF scanner type	Duplex ADF (DADF)
Optical resolution ADF (monochrome and color)	Maximum 600 x 600 dpi
ADF input and output capacity	50 sheets (20 lb or 75 g/m ² bond)
ADF dimensions	Maximum: 8.5 x 25 in (216 x 635 mm) Minimum: 3.0 x 5.5 in SEF (76.2 x 139.7 mm)
Scanner media depth (thickness)	Maximum: 0.15 mm Minimum: 0.05 mm
Scanner media weight	Maximum: 32 lb. (120 g/m ²) Minimum: 14 lb. (52g/m ²)
Scan area	Maximum: 8.5 in. x 14 in. (216 mm x 355 mm) Minimum: 4.1 in. x 5.8 in. (105 mm x 148 mm)
Printer	
Print technology	Belt fuser
Paper feed orientation	Short Edge Fed (SEF)
Fax	
Modem	Built-in Group 3-compatible, full function fax, 33,600bps, Max V.34 Half Duplex

Memory

Memory	All models
Standard memory —The standard RAM is soldered onto the system board.	
Memory size	512MB
Optional memory —Optional DIMM (Dual Inline Memory Module) is a card that can be plugged into an available memory slot on the system board. Flash memory is a card that can also be plugged into an available slot. One firmware card (DLE) and one flash memory card are supported.	
Maximum number of memory (DIMM) slots	1
Maximum number of flash memory slots	1

Memory	All models
DIMM memory sizes available	256MB, 512MB, 1024MB
Flash (Nand Flash)	256MB
Maximum possible memory	1536MB

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Resolution

The following resolutions are available:

- 4800CQ (default resolution)
- 1200 x 1200 dpi (at reduced printer speed)

Data streams

- PostScript 3 emulation
- PCL 6 Emulation (includes PCL 5e and PCL XL interpreters)
- PDF 1.6 with backward compatibility
- PPDS (activated from configuration menu)
- PictBridge
- HTML
- XPS
- Direct Image (TIFF, TIF, JPEG, JPG, GIF, PNG, BMP, PCX, and DCX)

Environment specifications

Environment	Specifications
Specified Operating Environment	
Temperature	16 to 32°C (60 to 90°F)
Humidity	8 to 80% relative humidity
Altitude	0 to 3048M (10,000 feet)
Storage and Shipping Environment (MFP and Packaged Supplies)	
Temperature	-40 to 40°C (-40 to 104°F)
Humidity	8 to 80% relative humidity
Altitude	0.25 atmospheric pressure (equivalent to 10,300M; 34,000 feet)

Electrical and power specifications

The following table specifies nominal average power requirements for the basic printer configurations. All power levels are shown in Watts (W). Maximum current is given in Amperes (A).

	Lexmark X746de	Lexmark X748de/dte
Printing states		
Off	0 W	0 W
Sleep mode	11 W	11 W
Hibernate	0.5	0.5
Ready mode	55 W	55 W
Copying	600 W	600 W
Simplex printing	560 W	560 W
Duplex printing	435 W	435 W
Scan (ADF)	85 W	85 W
Typical Electricity Consumption (TEC)		
Default settings	4.5 kwh/week	4.5 kwh/wk
Eco Mode settings	3.1 kwh/week	3.1 kwh/wk
Maximum current while printing		
100 Volts	9 A	9 A
120 Volts	8 A	8 A
230 Volts	4 A	4 A

Low-voltage models

- 110 to 127 V at 50 to 60 Hertz (Hz) nominal
- 90 to 135 V, extreme

High-voltage models

- 220 to 240 V at 50 to 60 Hz (not available in all countries)
- 198 to 254 V, extreme

Notes:

- Using a power converter or inverter with the Lexmark X740 Series MFPs is not recommended.
- The X746/X748 models are ENERGY STAR qualified.
- All models ship with Sleep Mode = On.
- The default time out to Sleep Mode is 30 minutes for all models.

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Acoustic specifications

All acoustic measurements are made in accordance with ISO 7779:1999—*Acoustics: Measurement of airborne noise emitted by information technology and telecommunications* and reported in conformance with ISO 9296:

1988-04-15—Acoustics Declared noise emission values of computer and business equipment.

Operating mode	Quiet Mode Off		Quiet Mode On	
Measurement	Sound pressure level (dBA)	Sound power level (Bels)	Sound pressure level (dBA)	Sound power level (Bels)
X746de				
Simplex mono printing	59	7.1	49	6.5
Simplex color printing	59	7.1	50	6.5
Duplex mono printing	58	7.2	50	6.5
Duplex color printing	57	7.2	50	6.5
ADF mono copying	59	7.4	N/A	N/A
ADF color copying	58	7.2	N/A	N/A
ADF mono scanning	54	7.2	N/A	N/A
ADF color scanning	54	7.2	N/A	N/A
Standby mode	34	5.0	34	5
X748de/dte				
Simplex mono printing	56	7.3	49	6.4
Simplex color printing	57	7.13	49	6.4
Duplex mono printing	56	7.2	50	6.4
Duplex color printing	57	7.1	50	6.4
ADF mono copying	57	7.5	N/A	N/A
ADF color copying	58	7.2	N/A	N/A
ADF mono scanning	54	7.4	N/A	N/A
ADF color scanning	54	7.4	N/A	N/A
Standby mode	34	4.9	34	4.9

Lexmark has implemented features in the X748 Series MFPs that allow our customers to easily select various operating modes in order to reach their sustainability goals related to environmental and noise pollution. These new features are Eco Mode and Quiet Mode.

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Eco Mode optimizes printer settings to minimize the environmental impact while Quiet Mode significantly reduces acoustics. For more information, refer to the *Users Guide*.

Quiet Mode	
Off	The parameters that are changed are returned to their factory default state. This mode will support performance claims for the product.
On	MFP will be configured to run in a reduced noise mode. Primarily, the user is trading performance for quieter operation. The following parameters are affected: <ul style="list-style-type: none">• Process speed is reduced• Key press sounds and alarms, for example, are disabled or minimized• Engine motors are not ramped up prior to the job being ready to actually print• Fans run in reduced speed or are turned off

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Media specifications

Paper designed for use with xerographic copiers should provide satisfactory print quality and feed reliability. Other types of media may be suitable. It is recommended that users test any particular brand for suitability to their applications. Refer to the printer User's Guide for additional media specifications.

Paper

Follow the media guidelines below for successful printing:

- Rough, highly textured, limp, or pre-curved papers will result in lower print quality and more frequent paper feed failures.
- Colored papers must be able to withstand 190° C (374° F) fusing temperature.
- Preprinted forms and letterheads must be able to withstand 190° C (374° F) fusing temperature and should be selected using guidelines found in the printer *User's Guide*. The chemical process used in preprinting may render some papers unsuitable for use.
- Unsuitable papers include:
 - Multi-part forms and documents
 - Chemically treated papers; coated
 - Synthetic and thermal papers
 - A5 paper less than 80 g/m² (21 lb)
 - Recycled paper less than 75 g/m² (20 lb)
 - Preprinted papers requiring a high degree of registration.
 - Recycled paper less than 80 g/m² (21 lb) may cause unacceptable results.

Envelopes

- All envelopes should be new, unused, and without package damage.
- Envelopes with excessive curl or twist exceeding 6 mm, those stuck together, those with bent corners or nicked edges, or those that interlock should not be used.
- Minimum weight: 60 g/m² (16 lb.)
- The following envelopes should not be used:
 - Envelopes with windows, holes, perforations, cutouts, or deep embossing
 - Envelopes with metal clasps, string ties, or metal folding bars
 - Envelopes with exposed flap adhesive when the flap is in the closed position.
 - For best results, printing on new 90 g/m² (24 lb.) sulfite or 25% cotton bond envelopes is recommended.
 - Under high humidity conditions (over 60%), envelopes may seal during printing.

Transparencies

- Use letter or A4-size transparencies for color laser printers only.
- Do not use inkjet transparencies.

Labels

Labels should be selected using guidelines found in the *User's Guide* or the *Card Stock and Label Guide*, and tested for acceptability.

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Using recycled paper and other office papers

Recycled office paper produced specifically for use in laser (electrophotographic) printers may be used in your printer. However, no blanket statement can be made that all recycled paper will feed well.

Generally, the following property guidelines apply to recycled paper.

- Low moisture content (4–5%)
- Suitable smoothness (100–200 Sheffield units, or 140–350 Bendtsen units, European)
Note: Some much smoother papers (such as premium 24 lb laser papers, 50–90 Sheffield units) and much rougher papers (such as premium cotton papers, 200–300 Sheffield units) have been engineered to work very well in laser printers, despite surface texture. Before using these types of paper, consult your paper supplier.
- Suitable sheet-to-sheet coefficient of friction (0.4–0.6)
- Sufficient bending resistance in the direction of feed

Recycled paper, paper of lower weight ($<60 \text{ g/m}^2$ [16 lb bond]) and/or lower caliper (<3.8 mils [0.1 mm]), and paper that is cut grain-short for portrait (or short-edge) fed printers may have lower bending resistance than is required for reliable paper feeding. Before using these types of paper for laser (electrophotographic) printing, consult your paper supplier. Remember that these are general guidelines only and that paper meeting these guidelines may still cause paper feeding problems in any laser printer (for example, if the paper curls excessively under normal printing conditions).

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Input and output capacities

The following table describes the media options that each model supports, and the estimated capacities in stand and maximum configurations. Capacity may vary and is subject to media specifications and printer operating environment. The capacities are based on plain paper at 75g/m².

Function	All models
Standard input sources	
Primary tray capacity (sheets)	550
Multipurpose feeder capacity (sheets)	100
Number of standard sources (primary tray and multipurpose feeder)	2
Total standard capacity (sheets)	650
Optional input sources	
550-Sheet Drawer (sheets)	550
High-capacity input tray (HCIT) (sheets)	2,000
Specialty Media Drawer (sheets)*	550
Maximum number of high-capacity input tray (must be installed on the bottom)	1
Maximum number of standard and optional input sources*	6
Maximum capacity for standard and options input sources (sheets)*	4,300*
Standard output bin capacity (sheets)	300
Maximum output bin capacity (sheets)	300
Duplex capability	Standard
* Optional input drawers include the 550-Sheet Drawer, 550-sheet Specialty Media Drawer, and High-capacity input tray (HCIT). The maximum number of input options is dependent upon whether the MFP is used on a desktop/tabletop or floor-standing with a caster base, and if the configuration meets UL Safety specifications. Please refer to www.lexmark.com/multifunctionprinters for more information.	

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Input and output sizes and types

Media Sizes	Primary 550-sheet tray	Multipurpose feeder	Optional 550-sheet tray	Optional Speciality Media	Optional 2000-sheet feeder (HCIT)	Duplex
Paper sizes						
A4 210 x 297 mm	✓	✓	✓	✓	✓	✓
A5 148 x 210 mm	✓	✓	✓	✓		✓
A6 105 x 148 mm		✓		✓		
JIS B5 182 x 257 mm	✓	✓	✓	✓		✓
Officio (Mexico) 216 x 340 mm	✓	✓	✓	✓		✓
Letter 8.5 x 11 in.	✓	✓	✓	✓	✓	✓
Legal 8.5 x 14 in.	✓	✓	✓	✓	✓	✓
Statement 5.5 x 8.5 in.		✓		✓		✓
Executive 7.25 x 10.5 in.	✓	✓	✓	✓		✓
Folio 8.5 x 13 in.	✓	✓	✓	✓		✓
Universal ^a	✓	✓	✓	✓		✓
^a Lower feed reliability may be encountered when feeding non-standard size media.						

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Media Sizes (continued)	Primary 550-sheet tray	Multipurpose feeder	Optional 550-sheet tray	Optional Speciality Media	Optional 2000-sheet feeder (HCIT)	Duplex
Envelopes						
C6 Envelope 114 x 162 mm ^a		✓		✓		
B6 Envelope 125 x 176 mm ^a		✓		✓		
C65 Envelope 114 x 229 mm ^a		✓		✓		
C5 Envelope 162 x 229 mm		✓		✓		
B5 Envelope 176 x 250 mm		✓		✓		
DL Envelope 110 x 220 mm		✓		✓		
6 3/4 Envelope 3.4 x 6.5 in ^a		✓		✓		
7 3/4 Envelope 3.4 x 7.5 in		✓		✓		
9 Envelope 3.9 x 8.9 in		✓		✓		
10 Envelope 4.13 x 9.5 in		✓		✓		
11 Envelope 4.5 x 10.4 in ^a		✓		✓		
12 Envelope 4.8 x 11 in ^a		✓		✓		
^a These sizes are accessible using Other Envelope setting.						

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Media weight, primary tray and option tray			
Size	Type		Weight
Letter, Legal, A4	Xerographic and bond	Long grain	60 g/m ² –162.7 g/m ² (16 lb–43 lb)
		Short grain	162.7 g/m ² –198.9 g/m ² (43 lb–53.2 lb)
	Recycled	Long grain	75 g/m ² –177 g/m ² (20 lb–47 lb)
		Short grain	105 g/m ² –218 g/m ² (28 lb–58 lb)
	Cardstock (maximum)	Index long/short	162.7 g/m ² –198.9 g/m ² (90 lb–110 lb)
		Cover long/short	162.7g/m ² –198.9 g/m ² (60.1 lb–73.6 lb)
		Tag long/short	162.7g/m ² –198.9 g/m ² (100 lb–122.2 lb)
	Transparencies		161 g/m ² – 179 g/m ² Thickness: 0.12–0.14 mm (4.8–5.4 mil)
	Labels	Paper	180 g/m ² –300 g/m ² (48 lb–80 lb)
		Vinyl	180 g/m ² –300 g/m ² (48 lb–80 lb)
A5, JIS B5, Executive	Xerographic and bond	Long grain	75 g/m ² –177 g/m ² (20 lb to 47 lb)
		Short grain	90 g/m ² –218 g/m ² (24 lb–58 lb)
Universal	Xerographic and bond	Long grain	75 g/m ² –177 g/m ² (20 lb–47 lb)
		Short grain	90 g/m ² –218 g/m ² (24 lb–58 lb)

Paper guidelines

Paper characteristics

The following paper characteristics affect print quality and reliability. Consider these characteristics when evaluating new paper stock.

Weight—The printer can automatically feed paper weights from 60 to 162 g/m² (16 to 43 lb bond) grain long. Paper lighter than 60 g/m² (16 lb) might not be stiff enough to feed properly, causing jams. For best performance, use 75 g/m² (20 lb bond) grain long paper. For paper smaller than 182 x 257 mm (7.2 x 10.1 in), we recommend 90 g/m² (24 lb) or heavier paper.

Note: Duplex is supported only for 63 g/m²–170 g/m² (17 lb–45 lb bond) paper.

Curl—Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions, even in the trays, can contribute to paper curling prior to printing and can cause feeding problems.

Smoothness—Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. Always use paper between 100 and 300 Sheffield points; however, smoothness between 150 and 200 Sheffield points produces the best print quality.

Moisture content—The amount of moisture in paper affects both print quality and the ability of the printer to feed the paper correctly. Leave paper in its original wrapper until it is time to use it. This limits the exposure of paper to moisture changes that can degrade its performance.

Condition paper before printing by storing it in its original wrapper in the same environment as the printer for 24 to 48 hours before printing. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.

Grain direction—Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either grain long, running the length of the paper, or grain short, running the width of the paper. For 60 to 135 g/m² (16 to 36 lb bond) paper, grain long paper is recommended. For papers heavier than 135 g/m², grain short is recommended.

Fiber content—Most high-quality xerographic paper is made from 100% chemically treated pulped wood. This content provides the paper with a high degree of stability resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

Unacceptable paper

The following paper types are not recommended for use with the printer:

- Chemically treated papers used to make copies without carbon paper, also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a registration (the precise print location on the page) greater than ± 2.3 mm (± 0.9 in), such as optical character recognition (OCR) forms

Note: In some cases, registration can be adjusted with a software application to successfully print on these forms.

- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers, or curled papers
- Recycled papers that fail EN12281:2002 (European)
- Paper weighing less than 60 g/m² (16 lb)
- Multiple-part forms or documents

Selecting paper

Using appropriate paper prevents jams and helps ensure trouble-free printing.

To help avoid jams and poor print quality:

- *Always* use new, undamaged paper.
- Before loading paper, know the recommended print side of the paper. This information is usually indicated on the paper package.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, types, or weights in the same source; mixing results in jams.
- Do not use coated papers unless they are specifically designed for electrophotographic printing.

Selecting preprinted forms and letterhead

Use these guidelines when selecting preprinted forms and letterhead:

- Use grain long for 60 to 90 g/m² (16 to 20 lb) weight paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid papers with rough or heavily textured surfaces.

Use papers printed with heat-resistant inks designed for use in xerographic copiers. The ink must be able to withstand temperatures up to 190°C (374°F) without melting or releasing hazardous emissions. Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not. When in doubt, contact the paper supplier.

Preprinted papers such as letterhead must be able to withstand temperatures up to 190°C (374°F) without melting or releasing hazardous emissions.

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Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40%. Most label manufacturers recommend printing in a temperature range of 18 to 24°C (65 to 75°F) with relative humidity between 40 and 60%.
- Store paper in cartons when possible, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.

