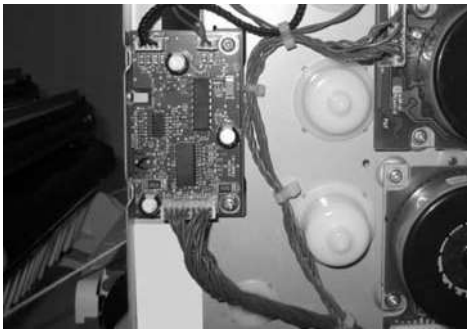


| Step | Questions / actions | Yes | No |
|------|---|---|--|
| 5 | <p>Visually inspect the motor driver card.</p>  <p>Is the motor driver card damaged?</p> | Replace the motor driver card. See “ Motor driver card removal ” on page 4-118. | Go to step 6. |
| 6 | <ol style="list-style-type: none"> 1. Connect a new motor driver card without mounting it to the printer. 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. Touch MOTOR TESTS. 4. Touch CAM. <p>Did the motor run?</p> | Install the new motor driver card. | Go to step 7. |
| 7 | <ol style="list-style-type: none"> 1. Reinstall old motor driver card to the printer. 2. Plug in the CAM motor of the EP drive assembly to the EP driver card electrically without installing it into printer. 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. Touch MOTOR TESTS. 5. Touch CAM. <p>Did the motor run?</p> | Replace EP drive assembly. See “ Electrophotographic (EP) drive assembly removal ” on page 4-78. | Replace system board. See “ System board removal ” on page 4-157. |

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156.xx—COD (Color On Demand) motor 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 the cable in connector JBOR1 on the system board for proper connection, for cable pinch points, and for any other damage to the cable or connector. <p>Is the cable damaged?</p> | Replace the COD assembly. See “ Color on demand assembly removal ” on page 4-58. | Go to step 2. |
| 2 | <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 3. |

| Step | Questions / actions | Yes | No |
|------|---|---|--|
| 3 | <ol style="list-style-type: none"> 1. Disconnect the cable in connector JBOR1 and then connect the cable from the new COD group assembly. 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 COD. 5. Touch Forward or Reverse. See “Motor tests” on page 3-8. <p>Did the COD motor pass the test?</p> | Replace the COD assembly. See “ Color on demand assembly removal ” on page 4-58. | Replace the system board. See “ System board removal ” on page 4-157. |

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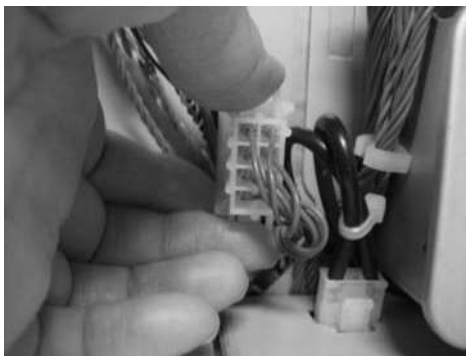


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160.xx, 161.xx—Motor Error (option tray 2) service check

| Step | Questions / actions | Yes | No |
|------|---|--|---------------|
| 1 | <ol style="list-style-type: none"> 1. Turn the printer off. 2. Reseat option tray 2. 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 PRINT TESTS. 5. Touch Tray 2. 6. Touch Single. <p>Did the page print?</p> | Problem resolved. | Go to step 2. |
| 2 | <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 the option cable in connector JOPT1 on the system board for proper connection, for cable pinch points, and for any other damage to the cable or connector <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Remove the right cover. See “Right cover removal” on page 4-38. 2. Check the option cable for pinch points and any damage.  <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |

| Step | Questions / actions | Yes | No |
|------|---|---|-------------------------------------|
| 4 | Is the option tray 2 the high-capacity input tray (2,000-sheet feeder)? | Replace the HCIT top plate assembly. See “ Top plate assembly removal ” on page 4-279. | Replace the option tray 2 assembly. |

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162.xx, 163.xx—Motor (option tray 3) error service check

| Step | Questions / actions | Yes | No |
|----------|--|--|--|
| 1 | 1. Turn the printer off. 2. Reseat option tray 3. 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 PRINT TESTS . 5. Touch Tray 3 . 6. Touch Single . Did the page print? | Problem resolved. | Go to step 2. |
| 2 | 1. Remove all input options connected to the machine. 2. Connect tray 3 directly on the printer making it tray 2. 3. Bring the printer up in Diagnostics Menu (turn off the printer, press and hold buttons 3 and 6, and turn on the printer). 4. Touch PRINT TESTS . 5. Touch Tray 2 . 6. Touch Single . Did the page print? | Go to step 3. | Go to step 4 |
| 3 | Check the top and bottom autoconnect connectors of tray 2 (input option above tray 3) for damages. Are the autoconnect connectors damaged? | Replace tray 2 550 input option | Go to step 4. |
| 4 | Check the top and bottom autoconnect connectors of tray 3 for damages. Are the autoconnect connectors damaged? | <ul style="list-style-type: none"> For 550 option, replace tray 3 550 input option. For HCIT, replace the HCIT top plate assembly. | Go to step 5. |
| 5 | 1. Turn the printer off. 2. Remove the rear frame cover. See “ Rear frame cover removal ” on page 4-37. 3. Check the option cable in connector JOPT1 on the system board for proper connection, for cable pinch points, and for any other damage to the cable or connector. 4. Remove the right cover. See “ Right cover removal ” on page 4-38. 5. Check the option cable for pinch points and any damage. 6. Check the autoconnect connector for damage. Is the cable damaged? | Replace the option cable. See “ Option cable removal ” on page 4-128. | <ul style="list-style-type: none"> For 550 option, replace tray 3 550 input option. For HCIT, replace the HCIT top plate assembly. |

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164.xx, 165.xx—Motor Error (option tray 4) service check

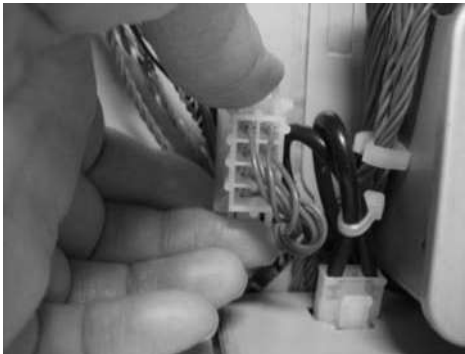
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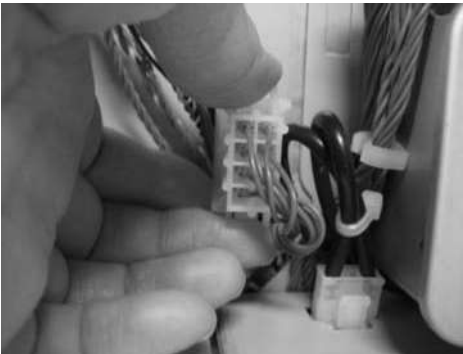
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| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 1 | 1. Turn the printer off. 2. Reseat option tray 4. 3. Enter Diagnostics mode (press and hold buttons 3 and 6 , turn on the MFP, and release the buttons when the progress bar displays. 4. Touch PRINT TESTS . 5. Touch Tray 4 . 6. Touch Single . Did the page print? | Problem resolved. | Go to step 2. |
| 2 | 1. Turn the printer off. 2. Remove the rear frame cover. See “ Rear frame cover removal ” on page 4-37. 3. Check the option cable in connector JOPT1 on the system board for proper connection, for cable pinch points, and for any other damage to the cable or connector. Is the cable damaged? | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 3. |
| 3 | Remove the right cover. See “ Right cover removal ” on page 4-38. Check the option cable for pinch points and any damage.  Is the cable damaged? | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |
| 4 | Is the option tray 4 the high-capacity input tray (2,000-sheet feeder)? | Replace the HCIT top plate assembly. See “ 24 V interlock switch removal ” on page 2-137. | Replace the option tray 4 assembly. |

166.xx, 167.xx—Motor Error (option tray 5) service check

| Step | Questions / actions | Yes | No |
|------|--|---|-------------------------------------|
| 1 | <ol style="list-style-type: none"> 1. Turn the printer off. 2. Reseat option tray 5. 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 PRINT TESTS. 5. Touch Tray 5. 6. Touch Single. <p>Did the page print?</p> | Problem resolved. | Go to step 2. |
| 2 | <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 the option cable in connector JOPT1 on the system board for proper connection, for cable pinch points, and for any other damage to the cable or connector <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Remove the right cover. See “Right cover removal” on page 4-38. 2. Check the option cable for pinch points and any damage.  <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4 |
| 4 | Is the option tray 5 the high-capacity input tray (2,000-sheet feeder)? | Replace the HCIT top plate assembly. See “ Top plate assembly removal ” on page 4-279. | Replace the option tray 5 assembly. |

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168.xx—Motor (HCIT elevator) error service check

| Step | Questions / actions | Yes | No |
|------|--|--|---|
| 1 | Is the paper properly loaded in the high-capacity input tray (HCIT)? | Go to step 2. | Fan the media, and then stack flat in the HCIT drawer. |
| 2 | 1. Turn the printer off. 2. Reseat option tray 5. 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 PRINT TESTS . 5. Touch HCIT . 6. Touch Single . Did the page print? | Problem resolved. | Go to step 3. |
| 3 | 1. Turn the printer off. 2. Remove the rear frame cover. See “ Rear frame cover removal ” on page 4-37. 3. Check the option cable in connector JOPT1 on the system board for proper connection, for cable pinch points, and for any other damage to the cable or connector Is the cable damaged? | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |
| 4 | 1. Remove the HCIT right cover. See “ HCIT right cover removal ” on page 4-268. 2. Check the cable in the HCIT. Is the cable damaged? | Replace the elevator-up cable. See | Replace the elevator motor motor. See “ HCIT elevator motor with sensor removal ” on page 4-272. |

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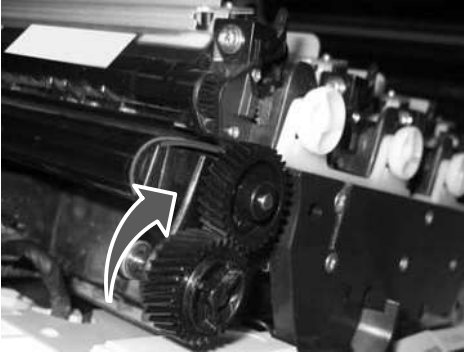


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200.11, 250.03—Paper Jam error service check

| Step | Questions / actions | Yes | No |
|------|--|---|---|
| 1 | <p>Open the front access door. Turn the transport belt gear clockwise.</p>  <p>Did the transport belt move?</p> | Go to step 2. | Replace the transport belt. See “Transfer module removal” on page 4-180. |
| 2 | <p>Run align motor test with old pick assembly installed in the machine.</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 MOTOR TESTS. 3. Touch Align Motor Test. <p>Can you hear the align motor run?</p> | Go to “920.06—Input sensor service check” on page 2-114. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Plug in a new paper pick assembly into the JFDPCK1 connector from outside the machine. 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 Align Motor Test. <p>Can you hear the align motor run?</p> | 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. |

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201.06, 201.08, 201.31—Paper Jam error service check

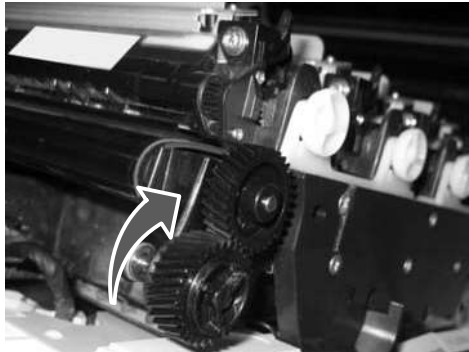
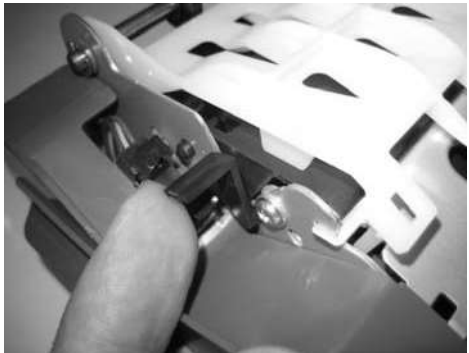
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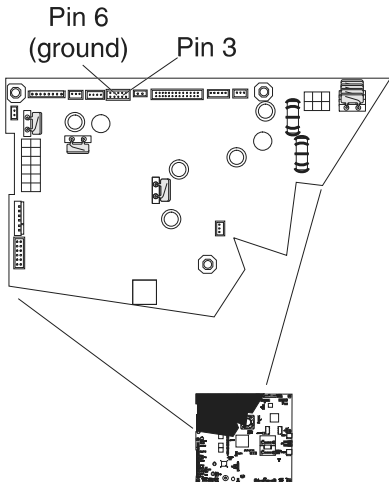
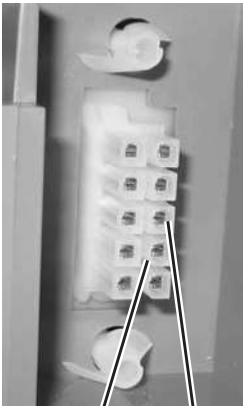


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| Step | Questions / actions | Yes | No |
|------|---|---|---|
| 1 | <p>Open the front access door. Turn the transport belt gear clockwise.</p>  <p>Did the transport belt move?</p> | Go to step 2. | Replace the transport belt. See “Transfer module removal” on page 4-180. |
| 2 | <p>1. 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>2. Perform the Align Motor Test. See “Motor tests” on page 3-8.</p> <p>Can you hear the align motor run?</p> | Go to step 3. | Replace the paper pick mechanism. See “Paper pick mechanism assembly removal” on page 4-130. |
| 3 | <p>Turn the printer off, and then remove the fuser. See “Fuser assembly removal” on page 4-104.</p>  <p>Is the exit sensor flag damaged?</p> | Replace the fuser. See “Fuser assembly removal” on page 4-104. | Go to step 4. |
| 4 | <p>Verify the paper is loaded properly in the paper tray or manual feed slot.</p> <p>Is the paper properly loaded?</p> | Go to step 5. | Load paper correctly. |
| 5 | <p>1. Replace the fuser. See “Fuser assembly removal” on page 4-104.</p> <p>Note: Do not reset the fuser count until the problem is resolved.</p> <p>2. Turn the printer off.</p> <p>3. POR the printer.</p> <p>Did the error clear?</p> | Problem resolved. | Replace the original fuser, and go to step 6. |

| Step | Questions / actions | Yes | No |
|------|--|--|--|
| 6 | <p>Remove the rear frame cover. See “Rear frame cover removal” on page 4-37.</p> <p>Check the fuser DC cable in the connector JFUSER1 for proper connection to the system board, for pinch points, and for any other damage to the cable or the connector.</p> <p>Is the cable damaged?</p> | Replace the fuser DC cable. See “ Fuser DC cable removal ” on page 4-107. | Go to step 7. |
| 7 | <p>1. POR the printer.</p> <p>2. Place a voltmeter between pin 8 and pin 6 on the JFUSER1 connector.</p>  <p>3. Does the meter read +5 V dc?</p> | Go to step 8. | Replace the system board. See “ System board removal ” on page 4-157. |
| 8 | <p>Place a voltmeter between the fuser DC autoconnect pin 8 and ground (pin 6).</p>  <p>Does the meter read +5 V dc?</p> | Go to step 9. | Replace the fuser DC cable. See “ Fuser DC cable removal ” on page 4-107. |

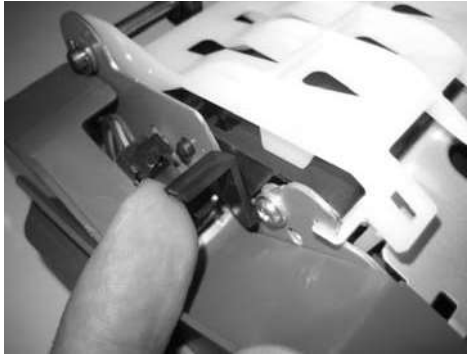
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| Step | Questions / actions | Yes | No |
|------|--|-------------------|--|
| 9 | <ol style="list-style-type: none"> 1. Replace the fuser. 2. Enter Diagnostics mode (press and hold buttons 3 and 6, turn on the MFP, and release the buttons when the progress bar displays. 3. Touch SENSOR TESTS. 4. Touch Dynamic Sensors. 5. Touch Fuser Exit. 6. Open the front access door, and the top access cover. 7. Activate the fuser exit sensor.  <p>Did the fuser exit sensor change from Open to Closed on the touchscreen?</p> | Problem resolved. | Replace the system board. See " System board removal " on page 4-157. |

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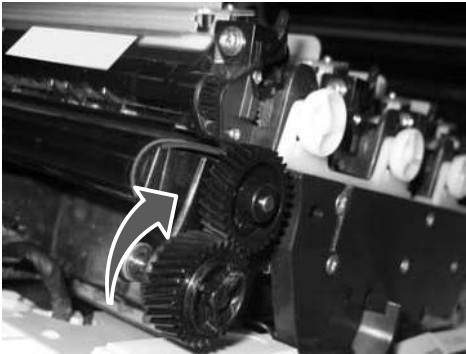