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Tools required for service

- Flat-blade screwdrivers, various sizes
- #1 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic short-blade
- 7/32 inch (5.5 mm) open-end wrench
- 4.0 mm Allen wrench (HCIT removal)
- 7.0 mm nut driver
- Needlenose pliers
- Diagonal side cutters
- Spring hook
- Feeler gauges
- Analog or digital multimeter
- Parallel wrap plug 1319128
- Twinax/serial debug cable 1381963
- Coax/serial debug cable 1381964
- Flash light (optional)

Acronyms

ADF	Automatic Document Feeder
BLDC	Brushless DC Motor
BOR	Black Only Retract
BUR	Back Up Roll
C	Cyan
CCD	Charge-Coupled Device
COD	Color On Demand
CSU	Customer Setup
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
FB	Flat Bed
FRU	Field Replaceable Unit
GB	Gigabyte
HCIT	High-Capacity Input Tray

HCOF	High-Capacity Output Finisher
HVPS	High-Voltage Power Supply
ISP	Internal Solutions Port
ITU	Image Transfer Unit
K	Black
LASER	Light Amplification by Stimulated Emission of Radiation
LCD	Liquid Crystal Display
LED	Light-Emitting Diode
LEF	Long-Edge Fed
LVPS	Low-Voltage Power Supply
M	Magenta
MPF	Multipurpose Feeder
MROM	Masked Read Only Memory
MS	Microswitch
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
PSD	Position Sensing Device
PWM	Pulse Width Modulation
RIP	Raster Imaging Processor
ROM	Read Only Memory
SEF	Short-Edge Fed
SDRAM	Synchronous Dual Random Access Memory
SIMM	Single Inline Memory Module
SRAM	Static Random Access Memory
UPR	Used Parts Return
V ac	Volts alternating current
V dc	Volts direct current
VTB	Vacuum Transport Belt
Y	Yellow

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2. Diagnostic information

Start

	<p>CAUTION</p> <p>Remove the power cord from the electrical outlet before you connect or disconnect any cable or electronic card or assembly for personal safety and to prevent damage to the printer.</p>
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	<p>CAUTION—POTENTIAL INJURY:</p> <p>The printer weight is greater than 97 lbs (44kg), and requires three or more trained personnel to lift safely.</p>
---	---

Use the service error code, user status message, user error message, symptom table, service checks, and diagnostic aids in this chapter to determine the corrective action necessary to repair a malfunctioning printer. They will lead you to solutions or service checks, including the use of various tests.

Symptom tables

If your printer completes the **“Power-on self test (POST) sequence”** on page 2-8 without an error, and you have a symptom, go to **“Symptom tables”** on page 2-8. Locate your symptom, and take the appropriate action.

Service errors (1xx.xx/9xx.xx)

If a service error code appears while you are working on the printer, go to **“Error codes and messages”** on page 2-20, and take the indicated action for that error.

Service error codes are indicated by a three-digit error code followed by a period and additional numbers in the format XXX.YY. In most cases, five digits are shown.

Paper jam messages (2xx.xx)

User attendance messages that indicate a paper jam these have been included with the service error codes since repeated instances may indicate an underlying service issue. Go to **“2xx paper jam messages”** on page 2-22.

User status and attendance messages

- User status messages provide the user with information on the current status of the printer.
- User attendance messages are indicated by a two-digit code that provides the user with information that explains a problem with a print cartridge, option, port, and so on. If a user error message displays, see **“User status and attendance messages”** on page 2-9 or **“2xx paper jam messages”** on page 2-22.

Additional information

- **“Operator panel and menus”** on page 2-2
- **“Power-on self test (POST) sequence”** on page 2-8

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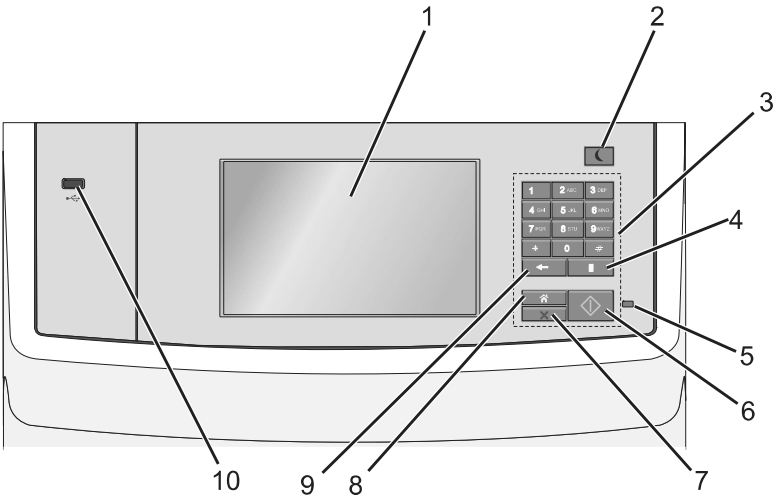


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Operator panel and menus

Operator panel

The operator panel consists of these items:



Buttons, icons, and light description

Use the		To
1	Display	View printing, e-mailing, copying, and faxing options as well as status and error messages.
2	Sleep button	<p>Enable Sleep Mode or Hibernate Mode.</p> <p>The following are the statuses of the indicator light and the Sleep button:</p> <ul style="list-style-type: none">• Entering or waking from Sleep Mode—The indicator light is illuminated solid green, Sleep button is illuminated.• Operating in Sleep Mode—The indicator light is illuminated solid green, Sleep button is illuminated solid amber.• Entering or waking from Hibernate Mode—The indicator light is illuminated solid green, Sleep button is illuminated blinking amber.• Operating in Hibernate Mode—The indicator light is un-illuminated, Sleep button is blinking amber for 1/10 of a second, then go completely un-illuminated for 1.9 seconds in pulsing pattern. <p>The following actions wake the printer from Sleep Mode:</p> <ul style="list-style-type: none">• Touching the screen or any hard button presses.• Opening an input tray, cover, or door.• Sending a print job from the computer.• Performing a Power On Reset (POR) with the main power switch.• Loading paper into the scanner ADF.• Raising the scanner flatbed cover.
3	Keypad	Enter numbers, letters, or symbols.
4	Dial Pause	<ul style="list-style-type: none">• 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 (,).• Redial a fax number. <p>Note: This button acts as a redial when it is pressed from the Home screen.</p>

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Use the		To										
5	Indicator light	<p>The two-toned light emitting diode called the indicator light on the operator panel gives information about the status of the printer using the colors red and green.</p> <table><tr><th>Indicator light status</th><th>Indicates</th></tr><tr><td>Off</td><td>The printer power is off.</td></tr><tr><td>Blinking green</td><td>The printer is warming up, processing data, or printing a job.</td></tr><tr><td>Solid green</td><td>The printer is on, but idle.</td></tr><tr><td>Solid red</td><td>Operator intervention is needed.</td></tr></table>	Indicator light status	Indicates	Off	The printer power is off.	Blinking green	The printer is warming up, processing data, or printing a job.	Solid green	The printer is on, but idle.	Solid red	Operator intervention is needed.
Indicator light status	Indicates											
Off	The printer power is off.											
Blinking green	The printer is warming up, processing data, or printing a job.											
Solid green	The printer is on, but idle.											
Solid red	Operator intervention is needed.											
6	Start button	<ul style="list-style-type: none">Initiate the current job indicated on the display.Start a copy job with the default settings. <p>Note: The button has no effect if pressed while a job is scanning.</p>										
7	Stop button	<p>Stops all printer activity.</p> <p>Note: A list of options is offered once Stopped appears on the display.</p>										
8	Home button	<p>Return to the home screen.</p> <p>Note: Pressing the Home button from the Home screen resets all workflow defaults.</p>										
9	Back button	<ul style="list-style-type: none">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 the button numerous times.Delete the right-most digit of a number entered manually in the Fax Destination List.Delete the character to the left of the cursor in the E-mail Destination List. If the character is in a shortcut, then the shortcut is deleted.										
10	USB port	<p>Connect a flash drive into the printer USB port.</p> <p>Note: Only the front USB port supports flash drives.</p>										

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Understanding the home screen

When the printer is turned on, the display shows a basic screen, referred to as the home screen. Touch the home screen buttons and icons to initiate an action such as copying, faxing, or scanning; to open the menu screen; or to respond to messages.

Note: Your home screen, icons, and buttons may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.



Touch	To
Copy	Access the Copy menus and make copies.
Fax	Access the Fax menus and send fax.
E-mail	Access the E-mail menus and send e-mails.
FTP	Access the File Transfer Protocol (FTP) menus and scan documents directly to an FTP server.
Scan to Network	Capture a digital image of a hard-copy document and route it to a shared network folder.
WS Scan	Scan documents at the network printer, and then send the scanned image to your computer.
Menus	Access the printer menus. Note: These menus are available only when the printer is in the Ready state.
Status message bar	<ul style="list-style-type: none">• Show the current printer status such as Ready or Busy.• Show printer conditions such as Toner Low or Cartridge Low.• Show intervention messages so the printer can continue processing.
Status/Supplies	<ul style="list-style-type: none">• Display a warning or error message whenever the printer requires intervention to continue processing.• Access the messages screen for more information on the message, and how to clear it.

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Other buttons that may appear on the home screen:

Touch	To
Held Jobs	Display all current held jobs.
Search held jobs	Search on any of the following items: <ul style="list-style-type: none"> • User name for held or confidential print jobs • Job names for held jobs, excluding confidential print jobs • Profile names • Bookmark container or print job names • USB container or print job names for supported file types
USB or USB Thumbdrive	View, select, print, scan, or e-mail photos and documents from a flash drive. Note: This button appears only when you return to the home screen while a memory card or flash drive is connected to the printer.
Bookmarks	Create, organize, and save a set of bookmarks (URL) into a tree view of folders and file links. Note: The tree view supports only bookmarks created from this function, and not from any other application.
Cancel Jobs	Open the Cancel Jobs screen. The Cancel Jobs screen shows three headings: Print, Fax, and Network. The following options are available under the Print, Fax, and Network headings: <ul style="list-style-type: none"> • Print job • Copy job • Fax profile • FTP • E-mail send Each heading has a list of jobs shown in a column under it which can show only three jobs per screen. If more than three jobs exist in a column, then an arrow appears enabling you to scroll through the jobs.
Change Language	Launch the Change Language pop-up window that lets you change the primary language of the printer.

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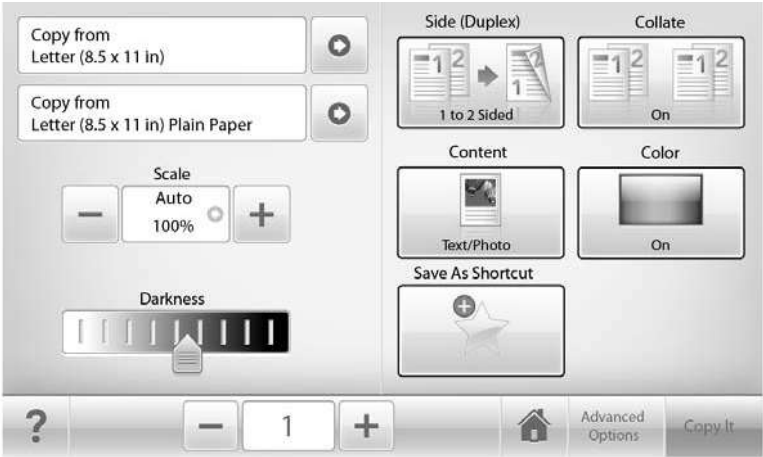
Features







Feature	Description
Menu trail line Example: Menus > Settings > Copy Settings > Number of Copies	A menu trail line is located at the top of each menu screen. This feature shows the path taken to arrive at the current menu. Touch any of the underlined words to return to that menu. 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 default setting.
Attendance message alert 	If an attendance message affects a function, then this icon appears and the red indicator light blinks.
Warning	If an error condition occurs, then this icon appears.
Printer IP address Example: 123.123.123.123	The IP address of your network printer is located at the top left corner of the home screen and appears as four sets of numbers separated by periods. You can use the IP address when accessing the Embedded Web Server so you can view and remotely configure printer settings even when you are not physically near the printer.

Using the touch-screen buttons

Note: Your home screen, icons, and buttons may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.

Sample touch screen



Touch	To
Submit	Submit changes made in the printer settings.
Sample Copy	Print a sample copy.
Right arrow 	Scroll to the right.
Left arrow 	Scroll to the left.
Home 	Return to the home screen
Right increase 	Select a higher value.
Left decrease 	Select a lower value.
Exit 	Exit from the current screen.





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Tips 	Open a context-sensitive Help dialog on the touch screen.
Accept 	Save a setting.
Cancel 	<ul style="list-style-type: none"> • Cancel an action or a selection. • Exit a screen and return to the previous screen without saving changes.
Reset 	Reset values on the screen.

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Administrative Menu

Note: Touch **Menus** on the display to access these menus. To access the service menus, see “**Accessing test and diagnostic procedure menus**” on page 3-1.

Supplies Menu

Replace Supply
 Cyan Cartridge
 Magenta Cartridge
 Yellow Cartridge
 Black Cartridge
 Separator Roll and Pick Assembly
 Waste Toner Bottle
 Fuser
 Transfer Module

Paper Menu

Default Source
 Paper Size/Type
 Configure MP
 Substitute Size
 Paper Texture
 Paper Weight
 Paper Loading
 Custom Types
 Custom Names
 Custom Sizes
 Universal Setup

Reports

Menu Settings Page
 Device Statistics
 Network Setup Page
 Shortcut List
 Fax Job Log
 Fax Call Log
 Copy Shortcuts
 E-mail Shortcuts
 Fax Shortcuts
 FTP Shortcuts
 Profiles List
 NetWare Setup Page
 Print Fonts
 Print Demo
 Asset Report

Settings

General Settings
 Copy Settings
 Fax Settings
 E-mail Settings
 FTP Settings
 Flash Drive Menu
 Print Settings

Security

Edit Security Setups
 Miscellaneous Security Settings
 Confidential Print
 Security Audit Log
 Set Date and Time

Network/Ports

Active NIC
 Standard Network
 Standard USB
 SMTP Setup

Help

Print All Guides
 Copy Guide
 E-mail Guide
 Fax Guide
 FTP Guide
 Print Defects Guide
 Information Guide
 Supplies Guide

Manage Shortcuts

Profile Shortcuts

Power-on self test (POST) sequence

When you turn the printer on, it performs a Power-On Self Test. Check for correct POST functioning of the base printer by observing the following:

1. The operator panel turns on and displays the Lexmark logo.
2. A progress bar displays.
3. The LED turns on.
4. The main fan turns on.
5. The machine performs the following tests:
 - a. Sensor check
 - b. Motor check—initializes the following motors:
 - i. Cam motor
 - ii. EP drive motor
 - iii. Fuser motor
 - iv. Cartridge motor
 - c. Supplies check

Note: The LED blinks red and an error message displays on the operator panel screen if the machine detects errors during these test phases.

6. The LED light indicator blinks.
7. The loading screen displays.

Symptom tables

Multiple function printer (MFP) symptom table

Symptom	Action
Close Front Door does not appear when door is open	Go to “920.26—POST service check” on page 2-130.
Dead printer	Go to “Dead printer service check” on page 2-146.
Front door locks and will not open.	Go to “Front cover locked in place” on page 3-49.
Operator panel—one or more buttons do not work.	Go to “One or more operator panel buttons fail” on page 2-148.
Operator panel—does not respond to touch	Check display connection. See the installation note on page 4-189
Operator panel—display is blank. Printer sounds five beeps.	Go to “Operator panel display blank, five beeps, and LED is off” on page 2-148.
Operator panel—display is blank.	Go to “Operator panel display blank, five beeps, and LED is off” on page 2-148.
Operator panel—black display, stripes display, and distorted display	Go to “Black display, stripes display, and distorted display” on page 2-149.
Tray 1 missing	Go to “Tray 1 missing service check” on page 2-157.
Paper pick assembly—arm hangs down, and tray cannot be opened	Order PN 40X6319, and replace the broken plastic spring hook.
Scanner lid does not close completely, will not stay open, or makes noise when opening and closing.	Go to “ADF hinge (left and right) removal” on page 4-235.
Top access cover does not open.	The top access cover spring or springs may be broken. Go to “If the cover will not open” on page 4-171. Replace the top access cover spring(s).

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Print quality symptom table

Symptom	Action
Background	Go to “Print quality—background” on page 2-152.
Blank page	Go to “Print quality—blank page” on page 2-153.
Blurred or fuzzy print	Go to “Print quality—blurred or fuzzy print” on page 2-154.
Half-color page	Go to “Print quality—half-color page” on page 2-154.
Horizontal banding	Go to “Print quality—horizontal banding” on page 2-154.
Horizontal line	Go to “Print quality—horizontal line” on page 2-154.
Insufficient fusing	Go to “Print quality—insufficient fusing” on page 2-155.
Missing image at edge	Go to “Print quality—missing image at edge” on page 2-155.
Mottle (2–5mm speckles)	Go to “Print quality—mottle (2–5mm speckles)” on page 2-155.
Narrow vertical line	Go to “Print quality—narrow vertical line” on page 2-155.
Random marks	Go to “Print quality—random marks” on page 2-155.
Residual image	Go to “Print quality—residual image” on page 2-155.
Solid color page	Go to “Print quality—solid color page” on page 2-156.
Vertical banding	Go to “Print quality—vertical banding” on page 2-157.
Small font text looks fuzzy around the edges	Check the flatbed air filter. If noticeable dirt or particles are on the filter, replace the filter. See “Flatbed air filter removal” on page 4-249.

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User status and attendance messages

Error code	Action
Close Front Door	If you continuously get this error, then either 24 V interlock switch or 5 V interlock switch is bad. Go to “5 V interlock switch service check” on page 2-136 and “24 V interlock switch removal” on page 2-137.
Close top access cover and front door Show me	Close the covers top access cover and front door securely. If you do not get a Close Top Access Cover when it is open, then go to “920.26—POST service check” on page 2-130.
Disk Corrupted, Reformat?	The printer has attempted a disk recovery and cannot repair the disk. The disk must be formatted to use. Warning: All files stored on the disk will be lost.
Held Jobs May Not Be Restored	The printer has attempted to restore Held jobs, but not all were restored.
Insert Tray <x>	Insert tray to clear the message.
Load <source> <custom type name>	Load paper in the indicated source and of the indicated type. Additional messages may include: <ul style="list-style-type: none"> • Paper loaded—Touch Continue. • Show Me—the printer will present instructions. • Cancel Job—the printer job can be cancelled. • Wait for supplies—If job parking is enabled, and the job meets all the requirements for allowing the job to be parted, the printer adds this message.