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203.09—Paper Jam error service check

| Step | Questions / actions | Yes | No |
|------|--|--|---|
| 1 | <p>Open the front access door. Turn the transport belt gear clockwise.</p>  <p>Did the transport belt move?</p> | Go to step 2. | Replace the transport belt. See “Transfer module removal” on page 4-180. |
| 2 | <p>Turn the printer off, and then remove the fuser. See “Fuser assembly removal” on page 4-104.</p>  <p>Is the exit sensor flag damaged?</p> | Replace the fuser. See “Fuser assembly removal” on page 4-104. | Go to step 3. |
| 3 | <p>Verify the paper is loaded properly in the paper tray or manual feed slot.</p> <p>Is the paper properly loaded?</p> | Go to step 4. | Load paper. |
| 4 | <p>1. Replace the fuser. See “Fuser assembly removal” on page 4-104.</p> <p>2. POR the printer.</p> <p>Did the error clear?</p> | Problem resolved. | Replace the original fuser, and go to step 5. |
| 5 | <p>1. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37.</p> <p>2. Check the fuser DC cable in the connector JFUSER1 for proper connection to the system board, for pinch points, and for any other damage to the cable or the connector.</p> <p>Is the cable damaged?</p> | Replace the fuser DC cable. See “Fuser DC cable removal” on page 4-107. | Go to step 6. |

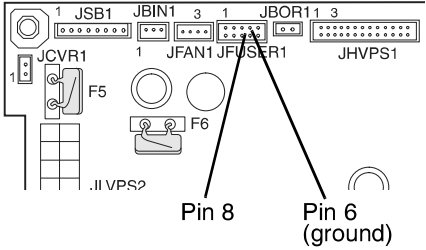
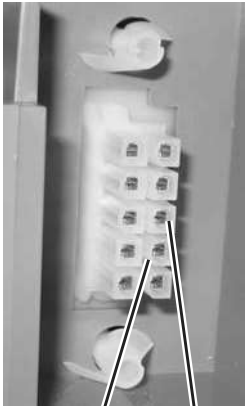
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| Step | Questions / actions | Yes | No |
|------|--|---------------|---|
| 6 | <p>1. POR the printer.</p> <p>2. Place a voltmeter between the JFUSER1 pin 8 and ground (pin 6).</p>  <p>Does the meter read +5 V dc?</p> | Go to step 7. | Replace the system board. See “System board removal” on page 4-157. |
| 7 | <p>Place a voltmeter between the fuser DC autoconnect pin 8 and ground (pin 6).</p>  <p>Does the meter read +5 V dc?</p> | Go to step 8. | Replace the fuser DC cable. See “Fuser DC cable removal” on page 4-107. |


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| Step | Questions / actions | Yes | No |
|------|--|-------------------|--|
| 8 | <ol style="list-style-type: none"> 1. Replace the fuser. 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 SENSOR TESTS. 4. Touch Dynamic Sensors. 5. Touch Fuser Exit. 6. Open the front access door, and the top access cover. 7. Activate the fuser exit sensor.  <p>Did the fuser exit sensor change from Open to Closed on the touchscreen?</p> | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

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230.03, 230.05—Paper Jam error service check

| Step | Questions / actions | Yes | No |
|------|---|--|---------------|
| 1 | Check the tray for any damage. Is the tray damaged? | Replace the tray. | Go to step 2. |
| 2 | Check the MPF duplex gear for any damage. Is the MPF Duplex gear damaged? | Replace the MPF duplex gear. See “Multipurpose feeder (MPF)/duplex gear and housing removal” on page 4-119. | Go to step 3. |
| 3 | <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 the MPF/duplex motor cable in connector JDX1 for proper connection to the system board, cable pinch points, and any other damage to the cable or connector. Is the cable damaged? | Replace the MPF duplex motor cable. See “Multipurpose feeder (MPF)/duplex motor cable removal” on page 4-125. | Go to step 4. |
| 4 | Measure the continuity across all of the fuses on the system board. Is the fuse blown? | Replace the system board. See “System board removal” on page 4-157. | Go to step 5. |

| Step | Questions / actions | Yes | No |
|------|---|--|---|
| 5 | <ul style="list-style-type: none"> Check the front access cover for any damage. Make sure the front access cover can close correctly. Check the front access cover if its securely fastened to its hinge. Is the front access cover damaged? | Replace the front access cover. See “Front access cover assembly removal” on page 4-21. | Go to step 6. |
| 6 | <ol style="list-style-type: none"> Check the duplex reference edge guide assembly for damages. Check the gears, rollers and belt for damage and contamination. Manually turn the gears. Is the duplex reference edge guide assembly damaged? | Replace the duplex reference edge guide assembly. See “Duplex reference edge guide assembly removal” on page 4-75. | Go to step 7. |
| 7 | <ol style="list-style-type: none"> Check the front door for any damage. Check the paper path for any obstruction. Check roller gears for any damage. Is the front door assembly damaged? | Replace the front door assembly. See “Front door assembly removal” on page 4-92. | Go to step 8. |
| 8 | <ol style="list-style-type: none"> Remove the right cover. See “Right cover removal” on page 4-51. Check the MPF duplex motor assembly for proper installation. Check the connectors. Reseat the connector on the motor side and JDX1 on the system board. Is the MPF duplex motor assembly damage? | Replace the MPF duplex motor assembly. See “Multipurpose feeder (MPF)/duplex motor assembly removal” on page 4-121. | Go to “920.06—Input sensor service check” on page 2-114. |

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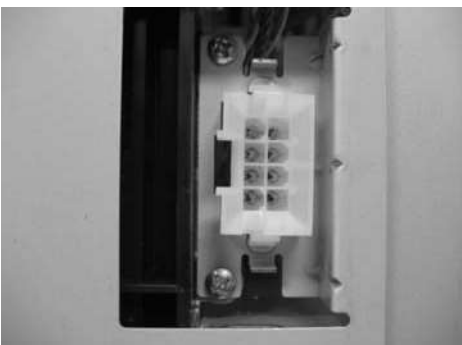


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242.02—Paper Jam error service check

| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | Has paper been fed from an input option before? | Go to step 4. | Go to step 2. |
| 2 | <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. Remove the left cover. See “Left cover removal” on page 4-24.</p> <p>4. Check the entire length of the cable in connector JOPT1 for proper connection to the system board, cable pinch points, and any other damage to the cable or connector.</p>  <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128 | Go to step 3. |
| 3 | <p>Carefully lift the printer off the option, and lay the printer on its back. Check the option connector for damage.</p>  <p>Is the option cable connector or cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |
| 4 | <p>Replace the option tray 2.</p> <p>Did the error clear?</p> | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |

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242.03, 242.11—Paper Jam service check


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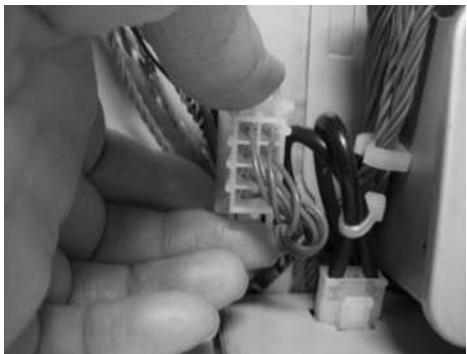
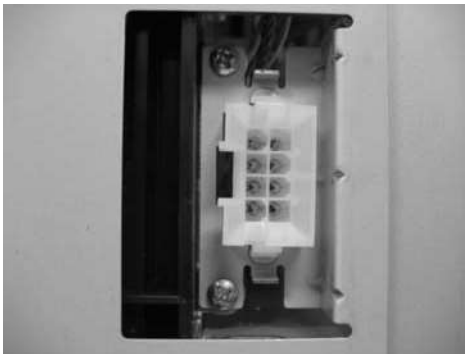
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| Step | Questions / actions | Yes | No |
|------|--|--|---|
| 1 | 1. Enter Diagnostics mode (press and hold buttons 3 and 6 , turn on the MFP, and release the buttons when the progress bar displays. 2. Touch PRINT TESTS . 3. Select a tray below tray 2. 4. Touch Single . Did the page print correctly? | Problem resolved. | Go to step 2. |
| 2 | 1. Turn the printer off. 2. Open the front access door. 3. Turn the transport belt gear clockwise.  Did the transport belt move? | Go to step 3 | Replace the transport belt. See “ Transfer module removal ” on page 4-180. |
| 3 | 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 MOTOR TESTS . 3. Touch Align Motor Test . Can you hear the align motor run? | Go to step 4. | Replace the paper pick mechanism. See “ Paper pick mechanism assembly removal ” on page 4-130. |
| 4 | Is tray 2 a high-capacity input option (2,000-sheet feeder)? | Replace the HCIT top plate. See “ Top plate assembly removal ” on page 4-279. | Replace the complete tray 2 option. |

242.05—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|--|---------------|
| 1 | Has the paper been fed from an input option before? | Go to step 5. | Go to step 2. |
| 2 | 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. Select Print Tests . 3. Select a tray below tray 2. 4. Select Single . Did the page feed correctly? | Problem resolved. | Go to step 3. |
| 3 | 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. Check the cable in connector JOPT1 (A) for proper connection to the system board, cable pinch points, and any other damage to the cable or connector.  Is the cable damaged? | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |
| 4 | 1. Carefully lift the printer off the option, and lay the printer on its back. 2. Check the option connector for damage.  Is the connector damaged? | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 5. |
| 5 | Is tray 2 a high-capacity input tray (2,000-sheet feeder)? | Go to step 7. | Go to step 6. |

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| Step | Questions / actions | Yes | No |
|------|--|-------------------|---|
| 6 | Replace the tray 2 option. Did the error clear? | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |
| 7 | Replace the HCIT top plate. See “ Top plate assembly removal ” on page 4-279. | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |

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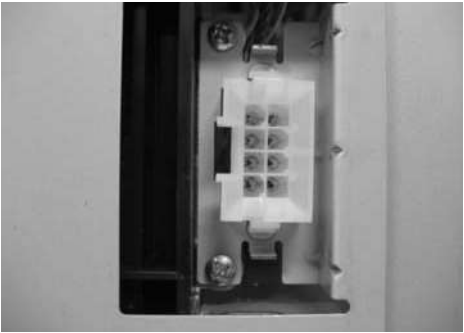


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242.10—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|-------------------|-------------------------------------|
| 1 | 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 PRINT TESTS . 3. Select a tray below tray 2. 4. Touch Single . Did the page print correctly? | Problem resolved. | Replace the complete tray 2 option. |

242.17—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 1 | Has paper been fed from an input option before? | Go to step 4. | Go to step 2. |
| 2 | <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. Remove the right cover. See “Right cover removal” on page 4-38.</p> <p>4. Check the cable in connector JOPT1 for proper connection to the system board, cable pinch points, and any other damage to the cable or connector.</p>  <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 3. |
| 3 | <p>Carefully lift the printer off the option, and lay the printer on its back. Check the option connector for damage.</p>  <p>Is the option cable connector or cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |
| 4 | Is tray 2 an high-capacity input tray (HCIT)? | Replace the HCIT top plate. See “ Top plate assembly removal ” on page 4-279. | Replace the complete tray 2 option. |

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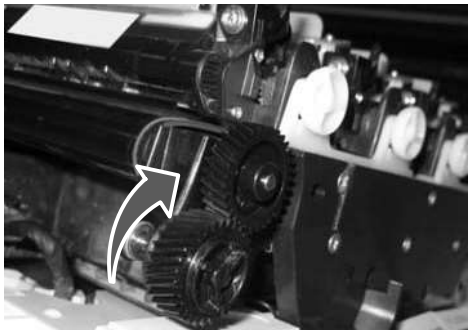
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| Step | Questions / actions | Yes | No |
|------|--|---|--|
| 1 | 1. Fan the media on the tray. <ul style="list-style-type: none"> • Use Tray 2 for 242.21 and 242.30 errors. • Use Tray 3 for 243.21 and 243.30 errors. • Use Tray 4 for 244.21 and 244.30 errors. • Use Tray 5 for 245.21 and 245.30 errors. 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. Touch Print Test . 4. Touch Tray # . 5. Touch Single . Does the printer feed from tray 2 successfully? | Problem resolved. | Go to step 2. |
| 2 | 1. Remove printer from the option tray. 2. Inspect the autoconnect cables on the option tray. Is the autoconnect connector damaged? | <ul style="list-style-type: none"> • For 550 input option, replace the 550 input option. • For HCIT input option, replace the HCIT top plate assembly. See “Top plate assembly removal” on page 4-279. | Go to step 3. |
| 3 | <ul style="list-style-type: none"> • For 550 input option, install a new 550 input option. • For HCIT input option, install a new top plate assembly. See “Top plate assembly removal” on page 4-279 Does this fix the problem? | <ul style="list-style-type: none"> • For 550 input option, replace the 550 input option. • For HCIT input option, replace the HCIT top plate assembly. See “Top plate assembly removal” on page 4-279. | Go to step 4. |
| 4 | For HCIT input option, replace the HCIT controller board assembly. See “ HCIT controller board assembly removal ” on page 4-271. Does this fix the problem? | Problem resolved | Replace the system board. See “ System board removal ” on page 4-157. |

242.26—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 1 | <ol style="list-style-type: none"> 1. Determine the input tray. Navigate to Menus > Paper Menu > Default Source. 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 PRINT TESTS. 4. Select a tray you determined in step 1. 5. Touch Single. <p>Did the page feed correctly?</p> | Problem resolved. | Go to step 2 |
| 2 | <p>Is the tray 3 a high-capacity input tray (2,000-sheet feeder)?</p> | Replace the HCIT top plate. See “Top plate assembly removal” on page 4-279. | Replace the complete tray 3 option. |

242.27—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|-------------------------------------|---|
| 1 | <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 PRINT TESTS. 3. Select a tray below tray 2. 4. Touch Single. <p>Did the page print correctly?</p> | Problem resolved. | Go to step 2. |
| 2 | <ol style="list-style-type: none"> 1. Turn the printer off. 2. Open the front access door. 3. Turn the transport belt gear clockwise.  <p>Did the transport belt move?</p> | Go to step 3. | Replace the transport belt. See “Transfer module removal” on page 4-180. |
| 3 | <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 MOTOR TESTS. 3. Touch Align Motor. <p>Can you hear the align motor run?</p> | Replace the complete tray 2 option. | Replace the paper pick mechanism. See “Paper pick mechanism assembly removal” on page 4-130. |

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242.29—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 1 | 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 PRINT TESTS . 3. Touch Tray 5 . 4. Touch Single . Does the page feed correctly? | Problem resolved | Go to step 2. |
| 2 | Is tray 2 a high-capacity input tray (2,000-sheet feeder)? | Replace the HCIT elevator up sensor. See “ HCIT elevator motor with sensor removal ” on page 4-272. | Replace the complete tray 2 option. |

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242.32, 243.32, 244.32, 245.32—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|---|---------------|
| 1 | 1. Remove the input option tray. <ul style="list-style-type: none"> Remove tray 2 for 242.32 errors. Remove tray 3 for 243.32 errors. Remove tray 4 for 244.32 errors. Remove tray 5 for 245.32 errors. 2. Check for obstruction on the paper path. 3. Check the input option pass-through sensor flag for any damage. 4. Remove the input option from the printer and check the autoconnect connector for damage. Is the input option damaged? | Replace the input option tray. If the input option is an HCIT, replace the HCIT top plate assembly. See “ Top plate assembly removal ” on page 4-279. | Go to step 2. |
| 2 | 1. Bring the printer up in Diagnostics Menu (turn off the printer, press and hold buttons 3 and 6 , then turn on the printer). 2. Touch Print Test . 3. Touch Tray # . 4. Touch Single . Does the printer print correctly? | Replace the system board. See “ System board removal ” on page 4-157. | Go to step 3. |
| 3 | <ul style="list-style-type: none"> For 550 input option, try installing an new 550 input option. For HCIT input option, install a new top plate assembly to verify the problem. Does this fix the problem? | <ul style="list-style-type: none"> For 550 input option, replace the 550 input option assembly. For HCIT input option, replace the top plate assembly. See “Top plate assembly removal” on page 4-279. | Go to step 4. |

| Step | Questions / actions | Yes | No |
|------|---|---|---|
| 4 | <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 connector JOPT1 for proper connection to the system board, the cable for pinch points, and the cable or connector for any other damage. 5. Reseat JOPT1. 6. Carefully lift the printer off the options, and lay the printer on its back. 7. Check the option connector for damage is the option cable connector damage? | Replace the option cable. See “Option cable removal” on page 4-128. | Replace the system board. See “System board removal” on page 4-157. |

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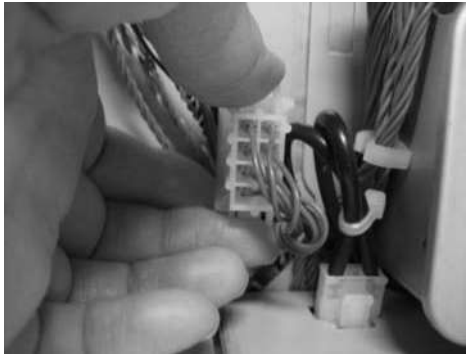


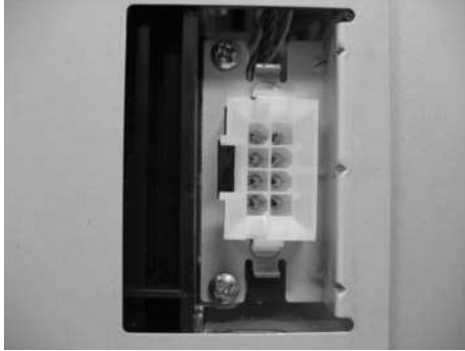
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243.02—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|---|---------------|
| 1 | Has paper been fed from an input option before? | Go to step 4. | Go to step 2. |
| 2 | <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 connector JOPT1 for proper connection to the system board, the cable for pinch points, and the cable or connector for any other damage.  <p>Is the cable damaged?</p> | Replace the option cable. See “Option cable removal” on page 4-128. | Go to step 3. |

| Step | Questions / actions | Yes | No |
|----------|---|--|--|
| 3 | <p>1. Carefully lift the printer off the option, and lay the printer on its back.</p> <p>2. Check the option connector for damage.</p>  <p>Is the connector damaged?</p> | Replace the option cable. See “Option cable removal” on page 4-128. | Go to step 4. |
| 4 | <p>Replace the complete tray 3 option.</p> <p>Did the error clear?</p> | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