Error code	Action
Load <source> <Custom String>	Load paper in the indicated source, touch Continue . Additional messages may include: <ul style="list-style-type: none"> • Show Me—the printer will present instructions. • Cancel Job—the printer job can be cancelled. • Wait for supplies—If job parking is enabled, and the job meets all the requirements for allowing the job to be parted, the printer adds this message.
Load <source> <size>	Load paper in the indicated source and of the indicated size, touch Continue . Additional messages may include: <ul style="list-style-type: none"> • Show Me—the printer will present instructions. • Cancel Job—the printer job can be cancelled. • Wait for supplies—If job parking is enabled, and the job meets all the requirements for allowing the job to be parted, the printer adds this message.
Load Manual <custom type name>	If paper loaded is in the manual feeder, the job continues. If paper is not in the feeder, touching Select indicates to the printer it should search for a source with the proper custom type. Additional messages may include: <ul style="list-style-type: none"> • Show Me—the printer will present instructions. • Cancel Job—the printer job can be cancelled.
Load Manual <custom string>	If paper loaded is in the manual feeder, the job continues. If paper is not in the feeder, touching Select indicates to the printer it should search for a source with the proper custom string. Additional messages may include: <ul style="list-style-type: none"> • Show Me—the printer will present instructions. • Cancel Job—the printer job can be cancelled.
Load Manual <size>	If paper loaded is in the manual feeder, the job continues. If paper is not in the feeder, touching Select indicates to the printer it should search for a source with the proper size. Additional messages may include: <ul style="list-style-type: none"> • Show Me—the printer will present instructions. • Cancel Job—the printer job can be cancelled.
Load Manual <type> <size>	If paper loaded is in the manual feeder, the job continues. If paper is not in the feeder, touching Select indicates to the printer it should search for a source with the proper type and size. Additional messages may include: <ul style="list-style-type: none"> • Show Me—the printer will present instructions. • Cancel Job—the printer job can be cancelled.
Paper Changes Needed	
PC Unit Exposure Warning	This warning occurs when the front door is left open too long. Close the front door to prevent damage to the PC unit. Select Tell me more for further information.
Remove All Color Supplies	If Color Lockout mode is enabled, this message appears (unless the printer is in Diagnostics Menu or Configuration Menu).
Remove Paper Standard Bin	The standard output bin is full. Remove the media to continue.
Remove Packaging Material	If packaging material is detected by the printer, Check all areas, Check <area name>, or Check <number of> areas may appear. Touch Select to continue.

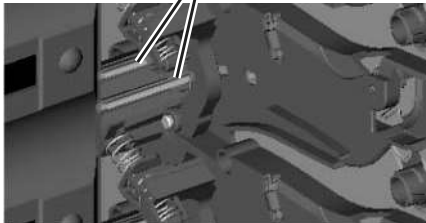
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Error code	Action
Restore Held Jobs Go/Stop?	<p>If the printer detects Print and Hold (or parked) jobs stored on the hard disk during Power-On Self Test (POST). Choices are:</p> <ul style="list-style-type: none"> Restore—Print jobs are restored, and Restoring Held Jobs x/y, where x is the number of the job restored and y is the total number of jobs to restore. You can quit restoring, and the remainder of the jobs will remain on the disk, but cannot be accessed until they are restored at the next POR. Do not restore—Held jobs will remain on the disk, but cannot be accessed until they are restored at the next POR. Held jobs may not be restored appears. Tell me more—additional information is available
Securely Clearing Disk Space	Disk wiping process is recovering disk space. The message clears when all memory blocks are cleared.
Tray Length Guide Missing	Replace the tray length guide.
Unsupported USB device, Please Remove	Remove the unrecognized device to continue.
Unsupported USB hub, Please Remove	Remove the unrecognized device to continue.
Unsupported Mode	Unplug camera and change it to a mode where the camera can access PictBridge. Plug the camera back in to continue.
Unsupported Disk	Remove the unsupported disk to continue.
3x through 8x attendance messages	
31 Defective or Missing <color> Cartridge	<ul style="list-style-type: none"> Reseat the specified toner cartridge. Inspect the smart chip card contacts (A) for damage, contamination or positioning error. If damaged, contact your next level of service.  <ul style="list-style-type: none"> Inspect the toner cartridge contacts for damage/contamination. Replace the toner cartridge if defective. Replace the indicated cartridge. If the problem still exists, see “31.xx—Cartridge errors service check” on page 2-46.
32 Unsupported Cartridge	<ul style="list-style-type: none"> Check to see if the toner cartridge is a supported cartridge. Note: Once the cartridge shipped with the printer is exhausted, it must be replaced by a supply cartridge (refer to the <i>User's Guide</i> for part numbers.) If the specified toner cartridge is a supported cartridge, reseal the cartridge. Inspect the toner cartridge contacts for damage or contamination. Replace the toner cartridge if defective. Inspect JSBTN1 cable connection. Properly connect the cable if not connected properly. Replace the cable if damaged. If the problem still exists, replace the system board. See “System board removal” on page 4-157.

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Error code	Action
34 Short Paper	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. Note: The printer does not automatically reprint the page that prompted the message. • Check the tray length and width guides to ensure the media is properly fitted. • Make sure the print job is requesting the correct size of media. • Adjust the Paper Size setting for the media size being used. • If the MP Feeder Size is set to Universal, make sure the media is large enough for the formatted data. • Cancel the current job. Replace the paper pick mechanism. See “Paper pick mechanism assembly removal” on page 4-130. • If the problem still exists, replace the system board. See “System board removal” on page 4-157.
35 Insufficient memory to support Resource Save feature	<ul style="list-style-type: none"> • Touch Continue to disable Resource Save and continue printing. • To enable Resource Save after receiving this message: <ul style="list-style-type: none"> - Make sure the link buffers are set to Auto, then exit the menus to activate the link buffer changes. - When Ready is displayed, enable Resource Save. • Install additional memory. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
37 Insufficient memory to collate job	<ul style="list-style-type: none"> • Touch Continue to print the portion of the job already stored and begin collating the rest of the job. • Cancel the current job. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
37 Insufficient memory for Flash Memory Defragment operation	<ul style="list-style-type: none"> • Touch Continue to stop the defragment operation and continue printing. • Delete fonts, macros, and other data in printer memory. • Install additional printer memory. • If this does not fix the problem, replace the system. See “System board removal” on page 4-157.
37 Insufficient memory, Some Held Jobs Were Not Restored	<ul style="list-style-type: none"> • The printer deleted some held jobs in order to process current jobs. • Touch Continue to clear the message. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
37 Insufficient memory, Some Held Jobs Will Not Be Restored	<ul style="list-style-type: none"> • The printer was unable to restore some or all of the confidential or held jobs on the hard disk. • Touch Continue to clear the message. • If this message occurs again, replace the hard drive. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
37 Insufficient Defrag Memory New	<p>There is insufficient memory to perform the Flash Memory Defragment operation. The user can:</p> <ul style="list-style-type: none"> • Delete font, macros, and other data in memory. • Install additional printer memory.
38 Memory Full	<p>The following options are available:</p> <ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. The job may not print correctly. • Cancel the current job. • Install additional printer memory. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.

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Error code	Action
39 Complex Page	<p>The page is too complex to print. Options are:</p> <ul style="list-style-type: none"> • Touch Continue to continue. The job may not print correctly. • Cancel the job. • Additional memory may fix the problem.
50 PPDS Font Error	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. The job may not print correctly. • Cancel the current job. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
51 Defective Flash	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Install different flash memory before downloading any resources to flash. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
52 Flash Full	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Note: Downloaded fonts and macros not previously stored in flash memory are deleted. • Delete fonts, macros, and other data stored in flash memory. • Install a larger capacity flash memory card. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
53 Unformatted Flash	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Format the flash memory before storing any resources on it. If the error message remains, replace the flash memory. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
54 Serial option <x> error	<ul style="list-style-type: none"> • Make sure the serial link is set up correctly and the appropriate cable is in use. • Make sure the serial interface parameters (protocol, baud, parity, and data bits) are set correctly on the printer and host computer. • Touch Continue to clear the message and continue printing. • The job may not print correctly. • POR the printer. If this does not fix the problem, replace the PCI card.
54 Std Network Software Error	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. The job may not print correctly. • Program new firmware for the network interface. • POR the printer. If this does not fix the problem, replace the PCI card.
55 Unsupported Option in Slot <x>	<ol style="list-style-type: none"> 1. Turn the printer off. 2. Unplug the power cord from the wall outlet. 3. Remove the unsupported option. 4. Connect the power cord to a properly grounded outlet. 5. Turn the printer on. <p>If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.</p>
56 Standard Parallel Port Disabled Not in IRs	<ul style="list-style-type: none"> • Touch Continue to clear the message. The printer discards any data received through the parallel port. • Make sure the Parallel Buffer menu item is not set to <i>Disabled</i>. • If this does not fix the problem, replace the PCI card.

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Error code	Action
56 Parallel Port <x> Disabled	<ul style="list-style-type: none"> • Touch Continue to clear the message. The printer discards any data received through the parallel port. • Make sure the Parallel Buffer menu item is not set to <i>Disabled</i>. • If this does not fix the problem, replace the PCI card.
56 Serial Port <x> Disabled	<ul style="list-style-type: none"> • Touch Continue to clear the message. The printer discards any data received through the serial port. • Make sure the Serial Buffer menu item is not set to <i>Disabled</i>. • If this does not fix the problem, replace the PCI card.
56 Standard USB Port Disabled	<ul style="list-style-type: none"> • Touch Continue to clear the message. The printer discards any data received through the USB port. • Make sure the USB Buffer menu item is not set to <i>Disabled</i>. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
57 Configuration Change Held Jobs May Not Be Restored	<p>Configuration changes may be:</p> <ul style="list-style-type: none"> • Code version changes • Paper handling options removed • The disk was installed from a different model or speed of printer.
58 Too Many Flash Options	<p>Too many flash options are installed. To continue:</p> <ol style="list-style-type: none"> 1. Turn off and unplug the printer. 2. Remove the excess flash memory. 3. Plug in the printer, and turn it on. <p>If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.</p>
58 Too Many Trays Attached	<ol style="list-style-type: none"> 1. Turn off and unplug the printer. 2. Remove options until the supported number of options for that model. Models C734 supports three options and models C736 supports four options. 3. Plug in the printer, and turn it on. <p>If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.</p>
59 Incompatible Tray <x>	<p>There is an incompatible tray. To remove the option:</p> <ol style="list-style-type: none"> 1. Turn off and unplug the printer. 2. Remove all option trays. 3. Install one option, plug in the printer and turn it on. 4. Continue adding one option at a time and checking whether the error occurs. 5. Install all options except the one identified as a problem. <ul style="list-style-type: none"> - If no problem occurs, replace the option. - If the same error occurs, replace the system board. 6. Plug in and power on
61 Defective Disk	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Install a different hard disk before performing any operations that require a hard disk. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
62 Disk full	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue processing. • Note: Any information not previously stored on the hard disk is deleted. • Delete fonts, macros, and other data stored on the hard disk. • Install a larger hard disk. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.

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Error code	Action
63 Unformatted disk	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Format the disk. • If the error message remains, replace the hard disk. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
64 Unsupported disk format	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Format the disk. • If the error message remains, replace the hard disk. • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
80 Fuser Near Life Warning	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Show Me, View Supplies, and Tell Me More displays additional information. • Order a replacement fuser. When print quality is reduced, install the new fuser using the instruction sheet that comes with the replacement fuser. <p>Note: Be sure to reset the fuser count. See “Reset Fuser Count” on page 3-30.</p> <ul style="list-style-type: none"> • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
80 Fuser Life Warning	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Show Me, View Supplies, and Tell Me More displays additional information. • Order a replacement fuser. When print quality is reduced, install the new fuser using the instruction sheet that comes with the replacement fuser. <p>Note: Be sure to reset the fuser count. See “Reset Fuser Count” on page 3-30.</p> <ul style="list-style-type: none"> • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
80 Replace Fuser	<ul style="list-style-type: none"> • Show Me, View Supplies, and Tell Me More displays additional information. • Replace the fuser. <p>Note: Be sure to reset the fuser count. See “Reset Fuser Count” on page 3-30.</p> <ul style="list-style-type: none"> • If this does not fix the problem, replace the system board. See “System board removal” on page 4-157.
80 Fuser Missing	<ul style="list-style-type: none"> • Reinstall the fuser. See “Fuser assembly removal” on page 4-104. • Reseat connectors behind fuser. They may get dislodged and not make good contact when the fuser is installed. • Check the cable connectors for damage at the system board and at the LVPS.



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Error code	Action																
80.41 Fuser missing	<ul style="list-style-type: none"> Install the fuser. Replace the fuser if the problem persists. If the problem continues, turn the printer off and remove the rear frame cover. See “Rear frame cover removal” on page 4-37. Check the cable in connector JFUSER1 for proper connection to the system board, the cable for pinch points, and the cable or the connector for any other damage. If the connector is damaged on system board, replace the system board. See “System board removal” on page 4-157. If the fuser cable is damaged, replace the cable. Check for the following continuity between the DC autoconnect and AC autoconnect (connected to JFUSER1 on the system board) <div style="display: flex; align-items: center; justify-content: center;">  <table border="1" style="margin: 0 20px;"> <thead> <tr> <th>AC auto-connect</th><th>DC auto-connect</th></tr> </thead> <tbody> <tr> <td>Pin 1</td><td>Pin 3</td></tr> <tr> <td>Pin 5</td><td>Pin 4</td></tr> <tr> <td></td><td>Pin 6</td></tr> <tr> <td></td><td>Pin 7</td></tr> <tr> <td></td><td>Pin 8</td></tr> <tr> <td></td><td>Pin 9</td></tr> <tr> <td></td><td>Pin 10</td></tr> </tbody> </table>  </div> <ul style="list-style-type: none"> If continuity is not present, replace the fuser cable. If the problem persists after replacing cable, replace the system board. See “System board removal” on page 4-157. 	AC auto-connect	DC auto-connect	Pin 1	Pin 3	Pin 5	Pin 4		Pin 6		Pin 7		Pin 8		Pin 9		Pin 10
AC auto-connect	DC auto-connect																
Pin 1	Pin 3																
Pin 5	Pin 4																
	Pin 6																
	Pin 7																
	Pin 8																
	Pin 9																
	Pin 10																
82 Waste Toner Nearly Full	<ul style="list-style-type: none"> Touch Continue to clear the message and continue printing. If printing continues, order a replacement waste toner box immediately. If the problem persists, open the front access door and check the aligner shaft for binding. Clear the binding if possible. If not possible, contact your next level of service. 																
82 Replace Waste Toner	<ul style="list-style-type: none"> Replace the waste toner box using the instruction sheet that comes with the replacement waste toner box. Ensure that there is no interference between the waste toner box and the printer. If the problem persists, open the front access door and check the aligner shaft for binding. Clear the binding if possible. If the problem persists, replace the system board. See “System board removal” on page 4-157. If the problem persists, contact your next level of service. 																
82 Waste Toner Missing	<ul style="list-style-type: none"> Insert the waste toner box. Inspect the top cover camshaft assembly for proper operation. When the top access cover is closed, the printer should mechanically interlock. Check the cable on the system board for defects and proper connection. If the cable wiring or the cable connection is defective, replace the aligner motor. See “Multipurpose feeder (MPF)/duplex motor assembly removal” on page 4-121. If the cable is damaged on the system board, replace the system board. See “System board removal” on page 4-157. Check the aligner shaft and the mechanical system for binds. Replace the aligner motor. See “Multipurpose feeder (MPF)/duplex motor assembly removal” on page 4-121. If the problem persists, replace the system board. See “System board removal” on page 4-157. 																
82.41	Aligner motor error. Go to “ 147.xx, 920.01—Motor (aligner) error service check ” on page 2-59.																

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Error code	Action
83.xx Transfer Module Life Warning	<ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Order a replacement transfer module. When print quality is reduced, install the new transfer module using the instruction sheet that comes with the replacement transfer module. • If the problem persists, replace the system board. See “System board removal” on page 4-157.
83 Replace Transfer Module	<ul style="list-style-type: none"> • Replace the transfer module using the instruction sheet that comes with the replacement transfer module. See “Transfer module removal” on page 4-180. • If the problem persists, replace the system board. See “System board removal” on page 4-157.
83.41 Transfer Module Missing	If you continuously get this error, then check the transfer module. Go to “ 920.03, 920.25—Transfer Module Missing error service check ” on page 2-112.
84 <color> PC Unit Life Warning	<ul style="list-style-type: none"> • Touch Ignore to clear the message and continue printing. • Order the specified photoconductor unit. When print quality is reduced, install the new specified photoconductor unit using the instruction sheet that comes with the replacement specified photoconductor unit. • If the problem persists, replace the system board. See “System board removal” on page 4-157. <p>Note: Make sure to reset the photoconductor unit counter(s).</p>
84 Replace <color> PC Unit	<ul style="list-style-type: none"> • Replace the specified photoconductor unit using the instruction sheet that comes with the replacement specified photoconductor unit. Navigate to Menu > Supplies menu > Replace supplies. • If the problem persists, replace the system board. See “System board removal” on page 4-157. <p>Note: Make sure to reset the photoconductor unit counter(s).</p>

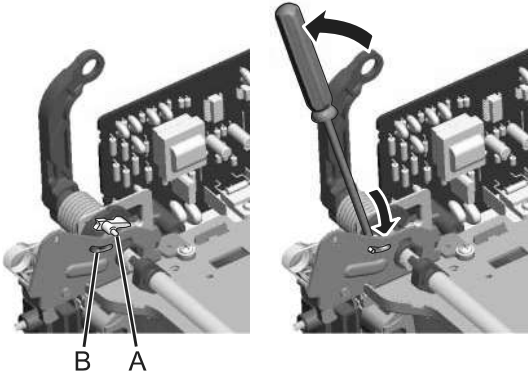
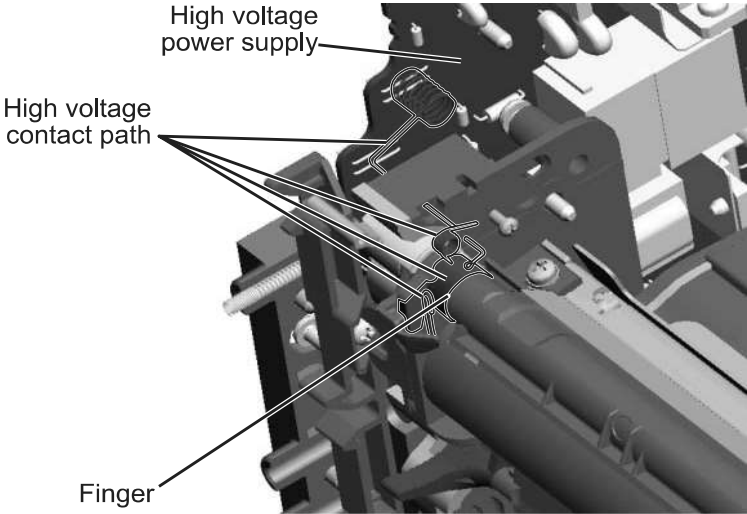
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Error code	Action
84 <color> PC Unit Missing	<ul style="list-style-type: none">• Scroll down the operator panel to see if the printer is showing that all four of the PC units are missing. If so, check the HVPS cable between the system board and the HVPS. Ensure that the cable is not plugged in backwards on the HVPS. Disconnect and reconnect the cable to make sure there is good contact.• Insert or reinstall the specified photoconductor unit and see if problem clears. See “Photoconductor unit removal” on page 4-137.• Swap the photoconductor unit between two locations and see if the problem moves with photoconductor unit. If problem follows the photoconductor unit, replace the photoconductor unit. See “Photoconductor unit removal” on page 4-137.• Remove the top access cover assembly (see “Top access cover assembly removal” on page 4-40), and confirm that the camshaft follower (A) on the left side is not out of the groove (B). If the camshaft follower is out of the groove, raise the arm, use a screwdriver to ease the camshaft follower back into the groove. You need to press down to <i>snap</i> it into position. <div></div> <ul style="list-style-type: none">• Check the high voltage contacts path, especially the “finger” on the specified photoconductor unit (printer is shown with components removed for clarity). <div></div> <ul style="list-style-type: none">• If the contacts are good, replace the HVPS. See “High-voltage power supply (HVPS) removal” on page 4-110.• If the problem persists, replace the system board. See “System board removal” on page 4-157. <p>Note: Make sure to reset the photoconductor unit counter(s).</p>

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Error code	Action
84 <color> PC Unit Near Life Warning	<ul style="list-style-type: none"> • Touch Ignore to clear the message and continue printing. • Order the specified photoconductor unit. When print quality is reduced, install the new specified photoconductor unit using the instruction sheet that comes with the replacement specified photoconductor unit. • If the problem persists, replace the system board. See “System board removal” on page 4-157. <p>Note: Make sure to reset the photoconductor unit counter(s).</p>
88 <color> Cartridge Low	<ul style="list-style-type: none"> • Show Me, View Supplies, and Tell Me More displays additional information. • Replace the specified toner cartridge. • Touch Continue to clear the message and continue printing. • If the problem persists, replace the system board. See “System board removal” on page 4-157.
88 <color> Cartridge Nearly Low	<ul style="list-style-type: none"> • Show Me, View Supplies, and Tell Me More displays additional information. • Replace the specified toner cartridge. • Touch Continue to clear the message and continue printing. • If the problem persists, replace the system board. See “System board removal” on page 4-157.
88 Replace <color> Cartridge	<ul style="list-style-type: none"> • Show Me, View Supplies, and Tell Me More displays additional information. • Replace the specified toner cartridge. • Touch Continue to clear the message and continue printing. • If the problem persists, replace the system board. See “System board removal” on page 4-157.