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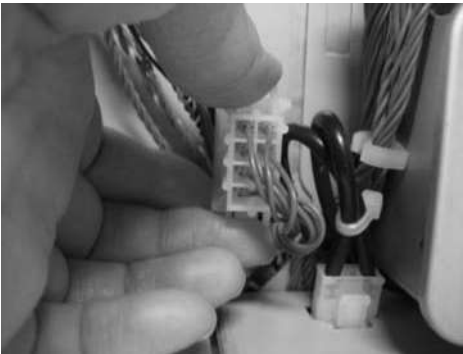
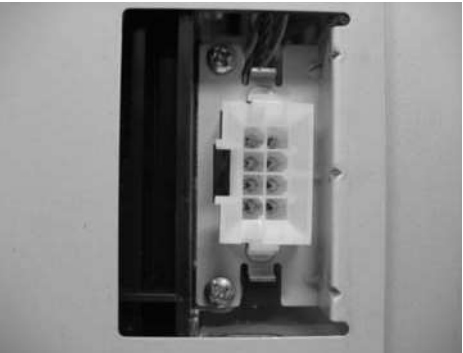


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243.03, 243.11—Paper Jam service check

| Step | Questions / actions | Yes | No |
|----------|--|--|-------------------------------------|
| 1 | <p>1. 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>2. Touch PRINT TESTS.</p> <p>3. Select a tray below tray 3.</p> <p>4. Touch Single.</p> <p>Did the page print correctly?</p> | Problem resolved. | Go to step 2. |
| 2 | <p>Is tray 3 a high-capacity input option (2,000-sheet feeder)?</p> | Replace the HCIT top plate. See “Top plate assembly removal” on page 4-279. | Replace the complete tray 3 option. |

243.05—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|--|---------------|
| 1 | Has paper been fed from an input option before? | Go to step 5. | Go to step 2. |
| 2 | 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 PRINT TESTS . 3. Select a tray below tray 3. 4. Touch Single . Did the page print correctly? | Problem resolved. | Go to step 3. |
| 3 | 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 connector at JOPT1 on the system board for proper connection, the cable for pinch points, and the cable or connector for any other damage.  Is the cable damaged? | Replace the option cable. | Go to step 4. |
| 4 | 1. Carefully lift the printer off the option, and lay the printer on its back. 2. Check the option connector for damage.  Is the connector damaged? | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 5. |
| 5 | Is tray 3 a high-capacity input option (2,000-sheet feeder)? | Go to step 7. | Go to step 6. |

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| Step | Questions / actions | Yes | No |
|------|---|-------------------|---|
| 6 | Replace the complete tray 3 option. Did the error clear? | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |
| 7 | Replace the high-capacity input tray (2,000-sheet feeder)? | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |

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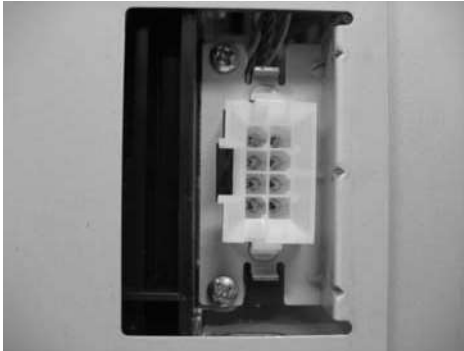


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243.10—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|------------------|-------------------------------------|
| 1 | 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. Select PRINT TESTS . 3. Select a tray below tray 3. 4. Select Single . Did the page feed correctly? | Problem resolved | Replace the complete tray 3 option. |

243.17—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|--|-------------------------------------|
| 1 | Has paper been fed from an input option before? | Go to step 4. | Go to step 2. |
| 2 | <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 cable in connector JOPT1 (A) for proper connection to the system board, cable pinch points, and any other damage to the cable or connector.  <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Carefully lift the printer off the option, and lay the printer on its back. 2. Check the option connector for damage.  <p>Is the option cable connector or cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |
| 4 | Is tray 3 an high-capacity input tray (HCIT)? | Replace the HCIT top plate. See “ Top plate assembly removal ” on page 4-279. | Replace the complete tray 3 option. |

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243.26—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|--|-------------------------------------|
| 1 | 1. Determine the input tray. 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. Select PRINT TESTS . 4. Select indicated. 5. Select Single . Did the page feed correctly? | Problem resolved | Go to step 2. |
| 2 | Is tray 2 a high-capacity input tray (2,000-sheet feeder)? | Replace the HCIT top plate. See “ Top plate assembly removal ” on page 4-279. | Replace the complete tray 4 option. |

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243.27—Paper Jam service check


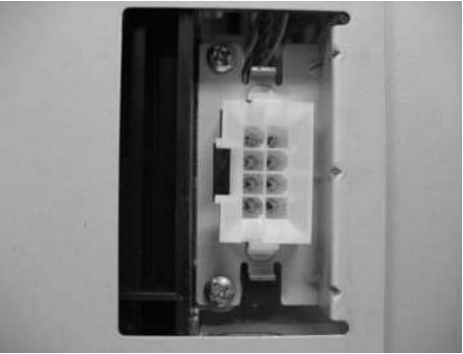
| Step | Questions / actions | Yes | No |
|------|--|-------------------|-------------------------------------|
| 1 | 1. Enter Diagnostics mode (press and hold buttons 3 and 6 , turn on the MFP, and release the buttons when the progress bar displays. 2. Touch PRINT TESTS . 3. Touch a tray below tray 4. 4. Touch Single . Did the page feed correctly? | Problem resolved. | Replace the complete tray 4 option. |

243.29—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 1 | 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. Select PRINT TESTS . 3. Select Tray 3 . 4. Select Single . Did the page feed correctly? | Problem resolved. | Go to step 2. |
| 2 | Is tray 3 a high-capacity input tray (2,000-sheet feeder)? | Replace the HCIT elevator-up sensor. See “ HCIT elevator motor with sensor removal ” on page 4-272. | Replace the complete tray 3 option. |

244.02—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|---------------|---------------|
| 1 | Has paper been fed from an input option before? | Go to step 4. | Go to step 2. |

| Step | Questions / actions | Yes | No |
|------|---|---|---|
| 2 | <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 connector JOPT1 for proper connection to the system board, the cable for pinch points, and the cable or connector for any other damage.  <p>Is the cable damaged?</p> | Replace the option cable. See “Option cable removal” on page 4-128. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Carefully lift the printer off the options, and lay the printer on its back. 2. Check the option connector for damage.  <p>Is the connector damaged?</p> | Replace the option cable. See “Option cable removal” on page 4-128. | Go to step 4. |
| 4 | <p>Replace the complete tray 4 option.</p> <p>Did the error clear?</p> | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

244.03, 244.11—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|-------------------|---------------|
| 1 | <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 PRINT TESTS. 3. Select a tray below tray 4. 4. Touch Single. <p>Did the page print correctly?</p> | Problem resolved. | Go to step 2. |

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| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 2 | Is tray 4 a high-capacity input option (2,000-sheet feeder)? | Replace the HCIT top plate. See “ Top plate assembly removal ” on page 4-279. | Replace the complete tray 4 option. |

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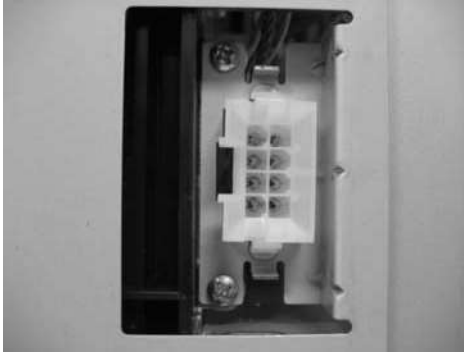
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244.05—Paper Jam service check



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| Step | Questions / actions | Yes | No |
|------|---|---------------------------|---------------|
| 1 | Has paper been fed from an input option before? | Go to step 5. | Go to step 2. |
| 2 | 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. Select PRINT TESTS . 3. Select a tray below tray 3. 4. Select Single . Did the page print correctly? | Problem resolved. | Go to step 3. |
| 3 | 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 connector at JOPT1 on the system board for proper connection, the cable for pinch points, and the cable or connector for any other damage.  Is the cable damaged? | Replace the option cable. | Go to step 4. |

| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 4 | <p>1. Carefully lift the printer off the option, and lay the printer on its back.</p> <p>2. Check the option connector for damage.</p>  <p>Is the connector damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 5. |
| 5 | Is tray 4 a high-capacity input option (2,000-sheet feeder)? | Go to step 7. | Go to step 6. |
| 6 | <p>Replace the complete tray 4 option.</p> <p>Did the error clear?</p> | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |
| 7 | <p>Replace the high-capacity input tray (2,000-sheet feeder)?</p> | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |

244.10—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|------------------|-------------------------------------|
| 1 | <p>1. 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>2. Select PRINT TESTS.</p> <p>3. Select a tray below tray 4.</p> <p>4. Select Single.</p> <p>Did the page feed correctly?</p> | Problem resolved | Replace the complete tray 4 option. |

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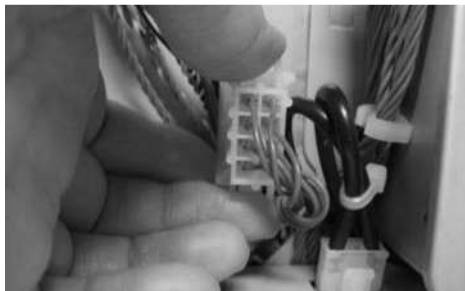
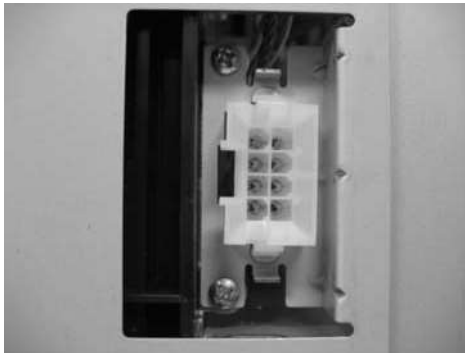


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244.17—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|--|-------------------------------------|
| 1 | Has paper been fed from an input option before? | Go to step 4. | Go to step 2. |
| 2 | <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 cable in connector JOPT1 for proper connection to the system board, cable pinch points, and any other damage to the cable or connector.  <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Carefully lift the printer off the option, and lay the printer on its back. 2. Check the option connector for damage.  <p>Is the option cable connector or cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |
| 4 | Is tray 4 an high-capacity input tray (HCIT)? | Replace the HCIT top plate. See “ Top plate assembly removal ” on page 4-279. | Replace the complete tray 4 option. |

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244.26—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 1 | 1. Determine the input tray. 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. Select PRINT TESTS . 4. Select the input tray. 5. Select Single . Did the page feed correctly? | Problem resolved | Go to step 2. |
| 2 | Is tray 5 a high-capacity input tray (2,000-sheet feeder)? | Replace the HCIT top plate. See “ Top plate assembly removal ” on page 4-279. | Replace the complete tray 5 option. |

244.27—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|-------------------|-------------------------------------|
| 1 | 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. Select PRINT TESTS . 3. Select a tray below tray 3. 4. Select Single . Did the page feed correctly? | Problem resolved. | Replace the complete tray 4 option. |

244.29—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 1 | 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. Select PRINT TESTS . 3. Select Tray 4 . 4. Select Single . Did the page feed correctly? | Problem resolved. | Go to step 2. |
| 2 | Is tray 4 a high-capacity input tray (2,000-sheet feeder)? | Replace the HCIT elevator-up sensor. See “ HCIT elevator motor with sensor removal ” on page 4-272. | Replace the complete tray 4 option. |

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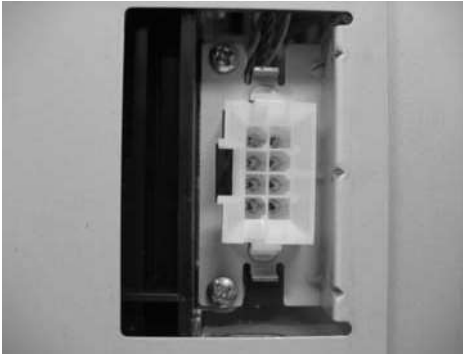


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245.02—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | Has paper been fed from an input option before? | Go to step 4. | Go to step 2. |
| 2 | <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 connector JOPT1 for proper connection to the system board, the cable for pinch points, and the cable or connector for any other damage.  <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Carefully lift the printer off the options, and lay the printer on its back. 2. Check the option connector for damage.  <p>Is the connector damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |
| 4 | <p>Replace the complete tray 5 option.</p> <p>Did the error clear?</p> | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |

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245.03, 245.11—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 1 | <ol style="list-style-type: none"> 1. Bring the printer up in Diagnostics Menu (turn the multifunction printer off, press and hold 3 and 6, turn the MFP on, and then release the buttons when the progress bar displays). 2. Select PRINT TESTS. 3. Select a tray below tray 3. 4. Select Single. Did the page print correctly? | Problem resolved. | Go to step 2. |
| 2 | Is tray 5 a high-capacity input option (2,000-sheet feeder)? | Replace the HCIT top plate. See “Top plate assembly removal” on page 4-279. | Replace the complete tray 5 option. |

245.05—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|--|---------------|
| 1 | Has paper been fed from an input option before? | Go to step 5. | Go to step 2. |
| 2 | <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. Select PRINT TESTS. 3. Select Tray 5. 4. Select Single. Did the page print correctly? | Problem resolved. | Go to step 3. |
| 3 | <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 connector at JOPT1 on the system board for proper connection, the cable for pinch points, and the cable or connector for any other damage. <div data-bbox="274 1438 735 1722" data-label="Image"> </div> Is the cable damaged? | Replace the option cable. See “Option cable removal” on page 4-128. | Go to step 4. |

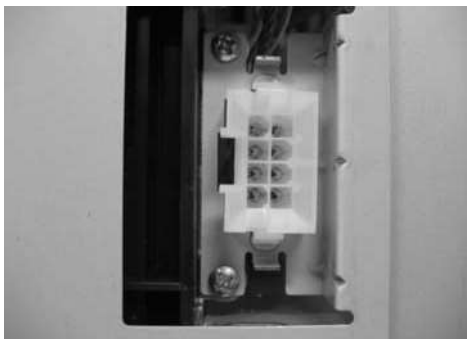
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| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 4 | <p>1. Carefully lift the printer off the option, and lay the printer on its back.</p> <p>2. Check the option connector for damage.</p>  <p>Is the connector damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 5. |
| 5 | Is tray 5 a high-capacity input option (2,000-sheet feeder)? | Go to step 7. | Go to step 6. |
| 6 | Replace the complete tray 5 option. Did the error clear? | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |
| 7 | Replace the high-capacity input tray (2,000-sheet feeder)? | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |

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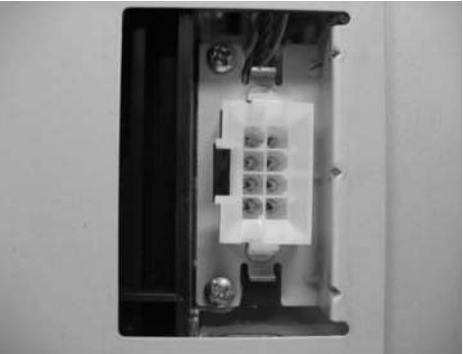


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245.10—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|-------------------|-------------------------------------|
| 1 | <p>1. 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>2. Touch PRINT TESTS.</p> <p>3. Select a tray below tray 5.</p> <p>4. Touch Single.</p> <p>Did the page feed correctly?</p> | Problem resolved. | Replace the complete tray 5 option. |

245.17—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | Has paper been fed from an input option before? | Go to step 4. | Go to step 2. |
| 2 | <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 cable in connector JOPT1 for proper connection to the system board, cable pinch points, and any other damage to the cable or connector.  <p>Is the cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Carefully lift the printer off the option, and lay the printer on its back. 2. Check the option connector for damage.  <p>Is the option cable connector or cable damaged?</p> | Replace the option cable. See “ Option cable removal ” on page 4-128. | Go to step 4. |
| 4 | Replace the complete tray 5 option. Does the error clear? | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |

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245.29—Paper Jam service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------------|
| 1 | 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. Select PRINT TESTS . 3. Select Tray 5 . 4. Select Single . Did the page feed correctly? | Problem resolved. | Go to step 2. |
| 2 | Is tray 5 a high-capacity input tray (2,000-sheet feeder)? | Replace the HCIT elevator-up sensor. See “ HCIT elevator motor with sensor removal ” on page 4-272. | Replace the complete tray 5 option. |

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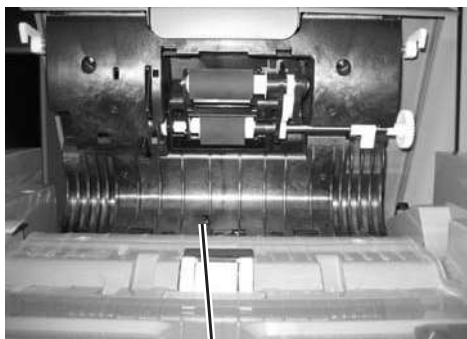



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290.01, 290.02—Scanner ADF pickup/feed jam service check

| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | Is the ADF pick roller assembly installed properly? | Go to step 2. | See installation notes on page 4-243 for proper installation of the ADF pick roller assembly. |
| 2 | Load paper in the ADF input tray. Touch Copy . Do you hear the ADF gear train motor running? | Go to step 3. | Replace the ADF motor gear train assembly. See “ ADF motor gear train removal ” on page 4-237 |
| 3 | Open the ADF cover.  Is the skew flag (A) damaged? | Replace the ADF case assembly. See “ ADF case assembly removal ” on page 4-230. | Go to step 4. |

| Step | Questions / actions | Yes | No |
|------|--|---|-------------------|
| 4 | <p>1. Remove the ADF motor side cover. See “ADF motor side cover removal” on page 4-212.</p> <p>2. Remove the ADF front side cover. See “ADF front side cover removal” on page 4-210 and</p>  <p style="text-align: center;">A</p> <p>Is the cable (A) connected correctly?</p> | Replace the front case assembly. See “ADF case assembly removal” on page 4-230. | Reseat the cable. |

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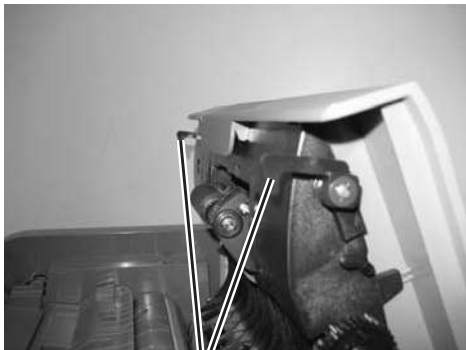



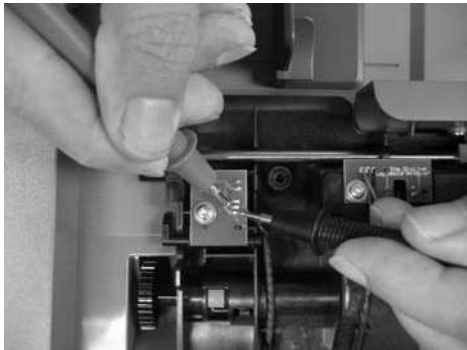
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292.00—Scanner ADF cover open jam service check

| Step | Questions / actions | Yes | No |
|------|--|---|---------------|
| 1 | <p>Open the ADF cover. Check the ADF cover sensor flag (A) for damage.</p>  <p style="text-align: center;">A</p> <p>Is the flag damaged?</p> | Replace the flag. See “ADF closed cover flag removal” on page 4-233. | Go to step 2. |
| 2 | <p>Check the ADF top cover latch (A).</p>  <p style="text-align: center;">A</p> <p>Are the latches damaged?</p> | Replace the ADF front cover assembly. See “Scanner front cover removal” on page 4-223 | Go to step 3. |

| Step | Questions / actions | Yes | No |
|------|--|--|--|
| 3 | <p>Check the covers where the ADF top cover latches (A) hook.</p>  <p>A</p> <p>Are either cover hooks damaged?</p> | <p>Replace the damaged cover. For the ADF motor side cover, see “ADF motor side cover removal” on page 4-212.</p> <p>For the ADF front side cover, see “ADF front side cover removal” on page 4-210.</p> | Go to step 4. |
| 4 | <ol style="list-style-type: none"> 1. Remove the ADF front cover. See “ADF front cover removal” on page 4-208. 2. Close the ADF. 3. Turn on the MPF. 4. Check the voltage on the ADF cover sensor.  <p>Does the voltage measure 5 V?</p> | Go to step 5. | Replace the ADF front assembly. See “ADF front cover removal” on page 4-208. |




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| Step | Questions / actions | Yes | No |
|------|--|---------------|---|
| 5 | <p>Check for proper ADF grounding.</p> <ol style="list-style-type: none"> 1. Remove the ADF upper case cover. See "ADF upper case cover removal" on page 4-215. 2. With an ohm meter, check resistance between the feed shaft and the skew shaft.  <p>Does resistance measure 0 ohms?</p> | Go to step 6. | Replace the steel discharge brush. See "ESD brush removal" on page 4-248. |
| 6 | <p>Tighten the screws on the grounding cable.</p>  <p>Measure the resistance between the feed shaft and the ADF upper case cover metal bar.</p>  <p>Does the resistance measure 0 ohms?</p> | Go to step 7. | Replace the grounding cable. |



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| Step | Questions / actions | Yes | No |
|------|--|--|--|
| 7 | <ol style="list-style-type: none"> 1. Remove the ADF motor side cover. 2. Check the cabling (ADF front assembly to scanner ICC card) (A).  <p>A</p> <p>Is the cable damaged?</p> | Go to step 8. | Replace the cable. |
| 8 | <ol style="list-style-type: none"> 1. Remove the left cover. See “ADF motor side cover removal” on page 4-212. 2. Check the cabling (scanner MDC card to scanner ICC card) (A).  <p>A</p> <p>Is the cable damaged?</p> | Replace the ICC card. See “Scanner ICC card removal” on page 4-258 | Replace the cable. See “UICC cable removal” on page 4-188. |

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292.01 Scanner locked error service check

| Step | Questions / actions | Yes | No |
|------|--|---------------|--|
| 1 | <ol style="list-style-type: none"> 1. Check if the scanner lock is set to unlock. 2. Check the condition of the CCD module. 3. Check the condition of the carriage transport belt. 4. Check if there is something that would cause the CCD module to be obstructed. <p>Is the CCD path free of obstruction and damage?</p> | Go to step 2. | Clear obstruction or reinstall parts that are dislodged. |
| 2 | <ol style="list-style-type: none"> 1. Check the LVPS connection on the system card, JLVPS1 and JLVPS2 for proper connection. 2. Reseat cables and check the voltages on on the JLVPS2 connectors: <ul style="list-style-type: none"> - Red cable = 5V - Yellow cable = 24V. 3. Check the voltages on JLVPS1: <ul style="list-style-type: none"> - Yellow cable = 24V. <p>Are these voltages present?</p> | Go to step 3. | Replace the LVPS. See “Low-voltage power supply (LVPS) removal” on page 4-115. |

| Step | Questions / actions | Yes | No |
|------|--|-------------------|---|
| 3 | 1. Check the cable connection on the system card J1,J3 and J1,J6 on the MDC card for proper connection. 2. Reseat cable the cable. Does the error clear? | Problem resolved. | Go to step 4. |
| 4 | Check for damages, pinch points and bents on the cable. Is the cable free of damage? | Go to step 5. | Replace either of the following depending on what cable has damage: <ul style="list-style-type: none"> • Scanner to system board flat cable. • Scanner to system board cable. |
| 5 | 1. Check for any damage on the MDC connectors. 2. Reseat all cable connectors. Does the error clear? | Problem resolved. | Go to step 6. |
| 6 | Replace the MDC. “Scanner MDC card removal” on page 4-261. Does the error clear? | Problem resolved. | Go to step 7. |
| 7 | Replace the scanner to system board flat cable. Does the error clear? | Problem resolved. | Go to step 8. |
| 8 | Replace the scanner to system board cable. Does the error clear? | Problem resolved. | Replace the flat bed scanner. See “Flatbed scanner removal” on page 4-255. |

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293.02—Flatbed cover open jam service check

| Step | Questions / actions | Yes | No |
|------|--|-------------------|---|
| 1 | Replace the scanner ICC card. See “Scanner ICC card removal” on page 4-258. Did the error clear? | Problem resolved. | Replace the ADF. See “ADF removal (entire)” on page 4-228. |

842.xx—Scanner Failure—Communication failure service check

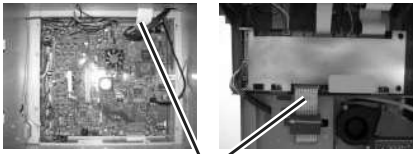
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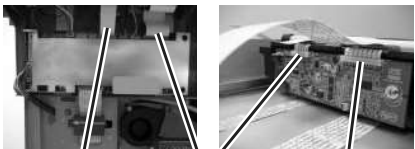
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| Step | Questions / actions | Yes | No |
|------|--|---------------------------------|---|
| 1 | <p>1. Check the scanner flex cable from the scanner MDC card to the system board.</p> <p>2. Remove the left cover. See “Left cover removal” on page 4-24.</p> <p>3. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37.</p>  <p style="text-align: center;">A</p> <p>Are both ends of the cable (A) seated?</p> | Go to step 2. | Reseat the scanner flex cable. |
| 2 | Is the scanner flex cable damaged? | Replace the scanner flex cable. | Go to step 3. |
| 3 | <p>Replace the scanner MDC card. See “Scanner ICC cable removal” on page 4-260.</p> <p>Is the problem fixed?</p> | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

843.00—Scanner Failure—Carriage failed to move service check

| Step | Questions / actions | Yes | No |
|------|--|---------------------------------|--|
| 1 | <p>Check the flatbed motor cables. Remove the flatbed with glass cover. See “Flatbed with glass cover removal” on page 4-219.</p>  <p style="text-align: center;">A B A</p> <p>Are either end of the cables (A, B) loose?</p> | Reseat the flatbed motor cable. | Replace the flatbed scanner. See “Flatbed scanner removal” on page 4-255 |

843.01, 843.02—Scanner Failure service check

| Step | Questions / actions | Yes | No |
|------|---|------------------------|--|
| 1 | <div>Check the ADF cable.</div> <div>1. Remove the left cover. See “Left cover removal” on page 4-24.</div> <div>2. Remove the scanner rear cover. See “Scanner rear cover removal” on page 4-225.</div> <div></div> <div>A</div> <div>Is the cable (A) damaged?</div> | Replace the ADF cable. | Replace the ADF. See “ADF removal (entire)” on page 4-228. |

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844.xx—Scanner Error—scan module output level error service check


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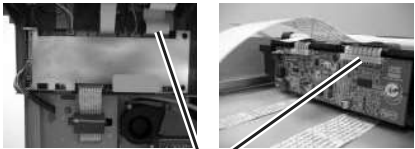


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| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | Check the flatbed lamp. Is the lamp on brightly? | Go to step 2. | Replace the flatbed lamp. See “Flatbed CCD carrier module removal” on page 4-250. |
| 2 | Remove the left cover. See “Left cover removal” on page 4-24.  A Are the cables (A and B) securely connected? | Go to step 3. | Reseat the flatbed CCD cable. |
| 3 | Are the cables damaged? | Replace the flatbed scanner. See “Flatbed scanner removal” on page 4-255 | Replace the flatbed CC carrier module. See “Flatbed CCD carrier module removal” on page 4-250. |

845.xx—Scanner Failure service check

Scan module cable failure or SCC card failure. CCD channel failure.

| Step | Questions / actions | Yes | No |
|------|--|--------------------------------|--|
| 1 | Check flatbed CCD cable (A). Remove the flatbed with glass cover. See “Flatbed with glass cover removal” on page 4-219.  A Is the cable loose? | Reseat the flatbed CCD cable. | Replace the flatbed scanner. See “Flatbed scanner removal” on page 4-255. |
| 2 | Is the flatbed CCD cable damaged? | Replace the flatbed CCD cable. | Replace the scanner MDC card. See “Scanner ICC cable removal” on page 4-260. |

846.xx—Front calibration strip error service check


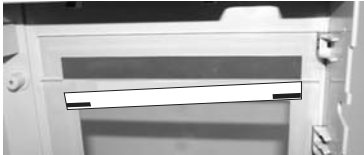
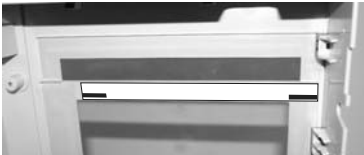
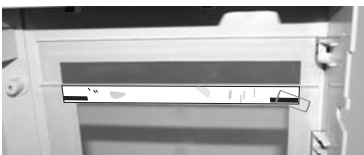
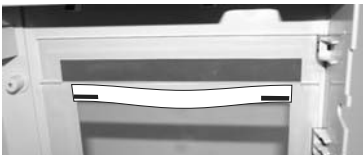
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| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | <p>Remove the flatbed with glass cover See “Flatbed with glass cover removal” on page 4-219.</p> <p>Is flatbed calibration strip properly attached to the flatbed with glass cover?</p> <div><div><p>Shifted left</p></div><div><p>Skewed</p></div><div><p>Shifted right</p></div><div><p>Dirty</p></div><div><p>Bowed</p></div></div> | <p>Replace the flatbed CCD carrier module. See “Flatbed CCD carrier module removal” on page 4-250.</p> | <p>Replace the flatbed with glass cover. See “Flatbed with glass cover removal” on page 4-219.</p> |

900.00–900.99 (except for 900.05)—System software error check

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

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

| Step | Action and questions | Yes | No |
|------|---|---------------|-------------------|
| 1 | <p>POR the device.</p> <p>Does the error reoccur?</p> | Go to step 2. | Problem resolved. |
| 2 | <ul style="list-style-type: none">• Write down the exact 900.xx error code displayed on the device.• Turn the device off.• Clear the print queues.• Disconnect all communication cables, and remove all memory options.• Remove all ISP and modem cards.• Restart the device into diagnostic mode. <p>Does the 900.xx error reoccur during startup?</p> | Go to step 3. | Go to step 6. |

| Step | Action and questions | Yes | No |
|------|---|-------------------|----------------|
| 3 | Check all the cables connected to the RIP board for proper connectivity. Are the cables properly connected? | Go to step 5. | Go to step 4. |
| 4 | Properly connect the cables to the RIP board. Restart the device into diagnostic mode. Does the 900.xx error reoccur during startup? | Go to step 5. | Go to step 6. |
| 5 | Replace the RIP board, and restart the device. Does this fix the problem? Note: If an error, different from the original 900.xx, is displayed, consult the service check for that error. | Problem resolved. | Go to step 31. |
| 6 | Print the following: <ul style="list-style-type: none"> • Error log • Menu settings page • Network settings page Does the 900.xx error reoccur while these pages were printing? | Go to step 31. | Go to step 7. |
| 7 | Re-attach the communications cable. Restart the printer to operating mode. Send the printer a print job. Does the 900.xx error reoccur? Note: Before performing this step, write down this information about the file being sent to the printer: <ul style="list-style-type: none"> • Application used • Operating system • Driver type • File type (PCL, PostScript, XPS, etc.) | Go to step 8. | Go to step 10. |
| 8 | Restart the printer to operating mode. Send a different print job to the device. Does the 900.xx error reoccur? | Go to step 9. | Go to step 10. |
| 9 | Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. Send the printer a print job. Does the 900.xx error reoccur? | Go to step 31. | Go to step 10. |
| 10 | Is the device a Multi Function Printer? | Go to step 11. | Go to step 13. |
| 11 | Run a copy job. Does the 900.xx error reoccur? | Go to step 31. | Go to step 12. |
| 12 | Run a scan to PC job. Does the 900.xx error reoccur? | Go to step 31. | Go to step 13. |
| 13 | Is there optional memory installed? | Go to step 14. | Go to step 16. |
| 14 | Reinstall the memory, and send a print job to the device. Does the 900.xx error reoccur? | Go to step 15. | Go to step 16. |

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| Step | Action and questions | Yes | No |
|------|--|----------------|-------------------|
| 15 | Install a Lexmark recommended memory option. Send a print job to the device. Does the 900.xx error reoccur? | Go to step 31. | Problem resolved. |
| 16 | Is there a modem installed on the device? | Go to step 17. | Go to step 21. |
| 17 | Reinstall the modem. Restart the device. Does the 900.xx error reoccur? | Go to step 18. | Go to step 20. |
| 18 | Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. Send the printer a print job. Does the 900.xx error reoccur? | Go to step 19. | Problem resolved. |
| 19 | Replace the modem. Restart the device. Does the 900.xx error reoccur? | Go to step 31. | Problem resolved. |
| 20 | Run a fax job. Does the 900.xx error reoccur? | Go to step 31. | Go to step 21. |
| 21 | Are there any ISP (internal solutions port) options installed? | Go to step 22. | Problem resolved. |
| 22 | Reinstall the first ISP option. Restart the device. Does the 900.xx error reoccur? | Go to step 24. | Go to step 23. |
| 23 | Run a job to test the option. Does the 900.xx error reoccur? | Go to step 24. | Go to step 26. |
| 24 | Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. Does the 900.xx error reoccur? | Go to step 25. | Problem resolved. |
| 25 | Replace the faulty ISP option. Restart the device. Does the 900.xx error reoccur? | Go to step 31. | Go to step 26. |
| 26 | Are there any more ISP options to install? | Go to step 27. | Problem resolved. |
| 27 | Install the next ISP option. Restart the device. Does the 900.xx error reoccur? | Go to step 29. | Go to step 28. |
| 28 | Run a job to test the option. Does the 900.xx error reoccur? | Go to step 29. | Go to step 26. |
| 29 | Upgrade the firmware. Contact your next level of support for the correct firmware level to use. Restart the printer to operating mode. Does the 900.xx error reoccur? | Go to step 30. | Go to step 26. |
| 30 | Replace the faulty ISP option. Restart the device. Does the 900.xx error reoccur? | Go to step 31. | Go to step 26. |

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| Step | Action and questions | Yes | No |
|------|--|-----|----|
| 31 | Contact your next level of support. You will need the following information for them: <ul style="list-style-type: none"> • Exact 900.xx error digits and complete error message • Printed menu settings page • Printed network settings page • Device error log • A sample print file if error appears to be isolated to a single file • File/Application used if error is related to specific print file • Device Operating System • Driver used (PCL/PS) • Frequency of the occurrence of the error | | |

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900.05—Transfer module error service check