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Error codes and messages

Error code	Description	Action
1xx service error codes		
110.01–110.07 Mirror Motor	A mirror motor error has occurred.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “110.xx—Mirror motor service check” on page 2-47.
111.01–111.02 Printhead Error	An error has occurred in the cyan channel of the printhead.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “111.xx, 112.xx, 113.xx, and 114.xx—Printhead error service check” on page 2-47.
112.01–112.02 Printhead Error	An error has occurred in the magenta channel of the printhead.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “111.xx, 112.xx, 113.xx, and 114.xx—Printhead error service check” on page 2-47.
113.01–113.02 Printhead Error	An error has occurred in the yellow channel of the printhead.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “111.xx, 112.xx, 113.xx, and 114.xx—Printhead error service check” on page 2-47.
114.01–114.02 Printhead Error	An error has occurred in the black channel of the printhead.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “111.xx, 112.xx, 113.xx, and 114.xx—Printhead error service check” on page 2-47.
120.00–120.21 Fuser Error	An error has occurred in the fuser.	<ul style="list-style-type: none"> • Remove and reseal the fuser. See “Fuser assembly removal” on page 4-104. • POR the printer. • If the error message persists, go to “120.xx—Fuser error service check” on page 2-48.
140.01–140.10 Autocomp Motor Error	Tray 1 motor has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “140.xx, 920.02—Autocomp (tray 1) motor error service check” on page 2-51.
142.09–142.27 Motor Error	Fuser motor has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “142.xx, 906.01–906.04—Motor (fuser) error service check” on page 2-51.
143.09–143.27 Motor Error	EP Drive assembly cartridge 1 (top) motor has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “143.xx—Motor (EP drive assembly top cartridge) error service check” on page 2-53.
144.09–144.27 Motor Error	EP Drive assembly cartridge 2 (middle) motor has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “144.xx—Motor (EP drive assembly middle cartridge) error service check” on page 2-54.
145.09–145.27 Motor Error	EP drive assembly cartridge 3 (bottom) motor has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “145.xx—Motor (EP drive assembly bottom cartridge) error service check” on page 2-56.

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Error code	Description	Action
146.01–146.08 Motor Error	Duplex motor has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “146.xx, 148.xx—Motor (MPF/duplex) error service check” on page 2-57.
147.09–147.25 Motor Error	Aligner motor has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “147.xx, 920.01—Motor (aligner) error service check” on page 2-59.
148.01–148.08 Motor Error	The multipurpose feeder motor has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “146.xx, 148.xx—Motor (MPF/duplex) error service check” on page 2-57.
155.01, 155.03 Motor Error	Cam motor failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “155.xx—Cam motor error service check” on page 2-60.
156.01, 156.03 Motor Error	COD (Color On Demand) motor failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “156.xx—COD (Color On Demand) motor error service check” on page 2-61.
160.01–160.06 Motor Error	Tray 2 pick motor failed.	<ul style="list-style-type: none"> • POR the printer. • If the message persists, go to “160.xx, 161.xx—Motor Error (option tray 2) service check” on page 2-62.
161.01–161.06 Motor Error	Tray 2 feed motor failed.	<ul style="list-style-type: none"> • POR the printer • If the message persists, go to “160.xx, 161.xx—Motor Error (option tray 2) service check” on page 2-62.
162.01–162.06 Motor Error	Tray 3 pick motor failed.	<ul style="list-style-type: none"> • POR the printer. • If the message persists, go to “162.xx, 163.xx—Motor (option tray 3) error service check” on page 2-64.
163.01–163.06 Motor Error	Tray 3 feed motor failed.	<ul style="list-style-type: none"> • POR the printer. • If the message persists, go to “162.xx, 163.xx—Motor (option tray 3) error service check” on page 2-64.
164.01–164.06 Motor Error	Tray 4 pick motor failed.	<ul style="list-style-type: none"> • POR the printer. • If the message persists, go to “164.xx, 165.xx—Motor Error (option tray 4) service check” on page 2-65.
165.01–165.06 Motor Error	Tray 4 feed motor failed.	<ul style="list-style-type: none"> • POR the printer. • If the message persists, go to “164.xx, 165.xx—Motor Error (option tray 4) service check” on page 2-65.
166.01–166.06 Motor Error	Tray 5 pick motor failed.	<ul style="list-style-type: none"> • POR the printer. • If the message persists, go to “166.xx, 167.xx—Motor Error (option tray 5) service check” on page 2-66.
167.01–167.06 Motor Error	Tray 5 feed motor failed.	<ul style="list-style-type: none"> • POR the printer. • If the message persists, go to “166.xx, 167.xx—Motor Error (option tray 5) service check” on page 2-66.

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Error code	Description	Action
168.xx Motor Error	HCIT elevator motor error.	<ul style="list-style-type: none"> POR the printer. If the message persists, go to “168.xx—Motor (HCIT elevator) error service check” on page 2-67.
199.xx Software Error	Unrecoverable RIP software error.	<ul style="list-style-type: none"> POR the printer. If the error message persists with new code, replace the system board. See “System board removal” on page 4-157.
2xx paper jam messages		
200.02	Input sensor is made when printer tries to print from an idle state. Possible causes: <ul style="list-style-type: none"> Paper jam leaving page over sensor Defective input sensor Faulty system board 	<ul style="list-style-type: none"> Clear away anything in the paper path that might cause the paper to jam. If clearing a paper jam does not fix the problem, go to “920.06—Input sensor service check” on page 2-114.
200.04	Input sensor made late in the input sensor. Possible causes: <ul style="list-style-type: none"> Paper jam leaving page over sensor Defective input sensor Faulty system board 	<ul style="list-style-type: none"> Clear away anything in the paper path that might cause the paper to jam. If clearing a paper jam does not fix the problem, go to “920.06—Input sensor service check” on page 2-114.
200.11	Input sensor does not break. Possible causes: <ul style="list-style-type: none"> Incorrect media setting Incorrect paper loading Incorrect media restraint setting Transport belt module failure Lower guide failure Paper pick mechanism failure Input sensor failure 	<ul style="list-style-type: none"> Clear away anything in the paper path that might cause the paper to jam. Ensure proper media is set for the type of paper used. Fan media, and stack flat in the tray. Properly set media restraints in the paper tray. Check the pick tires and replace if worn. If the message persists, go to “200.11, 250.03—Paper Jam error service check” on page 2-68.
200.17	Input sensor is made when printer powers up or covers are closed. Possible causes: <ul style="list-style-type: none"> Paper jam leaving page over sensor Defective input sensor Faulty system board 	<ul style="list-style-type: none"> Clear away anything in the paper path that might cause the paper to jam. If clearing a paper jam does not fix the problem, go to “920.06—Input sensor service check” on page 2-114.
200.21	Aligner motor stalled. Possible causes: <ul style="list-style-type: none"> Faulty cable/connector 24 V interlock switch not working correctly Faulty aligner motor Faulty system board Waste toner not seated 	<ul style="list-style-type: none"> Check that the waste toner is latched correctly in the printer. Check for anything in the paper path that might cause the paper to jam. If clearing a paper jam does not fix the problem, go to “147.xx, 920.01—Motor (aligner) error service check” on page 2-59.

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Error code	Description	Action
200.22	<p>Pick (tray 1) motor stalled.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Faulty cable/connector Faulty pick motor Faulty system board 	<ul style="list-style-type: none"> Check for anything in the paper path that might cause the paper to jam. If clearing a paper jam does not fix the problem, go to “140.xx, 920.02—Autocomp (tray 1) motor error service check” on page 2-51.
200.25	<p>Input sensor is made when tray 1 is installed.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Improper placement of paper in tray 1 Damaged input sensor flag or input sensor Faulty system board 	<ul style="list-style-type: none"> Fan media, and stack flat in the tray or multipurpose feeder. Properly set media restraints in the paper tray. If clearing a paper jam does not fix the problem, go to “920.06—Input sensor service check” on page 2-114.
200.30	<p>Paper hit input sensor too soon.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Incorrect paper loading Damaged input sensor flag or input sensor Faulty system board 	<ul style="list-style-type: none"> Fan the media, and then stack flat in the tray. Check for anything in the paper path that might cause the paper to jam. The input sensor may not be functioning properly. Go to “920.06—Input sensor service check” on page 2-114.
201.02	<p>Bubble sensor active when printing started.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Paper jam leaving page over sensor Damaged bubble sensor Damaged fuser autoconnect Faulty fuser DC cable connection Faulty fuser Faulty system board 	<ul style="list-style-type: none"> Clear away anything in the paper path that might cause the paper to jam. Ensure proper media is set for the type of paper used. Fan media, and stack flat in the tray. Properly set media restraints in the paper tray. If clearing a paper jam does not fix the problem, go to “Bubble sensor service check.” on page...
201.06	<p>Paper is jammed between the input sensor and the exit sensor.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Damaged paper exit sensor or paper exit sensor flag Transport belt module failure Aligner failure Damaged fuser autoconnect Faulty fuser DC cable connection Faulty fuser Faulty system board 	<ul style="list-style-type: none"> Check for anything in the paper path that might cause the paper to jam. If the problem persists, go to “201.06, 201.08, 201.31—Paper Jam error service check” on page 2-69.
201.07	<p>Exit sensor is made early.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Damaged paper exit sensor or paper exit sensor flag Damaged fuser autoconnect Faulty fuser DC cable connection Faulty fuser Faulty system board Faulty input sensor flag 	<ul style="list-style-type: none"> Check for anything in the paper path that might cause the paper to jam. The fuser exit sensor may not be functioning properly. Go to “920.08—Exit sensor service check” on page 2-116. Check the input sensor flag.

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Error code	Description	Action
201.08	Exit sensor is never made. Possible causes: <ul style="list-style-type: none"> • Improper loading • Paper wrapped in fuser • Damaged paper exit sensor or paper exit sensor flag • Damaged fuser autoconnect • Faulty fuser DC cable connection • Faulty fuser • Faulty system board • Faulty transfer belt module 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • The fuser exit sensor may not be functioning properly. Go to “920.08—Exit sensor service check” on page 2-116. • Check the transfer belt module.
201.10	Input sensor flag broke early. Possible causes: <ul style="list-style-type: none"> • Incorrect media set • Defective input sensor • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • Ensure the proper media is set for the type of paper used. • If the problem persists, go to “920.06—Input sensor service check” on page 2-114.
201.17	Power up or cover closed with bubble sensor active. Possible causes: <ul style="list-style-type: none"> • Paper jam leaving page over sensor • Damaged bubble sensor • Damaged fuser autoconnect • Faulty fuser DC cable connection • Faulty fuser • Faulty system board 	<ul style="list-style-type: none"> • Ensure the proper media is set for the type of paper used. • Fan the media, and stack flat in the tray or multipurpose feeder. • Properly set media restraints in the paper tray. • Clear away anything in the paper path that might cause the paper to jam. • If clearing a paper jam does not fix the problem, go to “Bubble sensor service check” on page 2-143.
201.21	Cartridge motor 1 (top) or cartridge motor 2 (middle) has stalled. Possible causes: <ul style="list-style-type: none"> • Faulty cable/connector • Faulty cartridge motor • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • If clearing a paper jam does not fix the problem, go to “143.xx—Motor (EP drive assembly top cartridge) error service check” on page 2-53 and then go to “144.xx—Motor (EP drive assembly middle cartridge) error service check” on page 2-54 if necessary.
201.24	A 201.08 jam occurred and was not cleared. Possible cause—Failure to open and close the top access door.	<p>This error is generated as a protection for possible paper wrap in the fuser.</p> <ul style="list-style-type: none"> • Open the top access door, and check for a paper jam. Close the top access door. • If the problem persists, go to “920.08—Exit sensor service check” on page 2-116.
201.31	Paper is jammed between the input sensor and the exit sensor during warm-up. Possible causes: <ul style="list-style-type: none"> • Damaged paper exit sensor or paper exit sensor flag • Transport belt module failure • Lower guide failure • Damaged fuser autoconnect • Faulty fuser DC cable connection • Faulty fuser • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • If the problem persists, go to “201.06, 201.08, 201.31—Paper Jam error service check” on page 2-69.

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Error code	Description	Action
201.32	<p>Paper is jammed between the input sensor and the exit sensor during input options warm-up.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Damaged paper exit sensor or paper exit sensor flag • Transport belt module failure • Lower guide failure • Damaged fuser autoconnect • Faulty fuser DC cable connection • Faulty fuser • Input option damage • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • Open input tray and clear paper jams.
202.02	<p>Exit sensor is made when printer tries to print from an idle state.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Damaged paper exit sensor or paper exit sensor flag • Damaged fuser autoconnect • Faulty fuser DC cable connection • Faulty fuser • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • The fuser exit sensor may not be functioning properly. Go to “920.08—Exit sensor service check” on page 2-116.
202.12	<p>Exit sensor broke early.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Damaged paper exit sensor or paper exit sensor flag • Faulty fuser • Faulty system board 	<p>The fuser exit sensor may not be functioning properly. Go to “920.08—Exit sensor service check” on page 2-116.</p>
202.13	<p>Exit sensor never broke.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Damaged paper exit sensor or paper exit sensor flag • Faulty fuser • Faulty system board • Faulty output bin flag 	<ul style="list-style-type: none"> • Check exit sensor flag on fuser for proper operation. Ensure that paper is not hanging on the flag. • The fuser exit sensor may not be functioning properly. Go to “920.08—Exit sensor service check” on page 2-116.
202.17	<p>Exit sensor is made when the printer powers up or covers are closed.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Damaged paper exit sensor or paper exit sensor flag • Damaged fuser autoconnect • Faulty fuser DC cable connection • Faulty fuser • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • The fuser exit sensor may not be functioning properly. Go to “920.08—Exit sensor service check” on page 2-116.
202.21	<p>Fuser motor stalled.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Faulty cable/connector • Faulty fuser motor • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • If clearing a paper jam does not fix the problem, go to “142.xx, 906.01–906.04—Motor (fuser) error service check” on page 2-51.

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Error code	Description	Action
202.31	<p>Paper jam at exit sensor during warm-up.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Damaged paper exit sensor or paper exit sensor flag • Damaged fuser autoconnect • Faulty fuser DC cable connection • Faulty fuser • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • The fuser exit sensor may not be functioning properly. Go to “920.08—Exit sensor service check” on page 2-116.
203.09	<p>During duplex printing retract, the exit sensor is never made.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Damaged paper exit sensor or paper exit sensor flag • Transport belt module failure • Damaged fuser autoconnect • Faulty fuser DC cable connection • Faulty fuser • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • The fuser exit sensor may not be functioning properly. Go to “203.09—Paper Jam error service check” on page 2-72.
203.14	<p>During duplex printing retract, the exit sensor broke early.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect paper settings • Damaged paper exit sensor or paper exit sensor flag • Faulty fuser • Faulty system board 	<ul style="list-style-type: none"> • Ensure proper media is set for the type of paper used. • The fuser exit sensor may not be functioning properly. Go to “920.08—Exit sensor service check” on page 2-116.
203.15	<p>During duplex printing, the exit sensor never broke.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Damaged paper exit sensor or paper exit sensor flag • Obstructed duplex • Faulty fuser • Faulty system board • Duplex motor failure • Faulty bin full sensor 	<ul style="list-style-type: none"> • Check the duplex paper path for damage that would obstruct the print. If damage is found, replace the front door assembly. See “Front door assembly removal” on page 4-92. • The fuser exit sensor may not be functioning properly. Go to “920.08—Exit sensor service check” on page 2-116. • The duplex motor may not be functioning properly. Go to “146.xx, 148.xx—Motor (MPF/ duplex) error service check” on page 2-57. • Check the bin full sensor and bin full sensor flag.
203.20	<p>During duplex, the page entered the duplex path before the previous page cleared the path.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Defective input sensor • Faulty system board • Wrong media size selected • Defective exit sensor 	<ul style="list-style-type: none"> • Check for anything in the duplex paper path that might cause the paper to jam. This includes the paper guides in tray 1. • If clearing the paper jam does not fix the problem and the paper is fan-folded, replace the front access assembly. See “Front door assembly removal” on page 4-92. • If clearing a paper jam does not fix the problem, go to “920.06—Input sensor service check” on page 2-114. • Make sure the selected media and media definitions match. • Check the exit sensor.