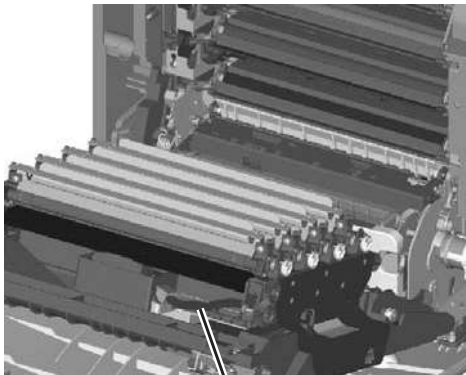
| Step | Questions / actions | Yes | No |
|------|--|--|--|
| 1 | 1. Turn the printer off. 2. Remove the rear frame cover. See “ Rear frame cover removal ” on page 4-37. 3. Check the transport cable in connector JTPS1 for proper connection to the system board, cable pinch points, and any other damage to the cable or connector. Is the cable damaged? | Replace the transport cable. See “ Transport cable removal ” on page 4-182. | Go to step 2. |
| 2 | Replace the transfer module. Did the error clear? | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |

902.59—Engine software error, NVRAM MGR problem

| Step | Questions / actions | Yes | No |
|------|---|---|--|
| 1 | 1. Turn off the printer. 2. Remove the rear frame cover. See “ Rear frame cover removal ” on page 4-37. 3. Check JPH1 and JTPS1 for proper connection and damage. 4. Check the transport cable on the transfer belt module side for any damage. Is either of the cables damaged? | If the JTPS1 cable is damaged, replace the JTPS1 cable. If the JPH1 cable is damaged, replace the printhead assembly. See “ Printhead removal, installation, and adjustment ” on page 4-140 | Go to step 2. |
| 2 | 1. Reseat the JPH1 and JTPS1 cables. 2. Reseat the transport cable on the transfer belt module side. 3. Power on the printer. Does the problem persist? | Go to step 3. | Problem resolved. |
| 3 | Install a new transfer module to verify if the old transfer module is defective. Does the problem persist? | Go to step 4. | Replace the transfer module. See “ Transfer module removal ” on page 4-180. |
| 4 | Connect a new transport cable from outside of the machine. Does the problem persist? | 1. Return the old transfer module and transport cable. 2. Go to step 5. | Replace the transport cable. See “ Transport cable removal ” on page 4-182. |

| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 5 | Connect a new printhead assembly from outside of the printer and verify the printhead. See “ Printhead verification ” on page 3-52. Does the problem persist? | Replace the system board. See “ System board removal ” on page 4-157. | Replace the printhead assembly. See “ Printhead removal, installation, and adjustment ” on page 4-140 |

920.03, 920.25—Transfer Module Missing error service check

| Step | Questions / actions | Yes | No |
|------|--|--|--|
| 1 | Open the front access door. Reseat the transport cable.  Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | 1. Turn the printer off. 2. Remove the rear frame cover. See “ Rear frame cover removal ” on page 4-37. 3. Reseat the transport cable in connector JTPS1. Did the error clear? | Problem resolved. | Go to step 3. |
| 3 | Check the transport cable in connector JTPS1 for pinch points and for any other damage to the cable or connector. Is the cable damaged? | Replace the transport cable. See “ Transport cable removal ” on page 4-182. | Go to step 4. |
| 4 | Replace the transport belt assembly. See “ Transfer module removal ” on page 4-180. Did the error clear? | Problem resolved. | Go to step 5. |
| 5 | Connect a new transport cable to the transfer belt module and the system board from outside of the machine. Did the error clear? | Replace the transport cable. See “ Transport cable removal ” on page 4-182. | Replace the system board. See “ System board removal ” on page 4-157. |

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920.04—POST—fuser motor not connected error service check

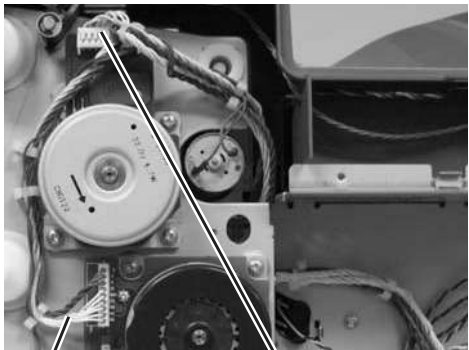
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| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | 1. Turn the printer off. 2. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37. 3. Reseat the cables in connectors JCARTP1 and JCARTS1. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the cartridge motor 1/fuser cable in connector JCARTP1 and JCARTS1 for pinch points and the cable or connector for any other damage. Is the cable damaged? | Replace the cartridge motor1/fuser cable. See “Cartridge motor 1/fuser cable removal” on page 4-54. | Go to step 4. |
| 3 | 1. Remove the right cover. See “Right cover removal” on page 4-38. 2. Check the cartridge motor 1/fuser motor cable for proper connection to the EP drive assembly, pinch point for the cable, and damage to the cable or connector  Is either cable damaged? | Replace the cartridge motor1/fuser motor cable. See “Cartridge motor 1/fuser cable removal” on page 4-54. | Go to step 4. |
| 4 | 1. Disconnect the cable connecting motor 1/ fuser motor cable and cartridge motor 2/ motor 3, and connect the cable to the new EP drive assembly outside the machine. 2. POR the printer, then check if the error remains. Did the error clear? | Replace the EP drive assembly. See “Electrophotographic (EP) drive assembly removal” on page 4-78. | Go to step 5. |
| 5 | Connect a new cartridge motor1/fuser motor cable to the old EP drive assembly without installing it into the machine. Did the error clear? | Replace the cartridge motor1/fuser motor cable. See “Cartridge motor 1/fuser cable removal” on page 4-54. | Replace the system board. See “System board removal” on page 4-157. |

920.05—POST—printhead motor not connected 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. Reseat the cables in connectors JMIRR1 and JPH1. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the cables in connectors JMIRR1 and JPH1 for pinch points and any other damage to the cables or connectors. Is the cable damaged? | Replace the printhead. See “ Printhead removal, installation, and adjustment ” on page 4-140. | Go to step 3. |
| 3 | 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 4. |
| 4 | 1. Perform the printhead verification to check whether the new printhead solves the problem. See “ Printhead verification ” on page 3-52. 2. Perform the Mirror Motor Test. See “ Mirror Motor Test ” on page 3-19. Did the mirror motor pass the test? | 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. |

920.06—Input sensor service check

| Step | Questions / actions | Yes | No |
|------|---|---|---------------|
| 1 | Is the input sensor flag damaged?  | Replace the paper pick mechanism. See “ Paper pick mechanism assembly removal ” on page 4-130. | Go to step 2. |
| 2 | 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 JTRAY1 for proper connection to the system board, for pinch points, and any other damage to the cable or connector. Check both ends of the cable. Is the cable damaged? | Replace the paper pick mechanism. See “ Paper pick mechanism assembly removal ” on page 4-130. | Go to step 3. |

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| Step | Questions / actions | Yes | No |
|----------|---|---|--|
| 3 | <ol style="list-style-type: none"> 1. Disconnect the cable in the connector JTRAY1. 2. Connect the cable from the new paper pick assembly in connector JTRAY1. 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 SENSOR TESTS. 5. Touch Dynamic Sensors. 6. Touch Input. 7. Activate the input sensor. <p>Did the touchscreen change from Open to Closed?</p> | 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. |

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920.07—POST—Narrow media sensor 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. Reseat the cable in connector JTRAY1. <p>Did the error clear?</p> | Problem resolved. | Go to step 2. |
| 2 | <p>Check the cable in connector JTRAY1 for pinch points and the cable or connector for any other damage.</p> <p>Is the cable damaged?</p> | Replace the paper pick mechanism. See “ Paper pick mechanism assembly removal ” on page 4-130. | Go to step 3. |
| 3 | <p>Place a voltmeter between JTRAY1 pin 4 and ground (pin 1).</p> <p>Does the meter read +5 V dc?</p> | Go to step 4 | Replace the system board. See “ System board removal ” on page 4-157. |

| Step | Questions / actions | Yes | No |
|------|--|---|--|
| 4 | <ol style="list-style-type: none"> 1. Disconnect the cable in JTRAY1, and connect the cable from 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 Sensor Tests. 4. Touch Dynamic Sensors. 5. Touch Narrow Media. 6. Activate the narrow media sensor.  <p>Did the narrow media sensor change from Closed to Open on the touchscreen?</p> | 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. |

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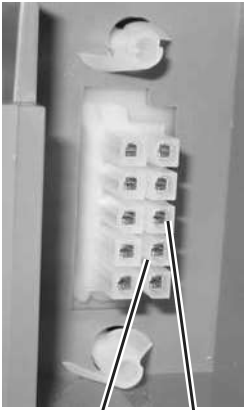
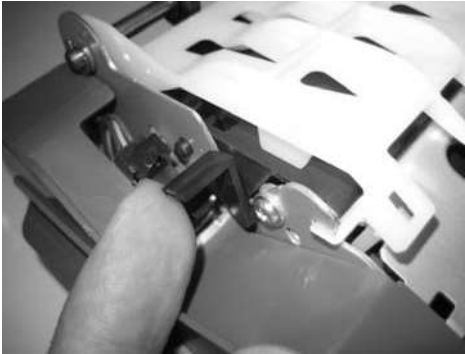
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920.08—Exit sensor service check

| Step | Questions / actions | Yes | No |
|------|---|--|---|
| 1 | <p>Verify the paper is loaded properly in the paper tray or manual feed slot.</p> <p>Is the paper properly loaded?</p> | Go to step 2. | Load paper correctly. |
| 2 | <ol style="list-style-type: none"> 1. Turn the printer off. 2. Install the new fuser. See “Fuser assembly removal” on page 4-104. <p>Note: Do not reset fuser count or run motor calibration yet.</p> <ol style="list-style-type: none"> 3. POR the printer. <p>Did the error clear?</p> | <p>Problem resolved.</p> <p>Note: Complete the fuser installation, reset fuser count, and run motor calibration. See “Fuser assembly removal” on page 4-104.</p> | Remove the new fuser, and go to step 3. |
| 3 | <p>Remove the rear frame cover. See “Rear frame cover removal” on page 4-37.</p> <p>Check the fuser DC cable in the connector JFUSER1 for proper connection to the system board, for pinch points, and for any other damage to the cable or the connector.</p> <p>Is the cable damaged?</p> | Replace the fuser DC cable. See “ Fuser DC cable removal ” on page 4-107. | Go to step 4. |

| Step | Questions / actions | Yes | No |
|------|---|--|---|
| 4 | <p>Place a voltmeter between the fuser DC autoconnect pin 8 and ground (pin 6).</p>  <p>Pin 8 Pin 6(ground)</p> <p>Does the meter read +5 V dc?</p> | Go to step 6. | Go to step 5. |
| 5 | <p>Place a voltmeter between the connector JFUSER1 pin 8 and ground (pin 6) on the system board.</p> <p>Does the meter read +5 V dc?</p> | Go to step 6. | Replace the fuser DC cable. See “Fuser DC cable removal” on page 4-107. |
| 6 | <ol style="list-style-type: none"> 1. Replace the fuser without resetting the fuser count. 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 SENSOR TESTS. 4. Touch Dynamic Sensors. 5. Touch Fuser Exit. 6. Open the front door, and then the top access cover. 7. Activate the fuser exit sensor.  <p>Did the fuser exit sensor change from Open to Closed?</p> | Replace fuser and reset the fuser count. See “Fuser assembly removal” on page 4-104. | Replace the system board. See “System board removal” on page 4-157. |

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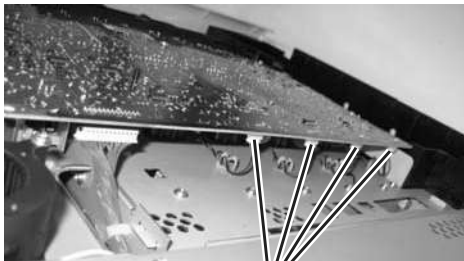


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920.09—POST—Four toner sensor not connected error service check

| 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. Reseat the cable in connector JHVPS1. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the HVPS cable in connector JHVPS1 for pinch points and any other damage to the cable or connector. Is the cable damaged? | Replace the HVPS cable. See “ High-voltage power supply (HVPS) cable removal ” on page 4-112. | Go to step 3. |
| 3 | 1. Remove the left cover. See “ Left cover removal ” on page 4-24. 2. Reseat and check all the toner level sensor cables (A) connected to the rear of the HVPS for damages and if they are installed correctly.  Does the problem persist? | Go to step 4. | Problem resolved. |
| 4 | Connect four new toner level sensors outside the machine and perform a POR. Note: Keep track of which sensors change the error code to reduce the number of failing sensors. Keep the old sensor which does not reduce the failing number, leaving three new sensors and no error reported. Does the problem persist? | Remove the four new toner level sensors and go to step 5. | Replace the failing toner level sensors. See “ Toner level sensor removal ” on page 4-166. |
| 5 | Replace the HVPS board. See “ High-voltage power supply (HVPS) removal ” on page 4-110. Did the error clear? | Problem resolved. | Go to step 6. |
| 6 | 1. Install the old HVPS back to the machine. 2. Replace the HVPS cable. See “ High-voltage power supply (HVPS) cable removal ” on page 4-112. Does the problem persist? | Replace the system board. See “ System board removal ” on page 4-157 | Problem resolved. |

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920.10—POST—Three toner sensors not connected error service check

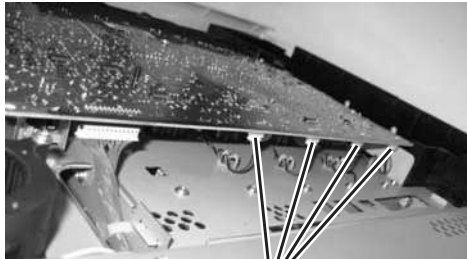
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| Step | Questions / actions | Yes | No |
|------|---|--|---|
| 1 | 1. Turn the printer off. 2. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37. 3. Reseat the cable in connector JHVPS1. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the HVPS cable in connector JHVPS1 for pinch points and any other damage to the cable or connector. Is the cable damaged? | Replace the HVPS cable. See “High-voltage power supply (HVPS) cable removal” on page 4-112. | Go to step 3. |
| 3 | 1. Remove the left cover. See “Left cover removal” on page 4-24. 2. Reseat and check all the toner level sensor cables (A) connected to the rear of the HVPS for damages and if they are installed correctly.  A Does the problem persist? | Go to step 4. | Problem resolved. |
| 4 | Connect four new toner level sensors outside the machine and perform a POR. Note: Keep track of which sensors change the error code to reduce the number of failing sensors. Keep the old sensor which does not reduce the failing number, leaving three new sensors and no error reported. Does the problem persist? | Go to step 5. | Replace the failing toner level sensors. See “Toner level sensor removal” on page 4-166. |
| 5 | Replace the HVPS board. See “High-voltage power supply (HVPS) removal” on page 4-110. Did the error clear? | Problem resolved. | Go to step 6. |
| 6 | 1. Install the old HVPS back to the machine. 2. Replace the HVPS cable. See “High-voltage power supply (HVPS) cable removal” on page 4-112. Does the problem persist? | Replace the system board. See “System board removal” on page 4-157 | Problem resolved. |

920.11—POST—Two toner sensors not connected error service check

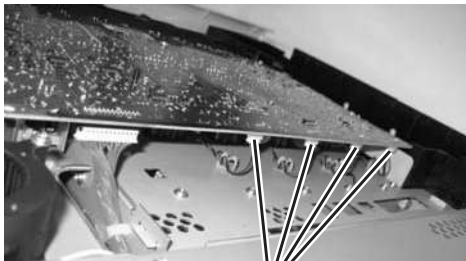
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| Step | Questions / actions | Yes | No |
|------|---|--|---|
| 1 | 1. Turn the printer off. 2. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37. 3. Reseat the cable in connector JHVPS1. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the HVPS cable in connector JHVPS1 for pinch points and any other damage to the cable or connector. Is the cable damaged? | Replace the HVPS cable. See “High-voltage power supply (HVPS) cable removal” on page 4-112. | Go to step 3. |
| 3 | 1. Remove the left cover. See “Left cover removal” on page 4-24. 2. Reseat and check all the toner level sensor cables (A) connected to the rear of the HVPS for damages and if they are installed correctly.  A Does the problem persist? | Go to step 4. | Problem resolved. |
| 4 | Connect four new toner level sensors outside the machine and perform a POR. Note: Keep track of which sensors change the error code to reduce the number of failing sensors. Keep the old sensor which does not reduce the failing number, leaving three new sensors and no error reported. Does the problem persist? | Go to step 5. | Replace the failing toner level sensors. See “Toner level sensor removal” on page 4-166. |
| 5 | Replace the HVPS board. See “High-voltage power supply (HVPS) removal” on page 4-110. Did the error clear? | Problem resolved. | Go to step 6. |
| 6 | 1. Install the old HVPS back to the machine. 2. Replace the HVPS cable. See “High-voltage power supply (HVPS) cable removal” on page 4-112. Does the problem persist? | Replace the system board. See “System board removal” on page 4-157 | Problem resolved. |