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Error code	Description	Action
230.03	<p>During duplex printing, the input sensor never broke.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Obstructed duplex path • Duplex drive failure • Defective input sensor • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the duplex paper path that might cause the paper to jam. This includes the paper guides in tray 1. • If the problem persists, go to “230.03, 230.05—Paper Jam error service check” on page 2-74.
230.05	<p>During duplex printing, the input sensor is not made.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Obstructed duplex path • Defective input sensor • Faulty system board • Faulty duplex drive 	<ul style="list-style-type: none"> • Check for anything in the duplex paper path that might cause the paper to jam. This includes the paper guides in tray 1. • If the problem persists, go to “230.03, 230.05—Paper Jam error service check” on page 2-74.
230.21	<p>Duplex motor stalled.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Obstructed duplex path • Defective duplex motor • Faulty system board 	<ul style="list-style-type: none"> • Check for anything in the duplex paper path that might cause the paper to jam. This includes the paper guides in tray 1. • If clearing a paper jam does not fix the problem, go to “146.xx, 148.xx—Motor (MPF/duplex) error service check” on page 2-57.
241.03	<p>While feeding from tray 1, the input sensor does not break.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect media setting • Incorrect paper loading • Incorrect media restraint setting • Paper pick mechanism failure • Transport belt motor failure 	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the paper to jam. • Ensure proper media is set for the type of paper used. • Fan media, and stack it flat in the tray or multipurpose feeder. • Properly set media restraints in paper tray. • Check the pick tires and replace if worn. • If the problem persists, go to “200.11, 250.03—Paper Jam error service check” on page 2-68.
241.05	<p>While feeding from tray 1, the input sensor is never made.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect paper loading • Incorrect media restraint setting • Pick art rolls (tires) failure • Paper pick mechanism failure • System board failure 	<ul style="list-style-type: none"> • Remove all media present in the paper path. • Fan media, and stack it flat in the tray or multipurpose feeder. • Properly set media restraints in paper tray. • Check the pick tires and replace if worn. • If the problem persists, go to “140.xx, 920.02—Autocomp (tray 1) motor error service check” on page 2-51.
241.21	<p>Tray 1 motor stalled.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect paper loading • Paper pick mechanism failure • System board failure 	<ul style="list-style-type: none"> • Remove all media present in the paper path. • Ensure proper media is set for the type of paper used. • Fan media, and stack it flat in the tray or multipurpose feeder. • If the previous actions do not fix the problem, go to “140.xx, 920.02—Autocomp (tray 1) motor error service check” on page 2-51.
242.02	<p>Tray 2 pass thru sensor made at POR.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Paper jam leaving paper over sensor • Defective pass thru sensor 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • If the error persists, go to “242.02—Paper Jam error service check” on page 2-76.

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Error code	Description	Action
242.03	<p>Pick timeout from tray 2 exceeded without a tray 2 sensor break.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect media setting • Incorrect paper loading • Incorrect media restraint setting • Tray 2 assembly failure • Aligner failure • Transport belt module failure 	<ul style="list-style-type: none"> • Remove all media present in the paper path. • Ensure proper media is set for the type of paper used in tray 2. • Fan media, and stack flat in tray 2. • Properly set media restraints in tray 2. • If the paper jam message persists, go to “242.03, 242.11—Paper Jam service check” on page 2-77
242.05	<p>Tray 2 picked, but page failed to reach the option sensor in time.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect media setting • Incorrect paper loading • Incorrect media restraint setting • Faulty paper pick mechanism 	<ul style="list-style-type: none"> • Ensure proper media is set for the type of paper used in tray 2. • Fan media, and stack flat in tray 2. • Properly set the media restraints in tray 2. • Check the pick tires in tray 2 and replace if worn. • If the previous actions do not fix the problem, go to “242.05—Paper Jam service check” on page 2-78.
242.10	<p>Tray 2 page exits pass thru made early.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Defective pass thru sensor • Faulty cable in the connector OPT1 on system board. 	<ul style="list-style-type: none"> • Ensure the proper media is set for the type of paper used in tray 2. • Check for anything in the paper path that might cause the paper to jam. • The exits pass thru sensor may not be functioning properly. Go to “242.10—Paper Jam service check” on page 2-79.
242.11	<p>Tray 2 sensor never broke.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect tray 2 media setting • Incorrect Tray 2 paper loading • Incorrect media restraint setting • Paper tray failure • Aligner failure • Transport belt module failure • Loading card stock from the special media tray above the fill line • High humidity (replace paper) 	<ul style="list-style-type: none"> • Ensure the proper media is set for the type of paper used in tray 2. • Fan media, and then stack flat in tray 2. • Properly set the media restraints in tray 2. • If the problem persists, go to “242.03, 242.11—Paper Jam service check” on page 2-77.
242.17	<p>Tray 2 detected a jam from idle.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Paper jam leaving page over sensor • Defective input sensor • Faulty system board 	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the paper to jam. • If clearing a paper jam does not fix the problem, go to “242.17—Paper Jam service check” on page 2-80.
242.21	<p>Tray 2 motor stalled.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect paper loading • Paper pick mechanism failure • Printer option cable connector damaged • Input option damage. • System board failure 	<ol style="list-style-type: none"> 1. Remove all media present in the paper path. 2. Ensure proper media is set for the type of paper used. 3. Fan media, and stack it flat in the tray or multipurpose feeder. <p>If the previous actions do not fix the problem, go to “242.21, 243.21, 244.21. 245.21, 242.30, 243.30, 244.30, 245.30—Paper Jam service check” on page 2-81.</p>

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Error code	Description	Action
242.26	<p>While feeding from tray 2, the pass thru sensor is not made.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect paper loading for lower tray • Incorrect media restraint setting for lower tray • Paper tray 2 assembly failure • Lower tray 3 assembly failure 	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the paper to jam. • Ensure the proper media is set for the type of paper used in the lower tray. • Fan the media, and then stack flat in the lower tray. • Properly set the media restraints in the lower tray. • Check the pick tires in the lower tray, and then replace if worn. • If clearing a paper jam does not fix the problem, go to “242.26—Paper Jam service check” on page 2-82.
242.27	<p>While feeding from a lower tray, the pass thru sensor did not break.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Paper tray 2 assembly failure (feed thru roller) • Aligner failure • Transport belt motor failure 	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the paper to jam. • Reseat option tray 2. • If the problem persists, go to “242.27—Paper Jam service check” on page 2-82.
242.29	<p>Tray 2 is not ready or missing while printing.</p> <p>Possible cause is paper tray 2 assembly failure:</p>	<ul style="list-style-type: none"> • Make sure that tray 2 is correctly inserted. • If the problem persists, go to “242.29—Paper Jam service check” on page 2-83.
242.30	<p>Tray 2 page reached pass-through sensor early.</p> <p>Possible cause:</p> <ul style="list-style-type: none"> • Incorrect paper loading • Paper pick mechanism failure • Pick arm roll damaged • Defective pass-through sensor • Input option damaged 	<ol style="list-style-type: none"> 1. Remove all media present in the paper path. 2. Ensure proper media is set for the type of paper used. 3. Fan media, and stack it flat in the tray or multipurpose feeder. <p>If the previous actions do not fix the problem, go to “242.32, 243.32, 244.32, 245.32—Paper Jam service check” on page 2-83.</p>
242.32	<p>Paper is jammed on tray 2 pass-through sensor during input options warm-up.</p> <p>Possible damage:</p> <ul style="list-style-type: none"> • Obstruction on the pass-through sensor • Damage on the pass-through sensor and flag • Input option damage • Damaged option autoconnect cable • Damaged system board 	<p>Go to “242.32, 243.32, 244.32, 245.32—Paper Jam service check” on page 2-83.</p>
243.02	<p>Tray 3 pass thru sensor made at POR.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Paper jam leaving page over the sensor • Defective pass thru sensor 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • If clearing a paper jam does not fix the problem, go to “243.02—Paper Jam service check” on page 2-84.

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Error code	Description	Action
243.03	<p>Pick timeout from tray 3 exceeded without a tray 3 sensor break.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Tray 3 incorrect media setting • Tray 3 incorrect paper loading • Tray 3 incorrect media restraint setting • Tray 3 assembly failure 	<ul style="list-style-type: none"> • Remove all media present in the paper path. • Ensure proper media is set for the type of paper used in tray 3. • Fan media, and stack flat in tray 3. • Properly set media restraints in tray 3. • If the previous actions do not fix the problem, go to “243.03, 243.11—Paper Jam service check” on page 2-85.
243.05	<p>Tray 3 picked, but page failed to reach the option sensor in time.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Tray 3 incorrect media setting • Tray 3 incorrect paper loading • Tray 3 incorrect media restraint setting • Tray 3 paper pick mechanism failure • Loading card stock from the special media tray above the till line 	<ul style="list-style-type: none"> • Ensure proper media is set for the type of paper used in tray 3. • Fan media, and stack flat in tray 3. • Properly set the media restraints in tray 3. • Check the pick tires in tray 3 and replace if worn. • If the previous actions do not fix the problem, go to “243.05—Paper Jam service check” on page 2-86.
243.10	<p>Tray 3 page exits pass thru sensor broken early.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Defective pass thru sensor • Faulty cable in connector OPT1 	<ul style="list-style-type: none"> • Make sure the proper media is set for the type of paper used in tray 3. • Check for anything in the paper path that might cause the paper to jam. • The exit pass thru sensor may not be functioning properly. Go to “243.10—Paper Jam service check” on page 2-87.
243.11	<p>Tray 3 sensor never broke.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect tray 3 media setting • Incorrect tray 3 paper loading • Incorrect media restraint setting • Paper tray failure • Aligner failure • Transport belt module failure • Loading card stock from the special media tray above the fill line • High humidity (replace paper) 	<ul style="list-style-type: none"> • Ensure the proper media is set for the type of paper used in tray 3. • Fan media, and then stack flat in tray 3. • Properly set the media restraints in tray 3. • Check the pick tires in tray 3 and replace if worn. • If the problem persists, Go to “243.03, 243.11—Paper Jam service check” on page 2-85.
243.17	<p>Tray 3 detected a jam from idle.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Paper jam leaving page over sensor • Defective input sensor • Faulty system card 	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the media to jam. • If the problem persists, go to “243.17—Paper Jam service check” on page 2-88.
243.21	<p>Tray 3 motor stalled.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect paper loading • Paper pick mechanism failure • Printer option cable connector damaged • Input option damage. • System board failure 	<ol style="list-style-type: none"> 1. Remove all media present in the paper path. 2. Ensure proper media is set for the type of paper used. 3. Fan media, and stack it flat in the tray or multipurpose feeder. <p>If the previous actions do not fix the problem, go to “242.21, 243.21, 244.21, 245.21, 242.30, 243.30, 244.30, 245.30—Paper Jam service check” on page 2-81.</p>

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Error code	Description	Action
243.26	While feeding from a lower tray, tray 3 pass thru sensor is not made. Possible causes: <ul style="list-style-type: none"> • Incorrect paper loading for lower tray • Incorrect media restraint setting for lower tray • Paper tray 3 assembly failure • Lower tray 4 assembly failure 	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the media to jam. • Make sure proper media is set for the type of paper used in lower feeding tray. • Fan media, and stack flat in the lower feeding tray. • Properly set media restraints in the lower feeding tray. • Check the pick tires in lower tray and replace if worn. • If the problem persists, go to “243.26—Paper Jam service check” on page 2-89.
243.27	While feeding from a lower tray, tray 3 pass thru sensor did not break. Possible cause is a paper tray 3 assembly failure	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the paper to jam. • Reseat option tray 3 • If the problem persists, go to “243.27—Paper Jam service check” on page 2-89.
243.29	Tray 3 is not ready while printing. Possible cause is paper tray 3 assembly failure.	<ul style="list-style-type: none"> • Make sure that tray 3 is correctly inserted. • If the problem persists, go to “243.29—Paper Jam service check” on page 2-89.
244.02	Tray 4 pass thru sensor made at POR. Possible causes: <ul style="list-style-type: none"> • Paper jam leaving page over the sensor • defective pass thru sensor 	<ul style="list-style-type: none"> • Check for anything in the paper path that might cause the paper to jam. • If the problem persists, go to “244.02—Paper Jam service check” on page 2-89.
243.30	Tray 3 page reached pass-through sensor early. Possible cause: <ul style="list-style-type: none"> • Incorrect paper loading • Paper pick mechanism failure • Pick arm roll damaged • Defective pass-through sensor • Input option damaged 	<ol style="list-style-type: none"> 1. Remove all media present in the paper path. 2. Ensure proper media is set for the type of paper used. 3. Fan media, and stack it flat in the tray or multipurpose feeder. <p>If the previous actions do not fix the problem, go to “242.21, 243.21, 244.21, 245.21, 242.30, 243.30, 244.30, 245.30—Paper Jam service check” on page 2-81.</p>
243.32	Paper is jammed on tray 3 pass-through sensor during input options warm-up. Possible damage: <ul style="list-style-type: none"> • Obstruction on the pass-through sensor • Damage on the pass-through sensor and flag • Input option damaged • Damaged option autoconnect cable • Damaged system board 	Go to “242.32, 243.32, 244.32, 245.32—Paper Jam service check” on page 2-83.

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Error code	Description	Action
244.03	<p>Pick timeout from tray 4 was exceeded without a tray 4 sensor break.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Tray 4 incorrect media setting • Tray 4 incorrect paper loading • Tray 4 incorrect media restraint setting • Tray 4 assembly failure • Aligner failure • Transport belt module failure 	<ul style="list-style-type: none"> • Remove all media present in the paper path. • Make sure proper media is set for the type of paper used in tray 4. • Fan the media, and stack flat in tray 4. • Properly set media restraints in tray 4. • If the problem persists, go to “244.03, 244.11—Paper Jam service check” on page 2-90.
244.05	<p>Tray 4 picked, but page failed to reach the option sensor in time.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Tray 4 incorrect media setting • Tray 4 incorrect paper loading • Tray 4 incorrect media restraint setting • Tray 4 paper pick mechanism assembly failure • Loading card stock from the special media tray above the fill line. 	<ul style="list-style-type: none"> • Ensure proper media is set for the type of paper used in tray 4. • Fan media, and stack flat in tray 4. • Properly set the media restraints in tray 4. • Check the pick tires in tray 4 and replace if worn. • If the problem persists, go to “244.05—Paper Jam service check” on page 2-91.
244.10	<p>Tray 4 page exit pass thru made early.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Defective pass thru sensor • Faulty cable in connector OPT1 	<ul style="list-style-type: none"> • Make sure proper media is set for the type of paper used in tray 4. • Check for anything in the paper path that might cause the paper to jam. • The exit pass thru sensor may not be functioning properly. Go to “244.10—Paper Jam service check” on page 2-92.
244.11	<p>Tray 4 sensor never broke.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect tray 4 media setting • Incorrect tray 4 paper loading • Incorrect media restraint setting • Paper tray failure • Aligner failure • Transport belt module failure • Loading card stock from the special media tray above the fill line. • High humidity (replace paper) 	<ul style="list-style-type: none"> • Ensure the proper media is set for the type of paper used in tray 4. • Fan media, and then stack flat in tray 4. • Properly set the media restraints in tray 4. • If the problem persists, go to “244.03, 244.11—Paper Jam service check” on page 2-90.
244.17	<p>Tray 4 detected a jam from idle.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Paper jam leaving page over the sensor • defective input sensor • Faulty system board 	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the paper to jam. • If clearing a paper jam does not fix the problem, go to “244.17—Paper Jam service check” on page 2-93.

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Error code	Description	Action
244.21	<p>Tray 4 motor stalled.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect paper loading • Paper pick mechanism failure • Printer option cable connector damaged • Input option damaged • System board failure 	<ol style="list-style-type: none"> 1. Remove all media present in the paper path. 2. Ensure proper media is set for the type of paper used. 3. Fan media, and stack it flat in the tray or multipurpose feeder. <p>If the previous actions do not fix the problem, go to “242.21, 243.21, 244.21. 245.21, 242.30, 243.30, 244.30, 245.30—Paper Jam service check” on page 2-81.</p>
244.26	<p>While feeding from a lower tray, tray 4 pass thru sensor is not made.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect paper loading for the lower tray • Incorrect media restraint setting for the lower tray • Paper tray 4 assembly failure • Paper tray 5 assembly failure 	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the paper to jam. • Make sure the proper media is set for the type of paper used in the lower tray. • Fan the media, and stack flat in the lower tray. • Properly set the media restraints in the lower tray. • Check the pick tires in the lower feeding tray and replace if worn. • If the problem persists, go to “244.26—Paper Jam service check” on page 2-94.
244.27	<p>While feeding from a lower tray, tray 4 pass thru sensor did not break.</p> <p>Possible cause is paper tray 4 assembly failure.</p>	<ul style="list-style-type: none"> • Clear away anything in the paper path that might cause the paper to jam. • Reseat option tray 4. • If the problem persists, go to “244.27—Paper Jam service check” on page 2-94.
244.29	<p>Tray 4 is not ready, or missing while printing.</p> <p>Possible cause is paper tray 4 assembly failure.</p>	<ul style="list-style-type: none"> • Make sure that tray 4 is correctly inserted. • If the problem persists, go to “244.29—Paper Jam service check” on page 2-94.
244.30	<p>Tray 4 page reached pass-through sensor early.</p> <p>Possible cause:</p> <ul style="list-style-type: none"> • Incorrect paper loading • Paper pick mechanism failure • Pick arm roll damaged • Defective pass-through sensor • Input option damaged 	<ol style="list-style-type: none"> 1. Remove all media present in the paper path. 2. Ensure proper media is set for the type of paper used. 3. Fan media, and stack it flat in the tray or multipurpose feeder. <p>If the previous actions do not fix the problem, go to “242.21, 243.21, 244.21. 245.21, 242.30, 243.30, 244.30, 245.30—Paper Jam service check” on page 2-81.</p>
244.32	<p>Paper is jammed on tray 4 pass-through sensor during input options warm-up.</p> <p>Possible damage:</p> <ul style="list-style-type: none"> • Obstruction on the pass-through sensor • Damage on the pass-through sensor and flag • Input option damaged • Damaged option autoconnect cable • Damaged system board 	<ul style="list-style-type: none"> • Go to “242.32, 243.32, 244.32, 245.32—Paper Jam service check” on page 2-83.

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Error code	Description	Action
245.02	<p>Tray 5 pass thru sensor made at POR.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Paper jam leaving a page over the sensor Defective pass thru sensor 	<ul style="list-style-type: none"> Check for anything in the paper path that might cause the media to jam. If the problem persists, go to “245.02—Paper Jam service check” on page 2-95.
245.03	<p>Pick timeout from tray 5 exceeded without a tray sensor break.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Tray 5 incorrect media setting Tray 5 incorrect paper loaded Tray 5 incorrect media restraint setting Tray 5 assembly failure Aligner failure Transport belt module failure 	<ul style="list-style-type: none"> Remove all media present in the paper path. Make sure proper media is set for the type of paper used in tray 5. Fan the media, and stack flat in tray 5. Properly set the media restraints in tray 5. If the problem persists, go to “245.03, 245.11—Paper Jam service check” on page 2-96.
245.05	<p>Possible causes:</p> <ul style="list-style-type: none"> Incorrect media setting Incorrect paper loading Incorrect media restraint setting Tray 5 paper pick mechanism Loading card stock from the special media tray above the fill line 	<ul style="list-style-type: none"> Ensure proper media is set for the type of paper used in tray 5. Fan media, and stack flat in tray 5. Properly set the media restraints in tray 5. Check the pick tires in tray 5 and replace if worn. If the problem persists, go to “245.05—Paper Jam service check” on page 2-96.
245.10	<p>Tray 5 page exits pass thru sensor broken early.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Defective pass thru sensor Faulty cable in connector JOPT1 on the system board 	<ul style="list-style-type: none"> Make sure the proper media is set for the type of paper used in tray 5. Check for anything in the paper path that might cause the paper to Jam. The exits pass thru sensor may not be functioning properly. Go to “245.10—Paper Jam service check” on page 2-97.
245.11	<p>Tray 5 sensor never broke.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Incorrect tray 5 media setting Incorrect tray 5 paper loading Incorrect media restraint setting Paper tray failure Aligner failure Transport belt module failure Loading card stock from the special media tray above the fill line High humidity (replace paper) 	<ul style="list-style-type: none"> Ensure the proper media is set for the type of paper used in tray 5. Fan media, and then stack flat in tray 5. Properly set the media restraints in tray 5. Check the pick tires in tray 5 and replace if worn. If the problem persists, go to “245.03, 245.11—Paper Jam service check” on page 2-96.
245.17	<p>Tray 5 detected a jam from idle.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> Paper jam leaves a page over the sensor Defective input sensor Faulty system board 	<ul style="list-style-type: none"> Clear away anything in the paper path that might cause the paper to jam. If the problem persists, go to “245.17—Paper Jam service check” on page 2-98.

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Error code	Description	Action
245.21	<p>Tray 5 motor stalled.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect paper loading • Paper pick mechanism failure • Printer option cable connector damaged • Input option damaged • System board failure 	<ol style="list-style-type: none"> 1. Remove all media present in the paper path. 2. Ensure proper media is set for the type of paper used. 3. Fan media, and stack it flat in the tray or multipurpose feeder. <p>If the previous actions do not fix the problem, go to “242.21, 243.21, 244.21, 245.21, 242.30, 243.30, 244.30, 245.30—Paper Jam service check” on page 2-81.</p>
245.29	<p>Tray 5 is not ready or missing while printing.</p> <p>Possible cause paper is a tray 5 assembly failure.</p>	<ul style="list-style-type: none"> • Make sure that tray 5 is correctly inserted. • If the problem persists, go to “245.29—Paper Jam service check” on page 2-99.
245.30	<p>Tray 5 page reached pass-through sensor early.</p> <p>Possible cause:</p> <ul style="list-style-type: none"> • Incorrect paper loading • Paper pick mechanism failure • Pick arm roll damaged • Defective pass-through sensor • Input option damaged 	<ol style="list-style-type: none"> 1. Remove all media present in the paper path. 2. Ensure proper media is set for the type of paper used. 3. Fan media, and stack it flat in the tray or multipurpose feeder. <p>If the previous actions do not fix the problem, go to “242.21, 243.21, 244.21, 245.21, 242.30, 243.30, 244.30, 245.30—Paper Jam service check” on page 2-81.</p>
245.32	<p>Paper is jammed on tray 5 pass-through sensor during input options warm-up.</p> <p>Possible damage:</p> <ul style="list-style-type: none"> • Obstruction on the pass-through sensor • Damage on the pass-through sensor and flag • Input option damaged • Damaged option autoconnect cable • Damaged system board 	<ul style="list-style-type: none"> • Go to “242.32, 243.32, 244.32, 245.32—Paper Jam service check” on page 2-83.
250.03	<p>While feeding from the multipurpose feeder, the input sensor did not break.</p> <p>Possible causes:</p> <ul style="list-style-type: none"> • Incorrect media setting • Incorrect paper loading • Incorrect media restraint setting • Transport belt failure • Paper tray failure 	<ul style="list-style-type: none"> • Remove all media present in the paper path. • Ensure proper media is set for the type of paper used. • Fan media, and stack it flat in the tray or multipurpose feeder. • Properly set media restraints in the paper tray. • Check the multipurpose feeder pick tires, and then clean if necessary. • Replace the paper tray. • If the problem persists, go to “200.11, 250.03—Paper Jam error service check” on page 2-68.

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Error code	Description	Action
250.05	While feeding from the multipurpose feeder, the input sensor is not made. Possible causes: <ul style="list-style-type: none"> • Incorrect media setting • Incorrect paper loading • Incorrect media restraint setting • Multipurpose feeder pick mechanism failure • System board failure 	<ul style="list-style-type: none"> • Remove all the media present in the paper path. • Ensure proper media is set for the type of paper used. • Fan media, and stack it flat in the tray or multipurpose feeder. • Properly set media restraints in the paper tray. • Check the multipurpose feeder pick tires, and then clean if necessary. • Replace the paper tray. • If the previous actions do not fix the problem, go to “146.xx, 148.xx—Motor (MPF/duplex) error service check” on page 2-57.
250.21	Multipurpose feeder motor stalled. Possible causes: <ul style="list-style-type: none"> • Multipurpose motor failure • cabling failure • MPF gear assembly failure • System board failure • Defective media present sensor 	<ul style="list-style-type: none"> • Remove all the media present in the paper path. • Ensure proper media is set for the type of paper used. • Fan media, and stack it flat in the tray or multipurpose feeder. • Properly set media restraints in the multipurpose feeder. • If the previous actions do not fix the problem, go to “146.xx, 148.xx—Motor (MPF/duplex) error service check” on page 2-57.
290.00	Scanner Static Jam—ADF skew sensor	<ul style="list-style-type: none"> • Remove all media present in media path. • Check the ADF skew sensor for proper operation. Go to “ADF skew sensor service check” on page 2-142.
290.01	Scanner Static Jam—ADF pickup jam	<ul style="list-style-type: none"> • Remove all media present in the media path. • Check for obstructions in the media path. • If the problem persists, go to “290.01, 290.02—Scanner ADF pickup/feed jam service check” on page 2-99.
290.02	Scanner ADF feed jam.	<ul style="list-style-type: none"> • Remove all media present in the media path. • Check for obstructions in the media path. • If the problem persists, go to “290.01, 290.02—Scanner ADF pickup/feed jam service check” on page 2-99
290.10	Scanner static jam—scanning sensor.	<ul style="list-style-type: none"> • Remove all media present in media path. • Check ADF scanning sensor for proper operation. Go to “ADF scanning sensor service check” on page 2-143.
291.00	Scanner static jam—jam sensor.	<ul style="list-style-type: none"> • Remove all media present in media path. • Check ADF jam sensor for proper operation. Go to “ADF jam sensor service check” on page 2-140.
291.01	ADF scanning sensor jam. Possible cause is sensor never made.	<ul style="list-style-type: none"> • Remove all media present in the media path. • Check for obstructions in the media path. • Check the ADF jam sensor for proper operation. Go to “ADF jam sensor service check” on page 2-140.
291.02	ADF jam sensor jam.	Go to “ADF jam sensor service check” on page 2-140.

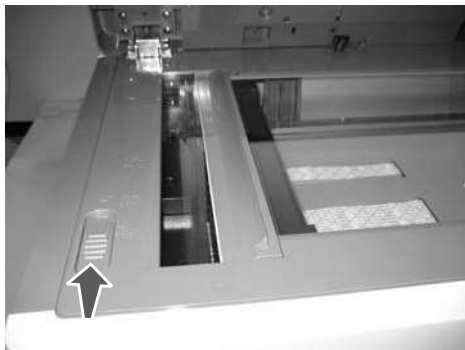
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292.00	Scanner ADF cover open jam. Possible causes: <ul style="list-style-type: none"> • ADF cover sensor flag • ADF cover sensor • ADF improper grounding of the feed shaft to skew shaft or feed shaft to ADF upper cover 	<ul style="list-style-type: none"> • Remove all media present in the media path. • Check ADF left door interlock sensor for proper operation. Go to “292.00—Scanner ADF cover open jam service check” on page 2-100.
293.00	Paper missing.	<ul style="list-style-type: none"> • Remove all media present in the media path. • Check the ADF input sensor for proper operation. Go to “ADF input sensor service check” on page 2-139.
293.02	Flatbed cover open.	<ul style="list-style-type: none"> • Remove all media present in the media path. • Check the ADF closed interlock switch for proper operation. Go to “293.02—Flatbed cover open jam service check” on page 2-104.
296	Scanner flatbed CCD carrier module locked in home position.	<p>Unlock the scanner flatbed CCD carrier module lock (scanner lock).</p> 
8xx service error messages		
840.01 Scanner Error	Scanner disabled	<p>Enable the Scanner:</p> <ol style="list-style-type: none"> 1. Enter the Configuration Menu (press and hold 2 and 6, turn on the MFP, and release the buttons when the progress bar displays). 2. Touch Disable Scanner in the Config Menu. 3. Touch the left or right arrows to select Enabled (default), Disabled, or ADF Disabled. 4. Touch Submit. Submitting changes... is displayed.
840.02 Scanner Error	Scanner auto disabled	<p>Print out the error log and see what caused the MFP to disable</p> <p>Go to the Configuration Menu and enable the scanner:</p> <ol style="list-style-type: none"> 1. Enter the Configuration Menu (press and hold 2 and 6, turn on the MFP, and release the buttons when the progress bar displays). 2. Touch Disable Scanner in the Config Menu. 3. Touch the left or right arrows to select Enabled (default), Disabled, or ADF Disabled. 4. Touch Submit. Submitting changes... is displayed.

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Error code	Description	Action
841.xx Scanner Error	Image pipeline ASIC	Replace MDC card. See “Scanner MDC card removal” on page 4-261.
842.00 Scanner Failure	Communication Failure	Go to “842.xx—Scanner Failure—Communication failure service check” on page 2-105.
843.00 Scanner Failure	Carriage failed to home or move to desired position.	Go to “843.00—Scanner Failure—Carriage failed to move service check” on page 2-105.
843.01 Scanner Failure	ADF mechanical failure	Go to “843.01, 843.02—Scanner Failure service check” on page 2-106.
843.02 Scanner Failure	Mechanical failure detected.	Go to “843.01, 843.02—Scanner Failure service check” on page 2-106.
843.03 Scanner Failure	Pick roller engage failure.	POR the printer, and then an 843.02 error code appears. Go to “843.01, 843.02—Scanner Failure service check” on page 2-106.
843.04 Scanner Failure	Pic roller disengage failure	POR the printer, and then an 843.02 error code appears. Go to “843.01, 843.02—Scanner Failure service check” on page 2-106.
844.00 Scanner Error	Front scan module output level error.	Go to “844.xx—Scanner Error—scan module output level error service check” on page 2-107.
844.02 Scanner Error	Front scan module lamp level too low.	Go to “844.xx—Scanner Error—scan module output level error service check” on page 2-107.
844.04 Scanner Error	Front scan module has excessive noise.	Go to “844.xx—Scanner Error—scan module output level error service check” on page 2-107.
844.06 Scanner Error	Front scan module has excessive variability.	Go to “844.xx—Scanner Error—scan module output level error service check” on page 2-107.
844.08 Scanner Error	Front scan module banding.	Go to “844.xx—Scanner Error—scan module output level error service check” on page 2-107.
845.00 Scanner Failure	Front scan module cable failure or SCC card failure.	Go to “845.xx—Scanner Failure service check” on page 2-107.
845.02 Scanner Failure	Front scan module cable failure or SCC card failure.	Go to “845.xx—Scanner Failure service check” on page 2-107.
846.00 Scanner Failure	Front calibration strip unusable.	Go to “846.xx—Front calibration strip error service check” on page 2-108.
846.02 Scanner Failure	Front calibration strip too far left.	Go to “846.xx—Front calibration strip error service check” on page 2-108.
846.03 Scanner Failure	Front calibration strip too far right.	Go to “846.xx—Front calibration strip error service check” on page 2-108.
846.04 Scanner Failure	Front calibration strip has excessive skew.	Go to “846.xx—Front calibration strip error service check” on page 2-108.
846.05 Scanner Failure	Front calibration strip has excessive bow.	Go to “846.xx—Front calibration strip error service check” on page 2-108.
848.01 Scanner Failure	Modem configuration ID mismatch. Possible cause is the MFP has a modem installed, but its Configuration ID indicates that a modem should not be present.	Remove the fax modem.

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Error code	Description	Action
849.00	<ul style="list-style-type: none"> Scanner ADF eject jam Scanner static jam—ADF exit sensor 	<ul style="list-style-type: none"> Remove all media present in the media path. Check for obstructions in the media path. Check the ADF media exit sensor for proper operation. Go to “ADF exit sensor service check” on page 2-138.
849.01	<p>Hard disk configuration ID mismatch.</p> <p>The possible cause is a hard disk is installed, but the configuration ID does not support it.</p>	Remove the hard disk.
9xx service error messages		
900.00–900.99 Software Error (except 900.05)	Unrecoverable RIP software error.	Go to “ 900.00–900.99 (except for 900.05)—System software error check ” on page 2-108.
900.05 Software Error.	Transfer module has failed	<ul style="list-style-type: none"> POR the printer. If the error message persists, go to “900.05—Transfer module error service check” on page 2-111.
902.01–902.99 Engine Software Error (except 902.59 and 902.60)	Unrecoverable system software errors.	<ul style="list-style-type: none"> POR the printer. If the error message persists, replace the system board. See “System board removal” on page 4-157.
902.59 Error	RIP NVRAM MGR problem.	<ul style="list-style-type: none"> POR the printer. If the problem persists, go to “902.59—Engine software error, NVRAM MGR problem” on page 2-111.
902.60 Error	Error communicating with cartridge.	<ul style="list-style-type: none"> POR the printer. If the error message persists, check for the correct cartridges. Replace the cartridges.
903.01–903.15 Engine Software Error	Unrecoverable system software errors.	<ul style="list-style-type: none"> POR the printer. If the error message persists, replace the system board. See “System board removal” on page 4-157.
904.01–904.04 Software Error	Unrecoverable system software errors.	<ul style="list-style-type: none"> POR the printer. If the error message persists, replace the system board. See “System board removal” on page 4-157.
905.00–905.99 Software Error	Unrecoverable system software errors.	<ul style="list-style-type: none"> POR the printer. If the error message persists, replace the system board. See “System board removal” on page 4-157.
910.xx Engine Software Error	RIP software error interface violation	<ul style="list-style-type: none"> POR the printer. If the error persists, replace the system board. See “System board removal” on page 4-157.
920.01 POST Error	Aligner motor not connected.	<ul style="list-style-type: none"> POR the printer. If the error message persists, go to “147.xx, 920.01—Motor (aligner) error service check” on page 2-59.

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Error code	Description	Action
920.02 POST Error	Tray 1 motor not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “140.xx, 920.02—Autocomp (tray 1) motor error service check” on page 2-51.
920.03 POST Error	Transfer module not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.03, 920.25—Transfer Module Missing error service check” on page 2-112.
920.04 POST Error	Fuser motor not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.04—POST—fuser motor not connected error service check” on page 2-113.
920.05 POST Error	Printhead motor not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.05—POST—printhead motor not connected error service check” on page 2-114.
920.06 POST Error	Input sensor not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.06—Input sensor service check” on page 2-114.
920.07 POST Error	Narrow media sensor not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.07—POST—Narrow media sensor error service check” on page 2-115.
920.08 POST Error	Exit sensor not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.08—Exit sensor service check” on page 2-116.
920.09 POST Error	Four toner sensors are not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.09—POST—Four toner sensor not connected error service check” on page 2-118.
920.10 POST Error	Three toner sensors are not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.10—POST—Three toner sensors not connected error service check” on page 2-119.
920.11 POST Error	Two toner sensors are not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.11—POST—Two toner sensors not connected error service check” on page 2-120.
920.12 POST Error	One toner sensor is not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.12—POST—One toner sensor not connected error service check” on page 2-121.
920.13 POST Error	Cartridge motor 1 (top) not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.13—POST error service check” on page 2-122.
920.14 POST Error	Cartridge motor 2 (middle) is not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.14—POST—Cartridge motor 2 not connected error service check” on page 2-123.