920.12—POST—One toner sensor not connected error service check

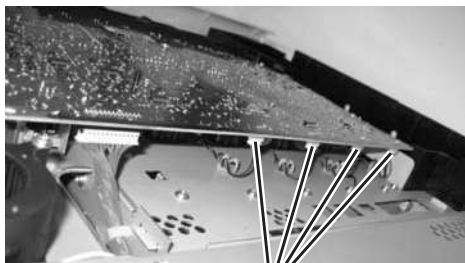
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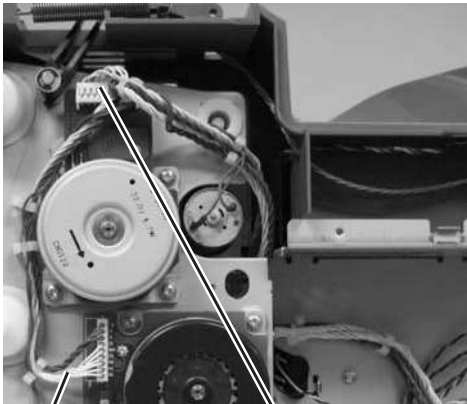
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| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | 1. Turn the printer off. 2. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37. 3. Reseat the cable in connector JHVPS1. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the HVPS cable in connector JHVPS1 for pinch points and any other damage to the cable or connector. Is the cable damaged? | Replace the HVPS cable. See “High-voltage power supply (HVPS) cable removal” on page 4-112. | Go to step 3. |
| 3 | 1. Remove the left cover. See “Left cover removal” on page 4-24. 2. Reseat and check all the toner level sensor cables (A) connected to the rear of the HVPS for damages and if they are installed correctly.  A Does the problem persist? | Go to step 4. | Problem resolved. |
| 4 | Connect four new toner level sensors outside the machine and perform a POR. Note: Keep track of which sensors change the error code to reduce the number of failing sensors. Keep the old sensor which does not reduce the failing number, leaving three new sensors and no error reported. Does the problem persist? | Go to step 5. | Replace the failing toner level sensor. See “Toner level sensor removal” on page 4-166. |
| 5 | Replace the HVPS board. See “High-voltage power supply (HVPS) removal” on page 4-110. Did the error clear? | Problem resolved. | Go to step 6. |
| 6 | 1. Install the old HVPS back to the machine. 2. Replace the HVPS cable. See “High-voltage power supply (HVPS) cable removal” on page 4-112. Does the problem persist? | Replace the system board. See “System board removal” on page 4-157 | Problem resolved. |

920.13—POST 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. Reseat the cables in connectors JCARTP1 and JCARTS1. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the cables in connectors JCARTP1 and JCARTS1 for pinch points and any other damage to the cables or connectors. Is the cable damaged? | Replace the cartridge motor 1/fuser cable. See “Cartridge motor 1/fuser cable removal” on page 4-54. | Go to step 3. |
| 3 | 1. Remove the right cover. See “Right cover removal” on page 4-38. 2. Check for the cartridge 1/fuser motor cable (A) for proper connection to the EP drive assembly, pinch points for the cable, or any other damage to the cable or connector.  Is either cable (A) damaged? | Replace the cartridge motor 1/fuser cable. See “Cartridge motor 1/fuser cable removal” on page 4-54. | Go to step 4. |
| 4 | 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 5. |
| 5 | Plug in a new EP drive assembly cartridge motor 1 with the old cable from outside the machine. Does the problem persist? | Go to step 6. | Replace the EP drive assembly. See “Electrophotographic (EP) drive assembly removal” on page 4-78. |
| 6 | Plug in a new EP drive assembly cartridge motor 1 with a new cable from outside the machine. Does the problem persist? | Replace the system board. See “System board removal” on page 4-157. | Replace the cartridge motor 1/fuser cable. See “Cartridge motor 1/fuser cable removal” on page 4-54. |

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920.14—POST—Cartridge motor 2 not connected error service check

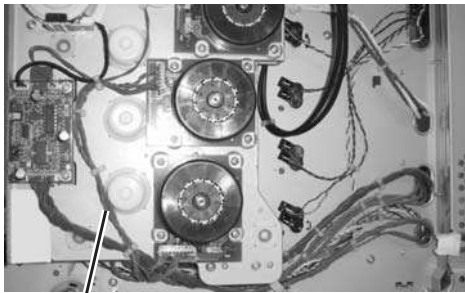
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| Step | Questions / actions | Yes | No |
|------|---|---|--|
| 1 | 1. Turn the printer off. 2. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37. 3. Reseat the cables in connector JCARTP2 and JCARTS2. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the cable in connector JCARTP2 and JCARTS2 for pinch points and any other damage to the cable or connector. Are the cables damaged? | Replace the cartridge motor 2/3 cable. See “Cartridge motor 2/3 cable removal” on page 4-57. | Go to step 3. |
| 3 | 1. Remove the right cover. See “Right cover removal” on page 4-38. 2. Check the cartridge motor 2/3 cable (A) for the proper connection to the EP drive assembly, pinch point for the cable, or damage to the cable or connectors.  A Is either cable (A) damaged? | Replace the cartridge motor 2/3 cable. See “Cartridge motor 2/3 cable removal” on page 4-57. | Go to step 4. |
| 4 | Measure the continuity across all of the fuses on the system board. Are any of the fuses blown? | Replace system board. See “System board removal” on page 4-157. | Go to step 5. |
| 5 | Connect a new cartridge motor 1/fuser cable from the outside of the machine. Did the error clear? | Replace the cartridge motor 1/fuser cable. See “Cartridge motor 1/fuser cable removal” on page 4-54. | Go to step 6. |
| 6 | Connect the old cartridge motor 1/fuser motor cable to a new EP drive assembly outside of the machine. Did the error clear? | Replace the EP drive assembly. See “Electrophotographic (EP) drive assembly removal” on page 4-78. | Replace system board. See “System board removal” on page 4-157. |

920.15, 920.20—POST—Bad transfer module NVRAM data 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 JTPS1 connector for any damage, and then reseal the JTPS1 cable. 4. Check the transport cable connection to the transport belt for any damages. a. Open the front door cover b. Reseat the transport cable in the transfer belt module. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Replace the transfer belt module. See “ Transfer module removal ” on page 4-180. Does the problem persist? | Go to step 3. | Problem resolved. |
| 3 | Connect a new transport cable from outside of the machine. Does the problem persist? | Return the old transport belt module and old transport cable then replace the system board. See “ System board removal ” on page 4-157. | Return the old transport belt module and replace the transport cable. See “ Transport cable removal ” on page 4-182. |

920.16—POST—Bad printhead NVRAM data 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. Reseat the large printhead cable in connector JPH1. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the cable in connector JPH1 for pinch points and any other damage to the cable or connector. Is the cable damaged? | Replace the printhead. See “ Printhead removal, installation, and adjustment ” on page 4-140. | Go to step 3. |
| 3 | 1. Perform the printhead verification to check whether the printhead replacement fixes the problem. See “ Printhead verification ” on page 3-52. 2. POR the printer. Did the printhead motor pass the test? | 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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920.17—POST 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. Reseat the bin full sensor cable in connector JBIN1. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | Check the bin full sensor cable in connector JBIN1 for pinch points and any other damage to the cable or connector. Is the cable damaged? | Replace the bin full sensor with cable. See “ Bin full sensor assembly removal ” on page 4-52. | Go to step 3. |
| 3 | 1. Disconnect the cable in JBIN1 connector. 2. Connect the new bin full sensor flag connector in the JBIN1 connector. 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 SENSOR TESTS . 5. Touch Dynamic Sensors . 6. Touch Other Sensors . 7. Touch Bin Full . 8. Activate the new bin full sensor by pressing on the flag, as shown.  Did the bin full sensor change from Open to Closed on the touchscreen? | Replace the bin full sensor and cable. See “ Bin full sensor assembly removal ” on page 4-52. | Replace the system board. See “ System board removal ” on page 4-157. |

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920.18—POST—Cartridge motor 3 not connected 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. Reseat the cables in connectors JCARTP2 and JCARTS2. 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. Remove the right cover. See “ Right cover removal ” on page 4-38. 2. Check the connections on the cartridge motor 2/3 cables and reseal the cables. 3. Check the routing on the cables for pinch points and any other damage to the cables or the connectors. Is the cable free from damage? | Replace the cartridge motor 2/3 cable. See “ Cartridge motor 2/3 cable removal ” on page 4-57. | Go to step 4. |
| 4 | Connect a new Cartridge motor 2/3 cable from outside of the machine, then POR the printer. Note: Verify first if the cable is working properly by testing connections of the cable on motor 2 and 3 to the JCARTP2 and JCARTS2 connectors. Route the cables properly only when you have verified that the cables are working properly. Did the error clear? | Replace the cartridge motor 2/3 cable. See “ Cartridge motor 2/3 cable removal ” on page 4-57. | Go to step 5. |
| 5 | Connect a new EP drive assembly from the outside of the machine. Note: Verify first if the EP drive assembly is working properly. Connect the cables on the fuser motor, cartridge motor 1, 2, and 3 on the new EP drive assembly. Route the cables properly only when you have verified that the cables are working properly. Did the error clear? | Return the old cartridge motor 2/3 cable and replace the EP drive assembly. See “ Electrophotographic (EP) drive assembly removal ” on page 4-78 | Return the old EP drive assembly and the old cartridge motor 2/3 cable, then replace the system board. See “ System board removal ” on page 4-157. |

920.19—POST—Transfer module stepper motor not connected 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. Reseat the motor driver cable in connector JDVR1. 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. |

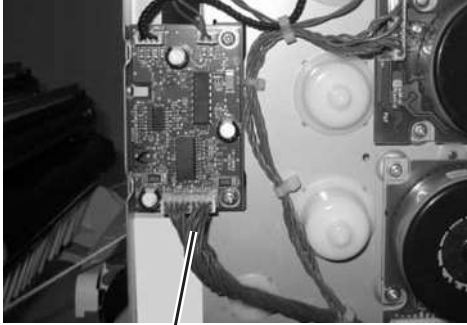
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| Step | Questions / actions | Yes | No |
|------|--|--|--|
| 3 | <ol style="list-style-type: none"> 1. Open the right cover. 2. Reseat the motor driver cable on the motor driver side (A). 3. Reseat all cables connected to the motor driver card.  <p style="text-align: center;">A</p> <p>Does this clear the error?</p> | Problem resolved. | Go to step 4. |
| 4 | <p>Connect a new motor driver cable from outside of the machine.</p> <p>Note: Make sure to verify first if the motor driver cable is working properly by connecting one end to the motor driver card, and the other end to the JDVR1 connector on the system board. Route the cables properly only when you have verified that the cable is working properly.</p> <p>Does this clear the error?</p> | Replace the motor driver cable See “ Motor driver cable removal ” on page 4-117. | Go to step 5. |
| 5 | <p>Connect a new transport motor cable.</p> <p>Did this clear the error?</p> | Return the original part from the printer and replace the transport motor cable. See “ Transport motor cable removal ” on page 4-185. | Go to step 6. |
| 6 | <p>Connect a new motor driver card.</p> <p>Did this clear the error?</p> | Return the original parts of the printer and replace the motor driver card. See “ Motor driver card removal ” on page 4-118. | Go to step 7. |
| 7 | <ol style="list-style-type: none"> 1. Connect a new EP drive assembly from outside of the machine. 2. Transfer the motor driver card and cables to the new EP drive assembly and connect the cables. <p>Did this clear the error?</p> | Replace the EP drive assembly and connect the original parts back to the machine. 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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920.21—POST—24 V power supply failure error service check

| Step | Questions / actions | Yes | No |
|------|--|---|--|
| 1 | <p>Note: The LVPS must be turned off for several seconds before turning back on. This error can occur if the LVPS does not have time to recover after being turned off.</p> <ol style="list-style-type: none"> 1. Open the front door cover 2. Check the 24V interlock switch for damage and proper installation. 3. Check if the front door actuator can trigger the sensor. <p>Is the front door sensor actuator able to trigger the sensor?</p> | Go to step 3. | Go to step 2. |
| 2 | <ol style="list-style-type: none"> 1. Check if the front door assembly can close properly. 2. Check the front door pivot for any damage. 3. Check if the front door can close properly. <p>Is the front door damaged?</p> | Replace the front door. See “Front door assembly removal” on page 4-92. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Check the cable in connector JCVR1 for proper connection to the system board, pinch points, and for any other damage to the cable or connector. 2. Reseat the cable. <p>Did the error clear?</p> | Problem resolved. | Go to step 4. |
| 4 | <ol style="list-style-type: none"> 1. Disconnect the cable in connector JCVR1 2. Connect a new 24 V interlock switch without properly routing the cables. <p>Note: The 24V interlock switch should be plugged in without installing inside the machine. Close the covers, manually actuate the switch, and then turn on the machine.</p> <p>Did the error clear?</p> | Replace the 24 V interlock switch. See “24 V interlock switch removal” on page 4-50. | Go to step 5. |
| 5 | <p>Check the input voltage switch on the back of the low-voltage power supply (LVPS). Some power supplies do not have the switch.</p> <p>Note: If your FRU does not have a switch, proceed to step 6.</p> <p>Is the voltage level (115/230) properly set?</p> | Go to step 6. | Set the switch for the proper voltage supported by your country. |
| 6 | <p>Reseat the cable in connector JLVPS1.</p> <p>Did the error clear?</p> | Problem resolved. | Go to step 7. |
| 7 | <p>Replace the LVPS.</p> <p>Note: Verify first if the new LVPS is working properly before installing it inside the machine. Remove the old LVPS, and install the new LVPS without installing the screws. Connect the fuser and JLVPS1 connectors to the new LVPS.</p> <p>Did the error clear?</p> | Replace the LVPS. See “Low-voltage power supply (LVPS) removal” on page 4-115. | Replace the system board. See “System board removal” on page 4-157. |

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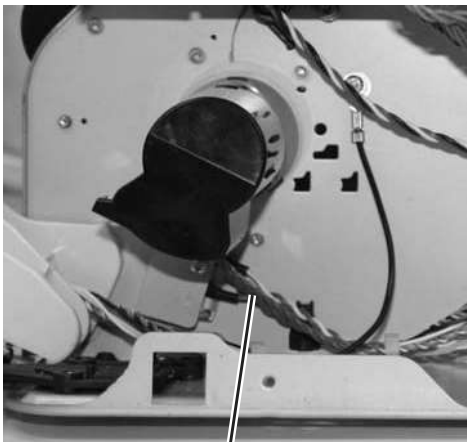


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920.23—POST error service check

| 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. Reseat the cable in connector JDX1. 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. Remove the right cover. See “Right cover removal” on page 4-38. 2. Check the MPF/duplex motor cable in connector JDX1 for pinch points and any other damage to the cable or connector. Check both ends of the cable.  A Is the cable damaged? | Replace the MPF/duplex motor cable. See “Multipurpose feeder (MPF)/duplex motor cable removal” on page 4-125. Note: Make sure to verify if the new cable is working properly first. Route the cables properly only when you have verified that the cables are working properly. | Go to step 4. |
| 4 | 1. Replace the MPF/duplex motor assembly. See “Multipurpose feeder (MPF)/duplex motor cable removal” on page 4-125. Note: Before replacing a motor, always verify if the new part is working properly by connecting it outside of the machine. 2. POR the printer and check if the error is gone. Did the error clear? | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

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920.26—POST service check

| Step | Questions / actions | Yes | No |
|------|--|-------------------------------|--|
| 1 | <p>Open the top access cover.</p>  <p>A</p> <p>Is the top cover sensor damaged?</p> | Replace the top cover sensor. | Go to step 2. |
| 2 | <ol style="list-style-type: none"> 1. Turn the printer off. 2. Remove the rear frame cover. See “Rear cover removal” on page 4-36. 3. Check the cable in the connector JFDS1 for proper connection to the system board, pinch points, and the cable or connector for any other damage. <p>Is the cable damaged?</p> | Replace the top cover sensor. | Go to step 3. |
| 3 | <ol style="list-style-type: none"> 1. Disconnect the cable in connector JFDS1. 2. Connect the new top cover sensor. 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 Sensor Tests. 5. Touch Dynamic Sensors. 6. Touch Top Door. 7. Activate the top cover sensor by pressing the flag as shown.  <p>Does the display on the touchscreen change from Open to Closed?</p> | Replace the top cover sensor. | Replace the system board. See “ System board removal ” on page 4-157. |

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920.27, 920.28, 920.29—POST (power on self test) option tray error service check

| Step | Questions / actions | Yes | No |
|------|--|---|---------------|
| 1 | Is the specified option the 550-sheet tray? | Replace the 550-sheet tray with a new 550-sheet tray option. | Go to step 2. |
| 2 | Is the specified option the special media tray? | Replace the special media tray with a new special tray option. | Go to step 3. |
| 3 | Is the specified option the high-capacity input tray (HCIT)? | Replace the HCIT controller board assembly. See "HCIT controller board assembly removal" on page 4-271 | |

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920.32—MPF paper present sensor not connected service check

| Step | Questions / actions | Yes | No |
|------|--|-------------------|--|
| 1 | Check the cable in connector JMPFPP1 for proper connection, reseal cable. Did the error clear? | Problem resolved. | Go to step 2. |
| 2 | 1. Check the connection on the paper present sensor side. 2. Check for damage and pinch points on the cable. 3. Reseat cable. Did this fix the problem? | Problem resolved. | Go to step 3. |
| 3 | Replace the MPF paper present sensor. See "Multipurpose feeder (MPF) paper present sensor" on page 4-126. Note: Before replacing a part, always verify by connecting the part outside of the machine. Did the error clear? | Problem resolved. | Replace the system board. See "System board removal" on page 4-157. |