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Error code	Description	Action
920.15 POST Error	Bad transfer module NVRAM data.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.15, 920.20—POST—Bad transfer module NVRAM data error service check” on page 2-124.
920.16 POST Error	Bad printhead NVRAM data.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.16—POST—Bad printhead NVRAM data error service check” on page 2-124.
920.17 POST Error	Output bin cable not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.17—POST error service check” on page 2-125.
920.18 POST Error	Cartridge motor 3 (bottom) is not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.18—POST—Cartridge motor 3 not connected error service check” on page 2-126.
920.19 POST Error	Stepper motor not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.19—POST—Transfer module stepper motor not connected error service check” on page 2-126.
920.20 POST Error	Incompatible transfer module.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.15, 920.20—POST—Bad transfer module NVRAM data error service check” on page 2-124.
920.21 POST Error	+24 V power supply failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.21—POST—24 V power supply failure error service check” on page 4-128.
920.22 POST Error	Fuser bubble sensor is not connected.	If the error message persists, go to “Bubble sensor service check” on page 2-143.
920.23 POST Error	Duplex motor is not connected.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.23—POST error service check” on page 2-129.
920.25 POST Error	Bad temperature and humidity sensor.	<ul style="list-style-type: none"> • POR the printer. • If the problem persists, go to “920.03, 920.25—Transfer Module Missing error service check” on page 2-112.
920.26 POST Error	Top access cover sensor not connected.	Go to “920.26—POST service check” on page 2-130.
920.27 POST Error	Option board ID unknown.	Go to “920.27, 920.28, 920.29—POST (power on self test) option tray error service check” on page 2-131.
920.28 POST Error	Option type unknown.	Go to “920.27, 920.28, 920.29—POST (power on self test) option tray error service check” on page 2-131.
920.29 POST Error	Option product ID unknown.	Go to “920.27, 920.28, 920.29—POST (power on self test) option tray error service check” on page 2-131.

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Error code	Description	Action
920.30 POST Error	Option sensor disconnected.	Use the following list to determine which service check to use: <ul style="list-style-type: none"> • Tray 2—Go to “242.02—Paper Jam error service check” on page 2-76. • Tray 3—Go to “243.02—Paper Jam service check” on page 2-84. • Tray 4—Go to “244.02—Paper Jam service check” on page 2-89. • Tray 5—Go to “245.02—Paper Jam service check” on page 2-95.
920.31 POST Error	Option hardware error (generic)	Contact your next level of support.
920.32	MPF paper present sensor not connected	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “920.32—MPF paper present sensor not connected service check” on page 2-131.
925.01 Fan Error	Fan has stalled.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “925.01, 925.03, 925.05—Fan error service check” on page 2-131.
925.02 Blower Error	Blower has stalled.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “925.02, 925.04, 925.06—Blower error service check” on page 2-132.
925.03 Fan Error	Fan has stalled.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “925.01, 925.03, 925.05—Fan error service check” on page 2-131.
925.04 Blower Error	Blower has stalled.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “925.02, 925.04, 925.06—Blower error service check” on page 2-132.
925.05 Fan Error	Fan has stalled.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “925.01, 925.03, 925.05—Fan error service check” on page 2-131.
925.06 Blower Error	Blower has stalled.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “925.02, 925.04, 925.06—Blower error service check” on page 2-132.
945.01 Transfer Roll	Yellow transfer roll has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “945.xx, 947.xx—Transfer roll error service check” on page 2-133.
945.02 Transfer Roll	Cyan transfer roll has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “945.xx, 947.xx—Transfer roll error service check” on page 2-133.
945.03 Transfer Roll	Magenta transfer roll has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “945.xx, 947.xx—Transfer roll error service check” on page 2-133.

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Error code	Description	Action
945.04 Transfer Roll	Black transfer roll has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “945.xx, 947.xx—Transfer roll error service check” on page 2-133.
947.01 Transfer Roll	Yellow transfer roll has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “945.xx, 947.xx—Transfer roll error service check” on page 2-133.
947.02 Transfer Roll	Cyan transfer roll has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “945.xx, 947.xx—Transfer roll error service check” on page 2-133.
947.03 Transfer Roll	Magenta transfer roll has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “945.xx, 947.xx—Transfer roll error service check” on page 2-133.
947.04 Transfer Roll	Black transfer roll has failed.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “945.xx, 947.xx—Transfer roll error service check” on page 2-133.
950.00–950.29 NVRAM Failure	Mismatch between operator panel assembly NVRAM and system board.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “950.00–950.29—EPROM mismatch failure” on page 2-135.
951.01–951.99	System board NVRAM failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
952.01–952.99 NVRAM Error	CRC error has occurred. This is recoverable.	Perform a POR to clear the error.
953.01–953.99 NVRAM Failure	Operator panel assembly NVRAM failure.	<ul style="list-style-type: none"> • POR the printer. • Replace the operator panel assembly if the error message persists. See “Operator panel assembly removal” on page 4-27.
954.01–954.99 NVRAM Failure	System NVRAM failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the printhead. See “Printhead removal, installation, and adjustment” on page 4-140.
955.01–955.99 Code Failure	System board memory failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
956.01–956.99 System Card Failure	Processor failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, go to “956.xx—System board failure service check” on page 2-136.
957.00–857.99 System Failure	ASIC failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.

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Error code	Description	Action
958.01–958.99 Memory Failure	Processor failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
959.00–959.05 Engine Code Error	Invalid engine code	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, download the engine code again. • POR the printer again. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
959.20–959.28 System Failure	System board failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
960.01–960.99 Memory Error	Memory failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
961.01–961.99 Memory Failure	Memory failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
962.00–962.99 Memory Failure	Memory failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
963.00–963.99 Memory Failure	Memory failure.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
964.00–964.88 Emulation Error	Download emulation CRC error.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, download code a second time.
975.00–975.99 Network Error	Unrecognized network port.	Contact your next level of support.
976.00–976.99 Network Error	Unrecoverable software error in network port.	Contact your next level of support.
978.00–978.99 Network Error	Bad checksum while programming network port	Contact your next level of support.
979.00–979.99 Network Error	Flash parts failed while programming network port.	Contact your next level of support.
980.00–980.99 <device> Communications Error	Unreliable communications with specified device.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
981.00–981.99 <device> Communications Error	Protocol violation by specified device.	<ul style="list-style-type: none"> • POR the printer. • If the error persists, replace the system board. See “System board removal” on page 4-157.

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Error code	Description	Action
982.00–982.12 <device> Communications Error	Communications error by specified device.	<ol style="list-style-type: none"> 1. Turn the power off. 2. Remove, and reinstall the option. 3. Turn the main power back on. 4. Check all option interface connections if the problem remains.
983.00–983.99 <device> Communications Error	Invalid command parameter by specified device.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
984.00–984.99 <device> Communications Error	Invalid command parameter by specified device.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.
990.00—990.29 Option Error	Output error	Contact your next level of support.
991.00–991.29 <device> Error	Specified device has detected an error.	<ul style="list-style-type: none"> • POR the printer. • If the error message persists, replace the system board. See “System board removal” on page 4-157.

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Service checks

31.xx—Cartridge errors service check

Step	Questions / actions	Yes	No
1	POR the printer. Did this fix the problem?	Problem resolved.	Go to step 2.
2	Replace the toner cartridge. Did this fix the problem?	Problem resolved.	Go to step 3.
3	Reseat the toner cartridges and make sure they are installed to their correct color slots. Did this fix the problem?	Problem resolved.	Go to step 4.
4	1. Check the contacts on the toner cartridge chip for damage and contamination. 2. Clean the contacts. Are the chip contacts damaged?	Replace toner cartridge.	Go to step 5.
5	1. Check the cartridge contact and bell crank on the printer. 2. Press each of the contacts to check the spring force. 3. Check the bell crank for any damage. Are the bell crank and cartridge contacts damaged?	Replace the cartridge contact with bell crank. Note: Only replace the parts that are damaged.	Go to step 6.
6	1. Check JSB1 on the system board for proper connection. 2. Check for damage and pinch points on the connector. 3. Reseat cable. Is the cable connector free of damaged?	Replace the cartridge contact with bell crank. Note: Only replace the parts that are damaged.	Go to step 7.
7	Check the whole length of the cable going to the cartridge contact. Check for any damage and pinch points. Are the cables damaged?	Replace the cartridge contact with bell crank. Note: Only replace the parts that are damaged.	Go to step 8.
8	Replace the system board. See “ System board removal ” on page 4-157. Did this fix the problem?	Problem resolved.	Replace the cartridge contact with bell crank. Note: Only replace the parts that are damaged.

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110.xx—Mirror motor service check

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Step	Questions / actions	Yes	No
1	<p>View the Event Log:</p> <ol style="list-style-type: none"> 1. Enter Diagnostics mode (press and hold buttons 3 and 6, turn on the MFP, and release the buttons when the progress bar displays). 2. Touch EVENT LOG from Diagnostics Menu. 3. Touch Display Log. <p>Has an 110.xx error occurred three times or more?</p>	Replace the printhead. See “Printhead removal, installation, and adjustment” on page 4-140.	Go to step 2.
2	<ol style="list-style-type: none"> 1. Turn the printer off, and then remove the rear frame cover. See “Rear frame cover removal” on page 4-37. 2. Check the cable in connector JMIRR1 for proper connection to the system board, the printhead cable for pinch points, and the cable or connector for any other damage. <p>Is the cable damaged?</p>	Replace the printhead. See “Printhead removal, installation, and adjustment” on page 4-140.	Go to step 3.
3	<p>Measure the continuity across all of the fuses on the system board.</p> <p>Are any of the fuses blown?</p>	Replace the system board. See “System board removal” on page 4-157.	Go to step 4.
4	<ol style="list-style-type: none"> 1. Perform the printhead verification to check whether the new printhead will solve the problem. See “Printhead verification” on page 3-52. 2. Perform the Mirror Motor Test. Bring the printer up in the Diagnostics menu (turn off the printer, press and hold 3 and 6, turn on the printer.) See “Mirror Motor Test” on page 3-19. <p>Did the Mirror Motor pass the test?</p>	Replace the printhead. See “Printhead removal, installation, and adjustment” on page 4-140.	Replace the system board. See “System board removal” on page 4-157.

111.xx, 112.xx, 113.xx, and 114.xx—Printhead error service check

Step	Questions / actions	Yes	No
1	<p>View the Event Log:</p> <ol style="list-style-type: none"> 1. Enter Diagnostics mode (press and hold buttons 3 and 6, turn on the MFP, and release the buttons when the progress bar displays). 2. Touch EVENT LOG from Diagnostics Menu. 3. Touch Display Log. <p>Has an 110.xx error occurred three times or more?</p>	Replace the printhead. See “Printhead removal, installation, and adjustment” on page 4-140.	Go to step 2.

Step	Questions / actions	Yes	No
2	<p>1. Turn the printer off, and then remove the rear frame cover. See “Rear frame cover removal” on page 4-37.</p> <p>2. Check the cable in connector JPH1 for proper connection to the system board, the cable for pinch points, and the cable or connector for any other damage.</p> <p>Is the cable damaged?</p>	Replace the 5 V interlock switch. See “5 V interlock switch cable removal” on page 4-48.	Go to step 3.
3	<p>Measure the continuity across all of the fuses on the system board.</p> <p>Are any of the fuses blown?</p>	Replace the system board. See “System board removal” on page 4-157.	Go to step 4.
4	<p>1. Perform the printhead verification to check whether the new printhead solves the problem. See “Printhead verification” on page 3-52.</p> <p>2. Perform the Servo Laser Test. See “Servo Laser Test” on page 3-19.</p> <p>Did the printhead motor pass the test?</p>	Replace the printhead. See “Printhead removal, installation, and adjustment” on page 4-140.	Replace the system board. See “System board removal” on page 4-157.

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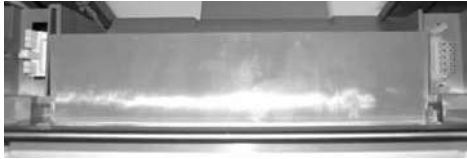
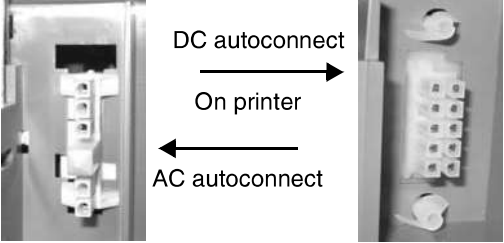
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120.xx—Fuser error service check

Step	Questions / actions	Yes	No
1	<p>Check the input voltage switch on the back of the low-voltage power supply (LVPS).</p> <p>Note: Some LVPS FRUs do not have a switch, and are switch automatically. If your FRU does not have this switch, go to step 2.</p>  <p>A</p> <p>Is the voltage level (115 V/230 V) properly set?</p>	Go to step 2.	Set the switch for the proper country voltage.

Step	Questions / actions	Yes	No
2	<p>1. Remove the fuser. See “Fuser assembly removal” on page 4-104.</p> <p>2. Check the fuser AC autoconnect cable for damage, check the other end of the cable for damaged pins.</p> <p style="text-align: center;">Fuser autoconnects</p>  <p>3. Check the fuser DC autoconnect cable for damaged pins.</p>  <p>Are the connectors damaged?</p>	<p>Replace the appropriate cable (either the fuser AC or the fuser DC cable). See “Fuser AC cable removal” on page 4-105 or “Fuser DC cable removal” on page 4-107.</p>	Go to step 3
3	<p>Replace the fuser. See “Fuser assembly removal” on page 4-104.</p> <p>Did the error clear?</p>	Problem resolved.	Go to step 4.
4	<p>1. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37.</p> <p>2. Check the cable in connector JFUSER1 (fuser DC cable) for proper connection to the system board, the cable for pinch points, and the cable or connector for any other damage.</p> <p>Is the cable damaged?</p>	Replace the fuser DC cable. See “Fuser DC cable removal” on page 4-107.	Go to step 5.
5	<p>Check the cable in connector JLVPS2 for proper connection to the system board, the cable for pinch points, and the cable or connector for any other damage.</p> <p>Is the cable damaged?</p>	Replace the LVPS. See “Low-voltage power supply (LVPS) removal” on page 4-115.	Go to step 6.
6	<p>Measure the continuity across all of the fuses on the system board.</p> <p>Are any of the fuses blown?</p>	Replace the system board. See “System board removal” on page 4-157.	Go to step 7.

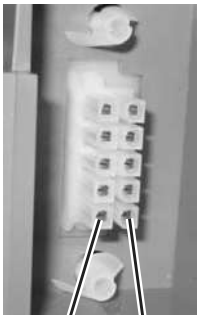


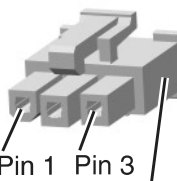

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Step	Questions / actions	Yes	No						
7	<p>Check for the following continuity between the DC autoconnect and JFUSER1 on the system board.</p> <div><table border="1" data-bbox="470 348 703 476"><thead><tr><th>DC auto-connect</th><th>JFUSER1</th></tr></thead><tbody><tr><td>Pin 9</td><td>Pin 9</td></tr><tr><td>Pin 10</td><td>Pin 10</td></tr></tbody></table></div> <p>Is continuity present?</p>	DC auto-connect	JFUSER1	Pin 9	Pin 9	Pin 10	Pin 10	Go to step 8.	Replace the fuser DC cable. See “Fuser DC cable removal” on page 4-107.
DC auto-connect	JFUSER1								
Pin 9	Pin 9								
Pin 10	Pin 10								
<div></div> 8	<p>Check for continuity between the following pins of the AC autoconnect and the pins of the connector that connects to the LVPS.</p> <div><table border="1" data-bbox="438 1150 644 1278"><thead><tr><th>LVPS connect</th><th>AC Auto-connect</th></tr></thead><tbody><tr><td>Pin 1</td><td>Pin 5</td></tr><tr><td>Pin 3</td><td>Pin 1</td></tr></tbody></table></div> <p>Is continuity present?</p>	LVPS connect	AC Auto-connect	Pin 1	Pin 5	Pin 3	Pin 1	Replace the system board. See “System board removal” on page 4-157.	Replace the fuser AC cable. See “Fuser AC cable removal” on page 4-105.
LVPS connect	AC Auto-connect								
Pin 1	Pin 5								
Pin 3	Pin 1								

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140.xx, 920.02—Autocomp (tray 1) motor error service check

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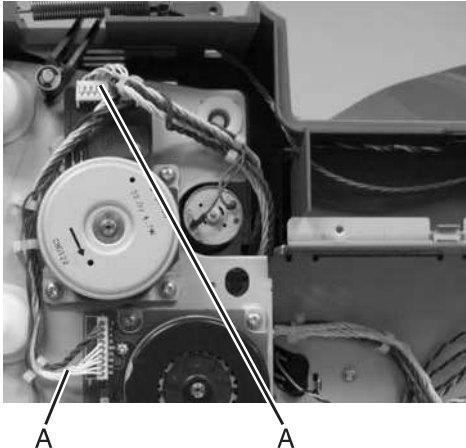


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Step	Questions / actions	Yes	No
1	1. Turn the printer off. 2. Remove the rear frame cover. See “ Rear frame cover removal ” on page 4-37. 3. Check the cable in connector JFDPCK1 for proper connection to the system board, the cable for pinch points, and the cable or connector for any other damage. 4. Reseat the cable. 5. POR the printer. Did the error clear?	Problem resolved.	Go to step 2.
2	Measure the continuity across all of the fuses on the system board. Are any of the fuses blown?	Replace the system board. See “ System board removal ” on page 4-157.	Go to step 3.
3	1. Disconnect the cable in connector JFDPCK1, and then connect the cable for the new paper pick mechanism. 2. Enter Diagnostics mode (press and hold buttons 3 and 6 , turn on the MFP, and release the buttons when the progress bar displays). 3. Touch MOTOR TESTS . 4. Touch Tray 1 . Did the new pick motor turn before the feed error occur?	Replace the paper pick mechanism. See “ Paper pick mechanism assembly removal ” on page 4-130.	Replace the system board. See “ System board removal ” on page 4-157.

142.xx, 906.01–906.04—Motor (fuser) error service check

Step	Questions / actions	Yes	No
1	1. Turn the printer off. 2. Remove the rear frame cover. See “ Rear frame cover removal ” on page 4-37. 3. Check the cables in connectors JCARTP1 and JCARTS1 (cartridge motor 1/fuser motor cable) for proper connection to the system board, for cable pinch points, and for any other damage to the cable or connectors. Is either cable damaged?	Go to step 3.	Go to step 2.

Step	Questions / actions	Yes	No
2	<p>1. Remove the right cover. See “Right cover removal” on page 4-38.</p> <p>2. Check the cartridge motor 1/fuser motor cable for proper connection to the EP drive assembly, for pinch points for the cable, and for cable or connector damage.</p>  <p>Is either cable damaged?</p>	Go to step 3.	Go to step 4.
3	<p>Replace the cartridge motor1/fuser motor cable. See “Cartridge motor 1/fuser cable removal” on page 4-54.</p> <p>Note: Make sure to check the replacement cable first before installation, leaving the original cable in place. Make sure to verify if the new cable is working properly. If new cable does not correct problem, do not install it.</p> <p>Did the error clear?</p>	Problem solved	Go to step 4.
4	<p>Measure the continuity across all of the fuses on the system board.</p> <p>Are any of the fuses blown?</p>	Replace the system board. See “ System board removal ” on page 4-157.	Go to step 5.
5	<p>1. Plug the cartridge motor1/fuser motor cable to a new EP drive assembly.</p> <p>2. Bring the printer up in Diagnostics Menu (Turn off the printer, press and hold buttons 3 and 6, then turn on the printer).</p> <p>3. Touch MOTOR TESTS.</p> <p>4. Touch Tray 1.</p> <p>Did the error clear?</p>	Replace the EP drive assembly. See “ Electrophotographic (EP) drive assembly removal ” on page 4-78.	replace the system board. See “ System board removal ” on page 4-157.

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143.xx—Motor (EP drive assembly top cartridge) error service check

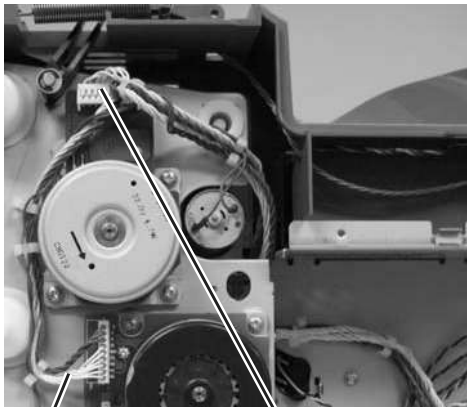
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Step	Questions / actions	Yes	No
1	<ol style="list-style-type: none"> 1. Turn the printer off. 2. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37. 3. Remove the right cover. See “Right cover removal” on page 4-38. 4. Check the cables in connectors JCARTP1 and JCARTS1 (cartridge motor 1/fuser motor cable) for proper connection to the system board, for the cable for pinch points, and for the cable or connector for any other damage. <p>Is the cable damaged?</p>	Replace the cartridge motor 1/fuser cable. See “ Cartridge motor 1/fuser cable removal ” on page 4-54.	Go to step 2.
2	<p>Remove the right cover. See “Right cover removal” on page 4-38. Check the cartridge motor 1/fuser motor cable (A) for proper connection to the EP drive assembly, for pinch points for the cable, or damage to the cable or connector.</p>  <p>Is either cable damaged?</p>	Replace the cartridge motor 1/fuser motor cable. See “ Cartridge motor 1/fuser cable removal ” on page 4-54	Go to step 3.
3	<p>Measure the continuity across all of the fuses on the system board.</p> <p>Are any of the fuses blown?</p>	Replace the system board. See “ System board removal ” on page 4-157.	Go to step 4.
4	<ol style="list-style-type: none"> 1. Disconnect the cartridge motor 1/fuser motor cable on the motor and on the system board. 2. Connect a new motor 1/fuser motor cable on the motor and on the system board. 3. Run diagnostics motor check. Bring the printer up in Diagnostics Menu (turn off the printer, press and hold buttons 3 and 6, then turn on the printer). 4. Select MOTOR TESTS. <p>Did the motor run?</p>	Replace the cartridge motor 1/fuser motor cable. See “ Cartridge motor 1/fuser cable removal ” on page 4-54.	Go to step 5.

Step	Questions / actions	Yes	No
5	<ol style="list-style-type: none"> Return the old motor 1/fuser motor cable. Disconnect the motor drive cable from the EP drive assembly and connect it to the motor on a new EP drive assembly. Note: Do not install the new EP drive assembly yet. Enter Diagnostics mode (press and hold buttons 3 and 6, turn on the MFP, and release the buttons when the progress bar displays). Touch MOTOR TESTS. Did the motor run? 	Replace the EP drive assembly. See "Electrophotographic (EP) drive assembly removal" on page 4-78.	Go to step 6.
6	<ol style="list-style-type: none"> Connect the new EP drive assembly with a new cable from outside the machine. Run diagnostics motor check. Bring the printer up in Diagnostics Menu (turn off the printer, press and hold buttons 3 and 6, then turn on the printer). Touch MOTOR TESTS. Did motor run? 	Replace the cable	Replace the system board. See "System board removal" on page 4-157.

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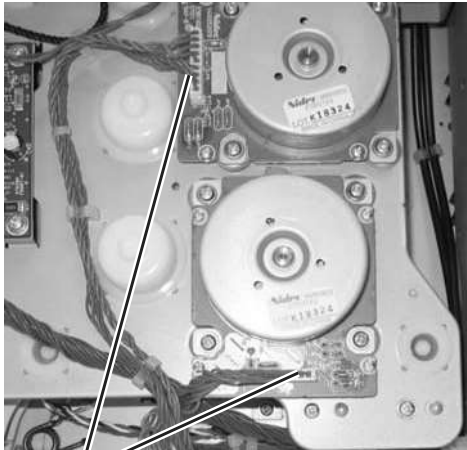
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144.xx—Motor (EP drive assembly middle cartridge) error service check

Step	Questions / actions	Yes	No
1	<ol style="list-style-type: none"> Turn the printer off. Remove the rear frame cover. See "Rear frame cover removal" on page 4-37. Remove the right cover. See "Right cover removal" on page 4-38. Check the cables in connector JCARTP2 and JCARTS2 (cartridge motor 2/3 cable) for proper connection to the system board, for cable pinch points, and for any other damage to the cable or connector. <p>Is the cable damaged?</p>	Replace cartridge motor 2/3 cable. See "Cartridge motor 2/3 cable removal" on page 4-57.	Go to step 2.

Step	Questions / actions	Yes	No
2	<p>1. Remove the right cover. See “Right cover removal” on page 4-38.</p> <p>2. Check the cartridge motor 2/3 cable for proper connection to the EP drive assembly, pinch points for the cable, or damage to the cable or connector (A).</p>  <p>A</p> <p>Is either cable damaged?</p>	Replace the cartridge motor 2/3 cable. See “Cartridge motor 2/3 cable removal” on page 4-57.	Go to step 3.
3	<p>Measure the continuity across all of the fuses on the system board.</p> <p>Are any of the fuses blown?</p>	Replace the system board. See “System board removal” on page 4-157.	Go to step 4.
4	<p>1. Disconnect the cartridge motor 2/3 cable on the motor and on the system board.</p> <p>2. Connect a new motor 1/fuser motor cable on the motor and on the system board.</p> <p>3. Run diagnostics motor check. Bring the printer up in Diagnostics Menu (turn off the printer, press and hold buttons 3 and 6, then turn on the printer).</p> <p>4. Select MOTOR TESTS.</p> <p>Did the motor run?</p>	Replace the cartridge motor 2/3 cable. See “Cartridge motor 2/3 cable removal” on page 4-57.	Go to step 5.
5	<p>1. Return the old cartridge motor 2/3 motor cable.</p> <p>1. Disconnect the motor drive cable from the EP drive assembly and connect it to the motor on a new EP drive assembly.</p> <p>Note: Do not install the new EP drive assembly yet.</p> <p>2. Enter Diagnostics mode (press and hold buttons 3 and 6, turn on the MFP, and release the buttons when the progress bar displays).</p> <p>3. Touch MOTOR TESTS.</p> <p>Did the motor run?</p>	Replace the EP drive assembly. See “Electrophotographic (EP) drive assembly removal” on page 4-78.	Replace the system board. See “System board removal” on page 4-157.

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145.xx—Motor (EP drive assembly bottom cartridge) error service check

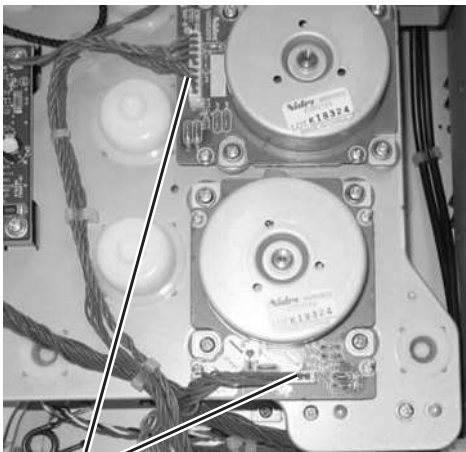
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Step	Questions / actions	Yes	No
1	<ol style="list-style-type: none"> 1. Turn the printer off. 2. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37. 3. Remove the right cover. See “Right cover removal” on page 4-38 4. Check the entire length of the cables in connector JCARTS2 and JCARTP2 (cartridge motor 2/3 cable) for proper connection to the system board, for cable pinch points, and for any other damage to the cable or connector. <p>Is the cable damaged?</p>	Replace cartridge motor 2/3 cable. See “Cartridge motor 2/3 cable removal” on page 4-57.	Go to step 2.
2	<p>Check the cartridge motor 2/3 cable for proper connection to the EP drive assembly, pinch points for the cable, and damage to the cable or connector (A).</p>  <p>A</p> <p>Is either cable damaged?</p>	Replace the cartridge motor 2/3 cable. See “Cartridge motor 2/3 cable removal” on page 4-57.	Go to step 3.
3	<p>Measure the continuity across all of the fuses on the system board.</p> <p>Are any of the fuses blown?</p>	Replace the system board. See “System board removal” on page 4-157.	Go to step 4.
4	<ol style="list-style-type: none"> 1. Disconnect the motor drive cable from the EP drive assembly and connect it to the motor on a new EP drive assembly. <p>Note: Do not install the new EP drive assembly yet.</p> <ol style="list-style-type: none"> 2. Enter Diagnostics mode (press and hold buttons 3 and 6, turn on the MFP, and release the buttons when the progress bar displays). 3. Touch MOTOR TESTS. <p>Did the motor run?</p>	Replace the EP drive assembly. See “Electrophotographic (EP) drive assembly removal” on page 4-78.	Replace the system board. See “System board removal” on page 4-157.

146.xx, 148.xx—Motor (MPF/duplex) error service check

Step	Questions / actions	Yes	No
1	1. Open the rear frame cover. 2. Reseat JDX1 cable. Does the problem persist?	Go to step 2.	Problem resolved.
2	1. Remove the tray. 2. Check the MPF/duplex gear for any damage. 3. Check if the MPF/duplex gear can engage the duplex drive gear. 4. Manually turn the gear and check for any damage. Does the error still exist?	Replace the MPF/duplex gear. See "Multipurpose feeder (MPF)/duplex gear and housing removal" on page 4-119.	Go to step 3.
3	1. Open the front door cover. 2. Disengage the duplex belt connecting to duplex drive gear/duplex rollers. The duplex reference edge assembly should not turn for isolation. 3. Remove the input tray. 4. Bring the printer up in Diagnostics Menu (Turn off the printer, press and hold buttons 3 and 6 , then turn on the printer). 5. Navigate to MOTOR TESTS > Duplex > Forward or Reverse . 6. Navigate to MOTOR TESTS > MPF Test > Forward or Reverse . Does the error still exist?	Go to step 4.	Go to step 7.
4	1. Connect a new MPF motor with cable to the JDX1 connector on the system board from outside of the machine. 2. Bring the printer up in Diagnostics Menu (Turn off the printer, press and hold buttons 3 and 6 , then turn on the printer). 3. Navigate to MOTOR TESTS > Duplex > Forward or Reverse . Note: Perform this test for 5 to 10 seconds only. 4. Navigate to MOTOR TESTS > MPF Test > Forward or Reverse . Note: Perform this test for 5 to 10 seconds only. 5. Check if the motor would turn for each test. Does this clear the problem?	Go to step 5.	Replace the system board. See "System board removal" on page 4-157.

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Step	Questions / actions	Yes	No
5	<ol style="list-style-type: none"> 1. Disconnect the MPF motor cable on the motor side. 2. Connect a new motor from outside of the machine. 3. Bring the printer up in Diagnostics Menu (Turn off the printer, press and hold buttons 3 and 6, then turn on the printer). 4. Navigate to MOTOR TESTS > Duplex > Forward or Reverse. Note: Perform this test for 5 to 10 seconds only. 5. Navigate to MOTOR TESTS > MPF Test> Forward or Reverse. Note: Perform this test for 5 to 10 seconds only. 6. Check if the motor would turn for each test. <p>Does the error still exist?</p>	Go to step 6.	Replace the MPF duplex motor assembly. See “Multipurpose feeder (MPF)/duplex motor assembly removal” on page 4-121.
6	<p>Connect a new MPF motor cable to the old MPF motor and connect it to JDX1 connector on the system board.</p> <p>Does the error still exist?</p>	Go to step 7.	Replace the MPF/duplex motor cable. See “Multipurpose feeder (MPF)/duplex motor cable removal” on page 4-125.
7	<ol style="list-style-type: none"> 1. Open the front door cover. 2. Check the duplex reference edge guide assembly for any damage. 3. Check rollers and belts for damage and misalignment. 4. Bring the printer up in Diagnostics Menu (Turn off the printer, press and hold buttons 3 and 6, then turn on the printer). 5. Remove the input tray. 6. Navigate to MOTOR TESTS > Duplex > Forward. 7. Check if the duplex assembly runs. 8. Check if the MPF/duplex gear turns. <p>Is the duplex reference edge guide assembly free of damage?</p>	Replace the duplex reference edge guide assembly. See “Duplex reference edge guide assembly removal” on page 4-75.	Go to step 8.
8	<ol style="list-style-type: none"> 1. Check the front door assembly gears that engages to the MPF/duplex gear for any damage. 2. Close the front door assembly and open the front door cover. 3. Check if the front door cover assembly gears can engage the MPF/duplex gear. 4. Manually turn the gears. 5. Check the front door assembly for any damage. <p>Is the front door assembly gear or the front door assembly damaged?</p>	Replace the front door assembly. See “Front door assembly removal” on page 4-92.	Go to step 9.

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Step	Questions / actions	Yes	No
9	<ol style="list-style-type: none"> 1. Check the MPF tray for any damage. 2. Manually turn the MPF gear on the tray, and check if the MPF pick arm assembly would turn. 3. Bring the printer up in Diagnostics Menu (Turn off the printer, press and hold buttons 3 and 6, then turn on the printer). 4. Lift the MPF pick arm using the lever. 5. Select MOTOR TESTS > MPF > Forward. 6. Check if the pick arm would turn. Is the MPF pick arm assembly free of damage?	Go to step 10.	Replace the input tray.
10	Remove the input tray and insert a new one. Does this fix the problem?	Problem resolved.	Replace the system board. See "System board removal" on page 4-155.

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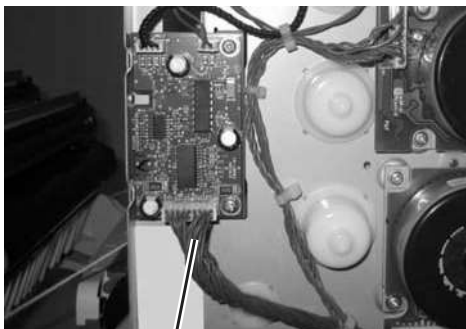
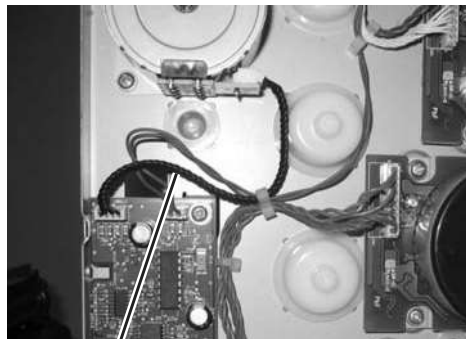


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147.xx, 920.01—Motor (aligner) error service check

Step	Questions / actions	Yes	No
1	<ol style="list-style-type: none"> 1. Turn the printer off. 2. Remove the rear frame cover. See "Rear frame cover removal" on page 4-37. 3. Check JFDPCK1 connector for proper connection and damage. 4. Reseat the connector. 5. POR the printer. 6. Perform a print test. Is the problem still present?	Go to step 2.	Problem resolved.
2	Check the cable in connector JFDPCK1 for pinch points, and the cable or connector for any other damage. Is the cable damaged?	Replace the paper pick mechanism. See "Paper pick mechanism assembly removal" on page 4-130.	Go to step 3.
3	<ol style="list-style-type: none"> 1. Disconnect the cable in connector JFDPCK1 on the system board, and then plug in the cable for the new paper pick mechanism. Let the paper pick assembly hang. 2. Close the front cover and install the waste box on the side of the printer. 3. Enter Diagnostics mode (press and hold buttons 3 and 6, turn on the MFP, and release the buttons when the progress bar displays). 4. Touch MOTOR TESTS. 5. Touch Align Motor. 6. Touch Forward. Does the aligner motor run?	Replace the paper pick mechanism. See "Paper pick mechanism assembly removal" on page 4-130.	Replace the system board. See "System board removal" on page 4-157.

155.xx—Cam motor error service check

Step	Questions / actions	Yes	No
1	<p>1. Turn the printer off.</p> <p>2. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37.</p> <p>3. Check the motor driver cable in connector JDVR1 on the system board for proper connection, for cable pinch points, and for any other damage to the cable or connector.</p> <p>Is the cable damaged?</p>	Replace the motor driver cable. See “ Motor driver cable removal ” on page 4-117.	Go to step 2.
2	<p>1. Remove the right cover. See “Right cover removal” on page 4-38.</p> <p>2. Check the motor driver cable (A) in connector JDVR1 on the system board for proper connection, for cable pinch points, and for any other damages to the cable or connector.</p>  <p>A</p> <p>Is the cable damaged?</p>	Replace the motor driver cable. See “ Motor driver cable removal ” on page 4-117.	Go to step 3.
3	<p>Check the CAM motor cable from the cam motor to the motor driver card for poor connections or damage.</p>  <p>A</p> <p>Is the cable damaged?</p>	Replace the EP drive assembly. See “ Electrophotographic (EP) drive assembly removal ” on page 4-78.	Go to step 4.
4	<p>Measure the continuity across all of the fuses on the system board.</p> <p>Are any of the fuses blown?</p>	Replace the system board. See “ System board removal ” on page 4-157.	Go to step 5.

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