925.01, 925.03, 925.05—Fan 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 cable in connector JFAN1 for proper connection to the system board, for pinch points, and for any other damage to the cable or the connector. Is the cable damaged? | Replace the fan. See "Cooling fan removal" on page 4-73. | 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. |

| Step | Questions / actions | Yes | No |
|------|--|---|--|
| 3 | <p>1. Disconnect the cable in connector JFAN1, and install a new cooling fan.</p> <p>2. Turn the multifunction printer off, and turn the MFP on (perform a POR).</p> <p>Note: After installing the new fan, a print test is required to verify operation. Print one page every 30 seconds for 20 minutes to test the highest fan speed. Do not test unless the fan is installed in the machine.</p> <p>Did the error clear?</p> | Replace the fan. See “Cooling fan removal” on page 4-73. | Replace the system board. See “System board removal” on page 4-157. |

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925.02, 925.04, 925.06—Blower 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 cable in connector JBLW1 for proper connection to the system board, for pinch points, and any other damage to the cable or connector, and reseal the cable.</p> <p>Did the error clear?</p> | Problem resolved. | Go to step 2. |
| 2 | <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 3. |
| 3 | <p>1. Replace the cartridge cooling fan. See “Cartridge cooling fan removal” on page 4-53.</p> <p>2. Turn the multifunction printer off, and turn the MFP on (perform a POR).</p> <p>Note: After installing the new fan, a print test is required to verify operation. Print one page every 30 seconds for 20 minutes to test the highest fan speed. Do not test unless the fan is installed in the machine.</p> <p>Did the error clear?</p> | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

945.xx, 947.xx—Transfer roll error service check

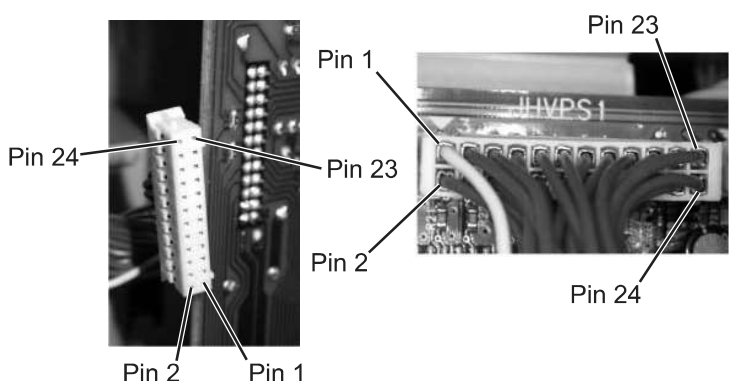
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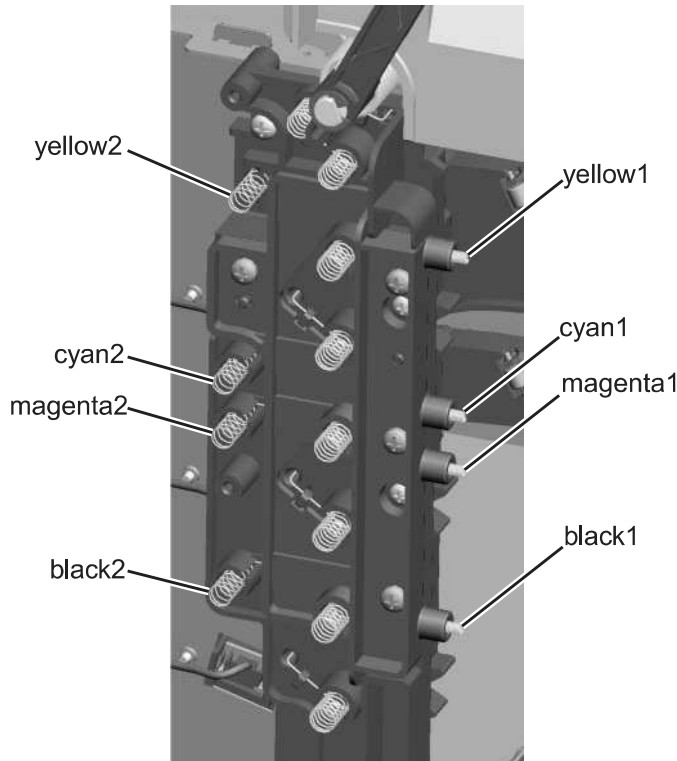


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| Step | Questions / actions | Yes | No | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------|---|---|---|------------|------|--------------|--------|--------|------------------------|--------|--------|--------|--------|------------------------|--------|--------|--------|--------|------------------------|--------|--------|--------|--------|------------------------|--------|--------|--------------------------|---|
| 1 | <div>1. Replace the transfer module. See “Transfer module removal” on page 4-180.</div> <div>2. POR the printer.</div> <div>Note: Print 5 pages, one at a time to check operation.</div> <div>Did the error clear?</div> | Problem resolved. | <div>Replace the original transfer module.</div> <div>Go to step 2.</div> | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | <div>1. Turn the printer off.</div> <div>2. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37.</div> <div>3. Check the cable in connector JHVPS1 for proper connection to the system board, the cable for pinch points, and the cable or connector for any other damage.</div> <div>Is the cable damaged?</div> | <div>Replace the HVPS cable.</div> <div>See “High-voltage power supply (HVPS) cable removal” on page 4-112.</div> | <div>Go to step 3.</div> | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | <div>Disconnect JHVPS1 from system board and HVPS. Check for the following continuity.</div> <div><div></div><table><tr><th colspan="2">JHVPS1 cable to:</th><th rowspan="2">Error code</th></tr><tr><th>HVPS</th><th>System board</th></tr><tr><td>Pin 19</td><td>Pin 19</td><td rowspan="2">945.01, 946.01, 947.01</td></tr><tr><td>Pin 20</td><td>Pin 20</td></tr><tr><td>Pin 15</td><td>Pin 15</td><td rowspan="2">945.02, 946.02, 947.02</td></tr><tr><td>Pin 16</td><td>Pin 16</td></tr><tr><td>Pin 17</td><td>Pin 17</td><td rowspan="2">945.03, 946.03, 947.03</td></tr><tr><td>Pin 18</td><td>Pin 18</td></tr><tr><td>Pin 23</td><td>Pin 23</td><td rowspan="2">945.04, 946.04, 947.04</td></tr><tr><td>Pin 24</td><td>Pin 24</td></tr></table></div> <div>Is continuity present?</div> | JHVPS1 cable to: | | Error code | HVPS | System board | Pin 19 | Pin 19 | 945.01, 946.01, 947.01 | Pin 20 | Pin 20 | Pin 15 | Pin 15 | 945.02, 946.02, 947.02 | Pin 16 | Pin 16 | Pin 17 | Pin 17 | 945.03, 946.03, 947.03 | Pin 18 | Pin 18 | Pin 23 | Pin 23 | 945.04, 946.04, 947.04 | Pin 24 | Pin 24 | <div>Go to step 4.</div> | <div>Replace the HVPS cable.</div> <div>See “High-voltage power supply (HVPS) cable removal” on page 4-112.</div> |
| JHVPS1 cable to: | | Error code | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HVPS | System board | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pin 19 | Pin 19 | 945.01, 946.01, 947.01 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pin 20 | Pin 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pin 15 | Pin 15 | 945.02, 946.02, 947.02 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pin 16 | Pin 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pin 17 | Pin 17 | 945.03, 946.03, 947.03 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pin 18 | Pin 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pin 23 | Pin 23 | 945.04, 946.04, 947.04 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pin 24 | Pin 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Step | Questions / actions | Yes | No |
|------|---|-------------------|---|
| 4 | <div><div><div>1. Remove the HVPS. See “High-voltage power supply (HVPS) removal” on page 4-110.</div><div>2. Check for continuity between the contacts (yellow1 and yellow2, cyan1 and cyan2, magenta1 and magenta2, or black1 and black2) on the transfer contact assembly.</div></div><div></div><div>Is continuity present?</div></div> <td>Go to step 5.</td> <td>Replace the transfer contact assembly.</td> | Go to step 5. | Replace the transfer contact assembly. |
| 5 | <div><div>Replace the HVPS. See “High-voltage power supply (HVPS) removal” on page 4-110.</div><div>Did the error clear?</div></div> | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

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950.00–950.29—EPROM mismatch failure

Warning: When replacing any one of the following components:

- Scanner MDC card or flatbed scanner
- System board

Replace only one component at a time or the MFP will be rendered inoperable. Replace the required component, and bring the MFP up in Diagnostic Menu (see “**Accessing test and diagnostic procedure menus**” on page 3-1), and verify that the problem is fixed before performing a POR.

This error code indicates a mismatch between the system board and the scanner MDC card.

| Step | Questions / actions | Yes | No |
|------|---|---|-------------------|
| 1 | Has the MDC card been replaced recently? | Replace the scanner MDC card with a new and previously installed scanner MDC card. See “ Scanner MDC card removal ” on page 4-261. | Go to step 2. |
| 2 | Has the flatbed scanner been replaced recently? | Replace the flatbed scanner with a new and not previously installed flatbed scanner. See “ Flatbed scanner removal ” on page 4-255 | Go to step 3 |
| 3 | Has the system board been replaced recently? | Replace the system board with a new and not previously installed system board. See “ System board removal ” on page 4-157 | Go to step 4. |
| 4 | Turn the printer power off for ten or more seconds. Then turn the power back on (POR the printer). Is the error gone, and can the printer print? | Problem resolved. | Go to step 5. |
| 5 | Clear the NVRAM of the printer. 1. Turn the printer power off. 2. With the printer off, press and hold the 2 , 6 , 7 , and 8 buttons. 3. Turn the printer power on. 4. When the message Restoring Factory Defaults displays, release the buttons. If the MFP locks up on the Restoring Factory Defaults message, wait two minutes, and then turn the printer power off. After ten seconds or more, turn the printer power back on without holding down any buttons. Is the error message displayed? | Go to step 6. | Problem resolved. |
| 6 | Replace the scanner MDC card. See “ Scanner MDC card removal ” on page 4-261. | Replace the system board. See “ System board removal ” on page 4-157. | Problem resolved. |

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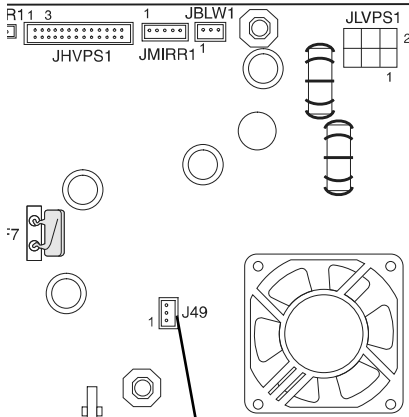


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956.xx—System board failure service check

| 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 cable in connector J49 (A) for proper connection to the system board.</p>  <p>Is the cable seated correctly?</p> | Replace the system board. See “System board removal” on page 4-157. | Reseat the cable. |

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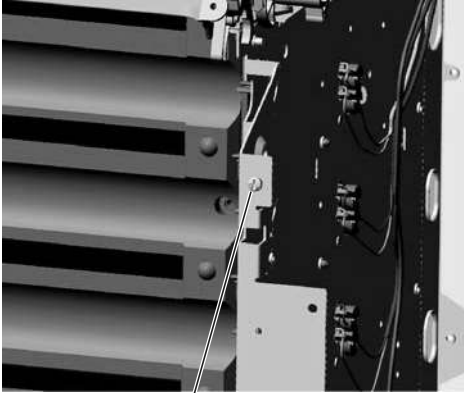


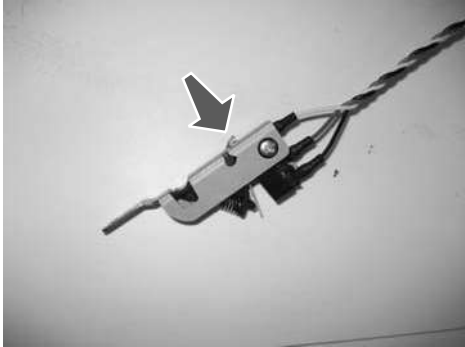
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5 V interlock switch service check

| Step | Questions / actions | Yes | No |
|------|--|--|---------------|
| 1 | <p>Is the +5 V switch (B) damaged?</p>  <p>B</p> | Replace the 5 V interlock switch. See “5 V interlock switch cable removal” on page 4-48. | Go to step 2. |
| 2 | <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 cable in connector JINT1 for proper connection to the system board, for pinch points, and for any other damage to the cable or connector.</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. |

| Step | Questions / actions | Yes | No |
|------|---|--|---|
| 3 | <ol style="list-style-type: none"> 1. Disconnect the cable in connector JINT1. 2. Connect the new 5 V interlock switch to JINT1. 3. Bring the printer up in the Diagnostics menu (turn off the printer, press and hold 3 and 6, turn on the printer.) 4. Activate the new 5 V interlock switch.  <ol style="list-style-type: none"> 5. Does the display go from Close front door to the Diagnostics Menu? | Replace the 5 V interlock switch. See “5 V interlock switch cable removal” on page 4-48. | Replace the system board. See “System board removal” on page 4-157. |

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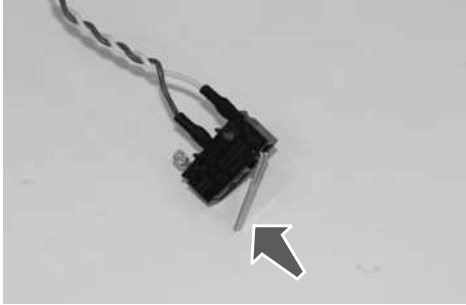
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24 V interlock switch removal

| Step | Questions / actions | Yes | No |
|------|---|--|---------------|
| 1 | <p>Is the 24 V switch damaged?</p>  <p>A</p> | Replace the 24 V interlock switch. See “24 V interlock switch removal” on page 4-50. | Go to step 2. |
| 2 | <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 the cable in connector JCVR1 for proper connection to the system board, for pinch points, and for any other damage to the cable or connector. <p>Is the cable damaged?</p> | Replace the 24 V interlock switch. See “24 V interlock switch removal” on page 4-50. | Go to step 3. |

| Step | Questions / actions | Yes | No |
|------|---|--|---|
| 3 | <ol style="list-style-type: none"> 1. Disconnect the cable in connector JCVR1/ 2. Connect the new 24 V interlock switch. 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. Activate the new 24 V interlock switch.  <p>Does the display go from Close Front Door to the Diagnostics menu?</p> | Replace the 24 V interlock switch. See “24 V interlock switch removal” on page 4-50. | Replace the system board. See “System board removal” on page 4-157. |

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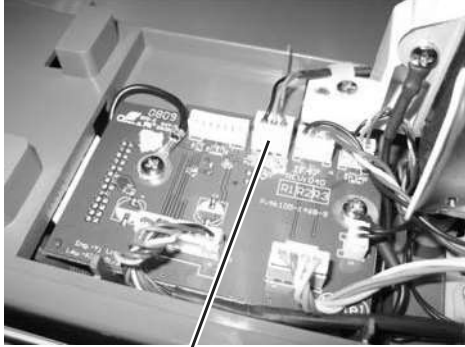
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ADF exit sensor service check

| Step | Questions / actions | Yes | No |
|------|--|---------------|---|
| 1 | <p>Make sure the mirror is clean:</p> <ol style="list-style-type: none"> 1. Turn the printer off. 2. Open the ADF front cover. 3. Lift the flap as shown.  <p>Is the mirror clean?</p> | Go to step 2. | Slightly dampen a soft, lint-free cloth with water, and clean the mirror. |

| Step | Questions / actions | Yes | No |
|------|---|-------------------|------------------------------------|
| 2 | <p>Remove the ADF motor side cover. See “ADF motor side cover removal” on page 4-212.</p>  <p>A</p> <p>Is the ADF exit sensor cable (A) connected correctly?</p> | Go to step 3. | Reseat the cable in connector. |
| 3 | <p>Replace the ADF exit sensor. See “ADF exit sensor (with cable) removal” on page 4-234.</p> <p>Did the error clear?</p> | Problem resolved. | Contact the next level of support. |

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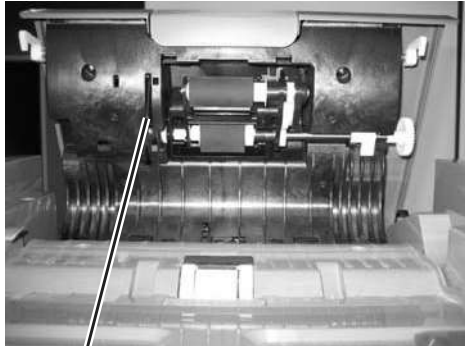



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ADF input sensor service check

| Step | Questions / actions | Yes | No |
|------|---|---|---------------|
| 1 | <p>1. Turn the printer off. 2. Open the ADF front cover.</p>  <p>A</p> <p>Is the flag (A) damaged?</p> | Replace the ADF case assembly. See “ADF case assembly removal” on page 4-230. | Go to step 2. |

| Step | Questions / actions | Yes | No |
|------|---|---|-------------------|
| 2 | <ol style="list-style-type: none"> 1. Remove the ADF front cover. See “ADF front cover removal” on page 4-208. 2. Remove the ADF motor side cover. See “ADF motor side cover removal” on page 4-212. 3. Close the ADF case assembly.  <p>A</p> <p>Are the connector (A) seated correctly?</p> | Replace the ADF case assembly. See “ADF case assembly removal” on page 4-230. | Reseat connectors |

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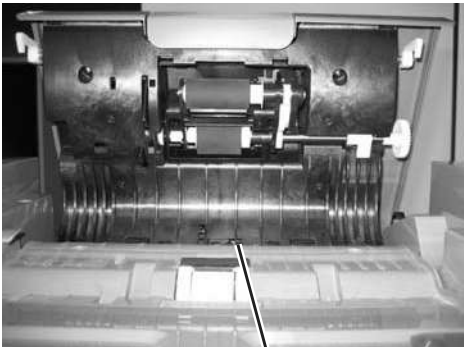



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ADF jam sensor service check

| Step | Questions / actions | Yes | No |
|------|---|---|------------------------|
| 1 | <ol style="list-style-type: none"> 1. Turn the printer off. 2. Open the ADF front cover. 3. Turn the wheel.  <p>A</p> <p>Is the wheel (A) damaged?</p> | Replace the ADF case assembly. See “ADF case assembly removal” on page 4-230. | Go to step 2. |
| 2 | <ol style="list-style-type: none"> 1. Remove the ADF front cover. See “ADF front cover removal” on page 4-208. 2. Remove the ADF motor side cover. See “ADF motor side cover removal” on page 4-212. 3. Open the ADF case assembly.  <p>A</p> <p>Are the connectors (A) seated correctly?</p> | Replace the ADF case assembly. See “ADF case assembly removal” on page 4-230. | Reseat the connectors. |

ADF cover open service check

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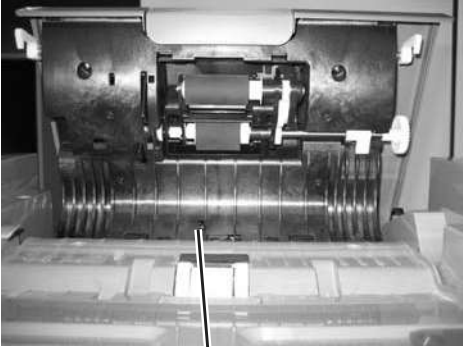

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| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | 1. Open the ADF cover. 2. Check the ADF cover sensor flag for any damage. Is the flag damaged? | Replace the flag. See “ADF closed cover flag removal” on page 4-233. | Go to step 2. |
| 2 | 1. Check if the ADF cover can close properly. 2. Check for damages and obstruction. 3. Check the ADF top cover latch for any damage. Is the ADF cover damaged? | Replace the scanner front cover assembly. See “Scanner front cover removal” on page 4-223 | Go to step 3. |
| 3 | 1. Check the cable connection on the system board J1,J3 and J1,J6 on the MDC card for proper connection. 2. Reseat cable. Does the error clear? | Problem resolved. | Go to step 4. |
| 4 | Check for damages, pinch points and bends on the cable. Is the cable free of damage? | Go to step 5. | Replace either of the following depending on what cable has damaged: <ul style="list-style-type: none"> • Scanner to system board flat cable. • Scanner to system board cable. |
| 5 | 1. Reseat all cables on the MDC card. 2. Check the condition of the cable connectors. Does this fix the problem? | Problem resolved. | Go to step 6. |
| 6 | Isolate the problem and replace the ADF assembly. See “ADF removal (entire)” on page 4-228. Does this fix the problem? | Go to step 7. | Go to step 8. |
| 7 | 1. Isolate the components inside the ADF assembly. 2. Replace the following components one by one, and perform a POR in between. <ul style="list-style-type: none"> - ADF front case assembly - ADF skew card - ADF cable - Scanner ICC card Does one of these replaced parts fixed the problem? | Problem resolved. Replace the bad part. | Go back to step 1. |
| 8 | Replace the MDC. Does this fix the problem? | Problem resolved. | Go to step 9. |
| 9 | Replace the ADF scanner Assembly. Does this fix the problem? | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

ADF skew sensor service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------------------|
| 1 | <p>1. Turn the printer off.</p> <p>2. Open the ADF front cover. See “ADF front cover removal” on page 4-208.</p>  <p>A</p> <p>Is the flag (A) damaged?</p> | <p>Replace the ADF case assembly. See “ADF case assembly removal” on page 4-230.</p> | <p>Go to step 2.</p> |
| 2 | <p>1. Remove the ADF front cover. See “ADF front cover removal” on page 4-208.</p> <p>2. Remove the ADF motor side cover. See “ADF motor side cover removal” on page 4-212.</p>  <p>A</p> <p>3. Open the ADF case assembly.</p> <p>Are the connectors (A) seated correctly?</p> | <p>Replace the ADF case assembly. See “ADF case assembly removal” on page 4-230.</p> | <p>Reseat the connectors.</p> |

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ADF scanning sensor service check

| Step | Questions / actions | Yes | No |
|------|--|--|-------------------|
| 1 | <p>Remove the ADF motor side cover. See “ADF motor side cover removal” on page 4-212.</p>  <p>A</p> <p>Are the connectors seated correctly?</p> | Replace the ADF. See “ADF removal (entire)” on page 4-228. | Reseat connector. |

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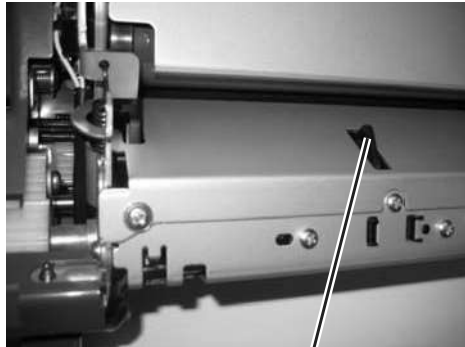


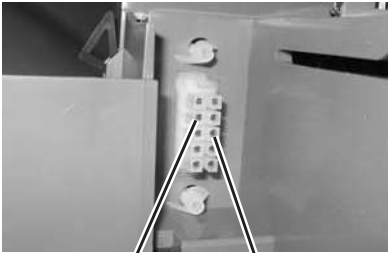
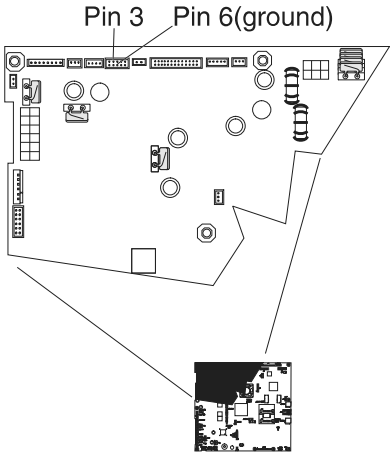
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Bubble sensor service check

| Step | Questions / actions | Yes | No |
|------|---|--|---------------|
| 1 | <p>Is the bubble sensor flag (A) damaged?</p>  <p>A</p> | Replace the fuser. See “Fuser assembly removal” on page 4-104. | Go to step 2. |
| 2 | <p>1. Remove the rear frame cover. See “Rear frame cover removal” on page 4-37.</p> <p>2. Check the fuser DC cable in connector JFUSER1 for proper connection to the system board, pinch points, and any other damage to the cable or connector.</p> <p>Is the cable damaged?</p> | <p>Replace the fuser DC cable. See “Fuser DC cable removal” on page 4-107.</p> <p>Note: Make sure to verify if the new cable is working properly first. Route the cables properly only when you have verified that the cables are working properly.</p> | Go to step 3. |

| Step | Questions / actions | Yes | No |
|------|---|---|---------------|
| 3 | <p>Place a voltmeter between fuser DC autoconnect pin 3, and ground (pin 6).</p>  <p>Pin 3 Pin 6 (ground)</p> <p>Does the meter read +5 V dc?</p> | Go to step 5. | Go to step 4. |
| 4 | <p>Place a voltmeter between the JFUSER1, pin 3 and ground (pin 6).</p>  <p>Pin 3 Pin 6(ground)</p> <p>Does the voltage drop to +5 V dc?</p> | Replace the system board. See “ System board removal ” on page 4-157. | Go to step 5. |

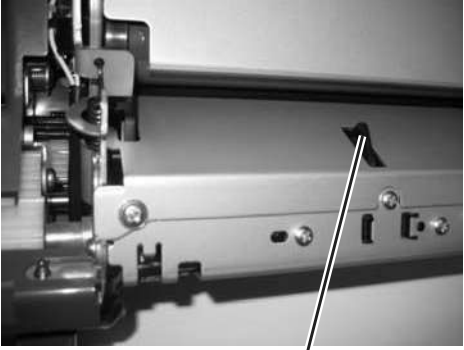
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| Step | Questions / actions | Yes | No |
|------|--|-------------------|--|
| 5 | <ol style="list-style-type: none"> 1. Replace the fuser. 2. Enter Diagnostics mode (press and hold buttons 3 and 6, turn on the MFP, and release the buttons when the progress bar displays.) 3. Touch SENSOR TESTS. 4. Touch Dynamic Sensors. 5. Touch Bubble. 6. Open the front access door and the top access cover. 7. Activate the bubble sensor flag (A).  <p style="text-align: center;">A</p> <p>Did the bubble sensor change from Open to Closed on the touchscreen?</p> | Problem resolved. | Replace the system board. See " System board removal " on page 4-157. |

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Dead printer service check

A dead printer is a condition where the display is blank, the LED on the operator panel is off, no fans turn, no motors turn, and the fuser lamp does not come on.

If a 550-sheet option assembly is installed, remove the option, and check the base printer for correct operation. If the base printer operates correctly, replace the 550-sheet option assembly.

Warning: Observe all necessary ESD precautions when removing and handling the system board or any installed option cards or assemblies. See “**Handling ESD-sensitive parts**” on page 4-1.

| | |
|---|---|
|  | <p>CAUTION</p> <p>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.</p> |
|---|---|

Remove any input and output paper handling options from the printer.

| Step | Questions / actions | Yes | No |
|------|--|---|---|
| 1 | Check the AC line voltage. Is the line voltage correct? | Go to step 2. | Inform the customer. |
| 2 | Is the AC line cord damaged? | Replace the line cord. | Go to step 3. |
| 3 | Check the system board for +5 V dc between JLVPS2 pin 1 and ground. Is the voltage correct? | Replace the system board. See “ System board removal ” on page 4-157. | Go to step 4. |
| 4 | Is the JLVPS2 cable correctly installed at JLVPS2 on the system board? | Go to step 5. | Reseat the JLVPS2 cable. |
| 5 | 1. Turn the printer off. 2. Disconnect the JLVPS2 cable from the system board. 3. Turn the printer on. 4. Measure the voltage between the JLVPS2 cable pin 1 and the JLVPS2 pin 14 (black wire). Does this measure approximately +5 V dc? | Go to step 6. | Replace the LVPS. See “ Low-voltage power supply (LVPS) removal ” on page 4-115. |
| 6 | 1. Turn the printer off. 2. Disconnect cables J5, JCARTS1, JCARTS2, JDVR1, JFDPCK1, JFUSER1, JINT1, JOPT1, and JTLB%1. 3. Connect the JLVPS2 cable to the system board. Remove one option/feature at a time, and then turn the printer on to isolate the failing part. Warning: Observe all the ESD precautions (see “ Handling ESD-sensitive parts ” on page 4-1) and turn the printer off before any feature or option cards are removed or replaced. Is a failing part found? | Contact your next level of support. Replace the faulty part. | Go to step 7. |
| 7 | Connect one cable at a time and POR the printer. Is the printer still dead? | The part connect to that cable is faulty. Replace the failing part. | Connect another cable, and then continue with this step. |

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Networking service check

Note: Before starting this service check, print out the network setup page. This page is found under **Menu—Reports—Network Settings**. Consult the network administrator to verify that the physical and wireless network settings displayed on the network settings page for the device are properly configured. If a wireless network is used, verify that the printer is in range of the host computer or wireless access point, and there is no electronic interference. Have the network administrator verify that the device is using the correct SSID, and wireless security protocols. For more network troubleshooting information, consult the Lexmark Network Setup Guide.

| Step | Questions / actions | Yes | No |
|------|---|--|----------------|
| 1 | If the device is physically connected to the network, verify that the ethernet cable is properly connected on both ends. Is the cable properly connected? | Go to step 3. If the network is wireless, go to step 3. | Go to step 2. |
| 2 | Connect the ethernet cable. Did this fix the problem? | Problem resolved | Go to step 3. |
| 3 | Check the printer's online status under Printers and Faxes on the host computer. Delete all print jobs in the print queue. Is the printer online and in a Ready state. | Go to step 5. | Go to step 4. |
| 4 | Change the printer status to online. Did this fix the issue? | Problem resolved. | Go to step 5. |
| 5 | Does the IP address displayed on the network settings page match the IP address in the port of the drivers using the printer? | Go to step 10. | Go to step 6. |
| 6 | Does the LAN use DHCP? Note: A printer should use a static IP address on a network. | Go to step 7. | Go to step 9. |
| 7 | Are the first two segments of the IP address 169.254? | Go to step 8. | Go to step 9 |
| 8 | POR the printer. Is the problem resolved | Problem resolved | Go to step 10. |
| 9 | Reset the address on the printer to match the IP address on the driver. Did this resolve the issue? | Problem fixed. | Go to step 10. |
| 10 | Have the network admin verify that the printer and PC's IP address have identical subnet addresses. Are the subnet addresses the same? | Go to step 12. | Go to step 11. |
| 11 | Using the subnet address supplied by the network admin, assign a unique IP address to the printer. Do not assign an address that is already in use on the network. Note: The printer IP address should match the IP address on the printer driver. Did this fix the problem? | Problem resolved. | Go to step 12. |
| 12 | Is the device physically connected (ethernet cable) to the network? | Go to step 13. | Go to step 15. |

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| Step | Questions / actions | Yes | No |
|------|---|---|---|
| 13 | Try using a different ethernet cable. Did this remedy the situation? | Problem resolved. | Go to step 14. |
| 14 | Have the network administrator check the network drop for activity. Is the drop functioning properly? | Replace the system board. See “System board removal” on page 4-157. | Contact the network administrator. |
| 15 | Is the printer on the same wireless network as the other devices? | Go to step 17. | Go to step 16. |
| 16 | Assign the correct wireless network to the printer. Did this fix the problem? | Problem resolved. | Go to step 17. |
| 17 | Are the other devices on the wireless network communicating properly? | Go to step 18. | Contact the network administrator. |
| 18 | Verify that the ISP wireless card cable is properly seated in their connectors. Is the wireless card seated correctly? | Go to step 20. | Go to step 19. |
| 19 | Properly reseal the ISP cables. Did this fix the problem? | Problem resolved. | Go to step 20. |
| 20 | Replace the ISP wireless card. See Installing an Internal Solutions Port (ISP). Did this fix the problem? | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

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Operator panel service check

One or more operator panel buttons fail

| Step | Questions / actions | Yes | No |
|------|---|---|---|
| 1 | Run the Button Test. See “Button Test” on page 3-13 in Diagnostics mode. Did any of the buttons fail the test? | Replace the operator panel assembly. See “Operator panel assembly removal” on page 4-27. | Go to step 2. |
| 2 | Disconnect the operator panel assembly cable from JOPP1 on the system board, and then measure the voltage on pin 6 and ground. Does the voltage measure approximately +3.3 V dc? | Replace the operator panel assembly. See “Operator panel assembly removal” on page 4-27. If this does not fix the problem, replace the top cover access assembly. See “Top access cover assembly removal” on page 4-40. | Replace the system board. See “System board removal” on page 4-157. |

Operator panel display blank, five beeps, and LED is off

Service tip: The printer has detected a problem with the system board, the operator panel assembly cable (part of the top cover access assembly), or the operator panel assembly if POST does not complete. The printer emits five *beeps*, and then sticks in a continuous pattern until the printer is turned off.

| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 1 | Is the operator panel assembly cable properly installed at system board JOPP1 and at the operator panel assembly? | Go to step 2. | Reinstall the cable. |
| 2 | Measure the voltage between JOPP1 pin 2 and ground on the system board. Is the voltage approximately +5 V dc? | Go to step 3. | Replace the system board. See “System board removal” on page 4-157. |
| 3 | Check continuity of the operator panel assembly cable. Is there continuity? | Replace the operator panel assembly. See “Operator panel assembly removal” on page 4-27. | Replace the top cover access assembly. See “Top access cover assembly removal” on page 4-40. |

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Operator panel display blank, five beeps, LED on

Service tip: The printer has detected a problem with the system board, the operator panel assembly cable (part of the top cover access assembly), or the operator panel assembly if POST does not complete. The printer emits five *beeps*, and then sticks in a continuous pattern until the printer is turned off.

| Step | Questions / actions | Yes | No |
|------|--|--|---|
| 1 | Check for ground between JOPP1 pin 4 and ground. Is the voltage approximately 0 V dc? | Replace the operator panel assembly. See “Operator panel assembly removal” on page 4-27. | Go to step 2. |
| 2 | Check the operator panel assembly cable. Is the cable damaged? | Replace the top cover access assembly. See “Top access cover assembly removal” on page 4-40. | Replace the system board. See “System board removal” on page 4-157. |

Black display, stripes display, and distorted display

| Step | Questions / actions | Yes | No |
|------|---|---|---|
| 1 | 1. Turn off the printer. 2. Open the rear cover. 3. Reseat the UICC cable (J2) on the system board. 4. Check the J2 connector on the system board for any damage. Is the connector damaged? | Replace the system board. See “System board removal” on page 4-157. | Go to step 2. |
| 2 | 1. Turn off the printer. 2. Disconnect the J2 UICC cable. 3. Connect a new top access cover assembly from outside of the machine for verification. Does the problem persist? | Return to the old top access cover assembly, then go to step 6. | Return to the old top access cover assembly, then go to step 3. |

| Step | Questions / actions | Yes | No |
|------|--|---|-------------------|
| 3 | 1. Open the top access cover assembly, Refer to “Top access cover assembly removal” on page 4-40. 2. Reseat the UICC cable on both ends. 3. Check for any damage on the cable. Is the cable damaged? | Replace UICC cable. See “UICC cable removal” on page 4-188. | Go to step 4. |
| 4 | Replace the UICC card and the interconnect card. Does the problem persist? | Return the old UICC card and interconnect card, then go to step 5. | Problem resolved. |
| 5 | Replace the LCD panel. See “Operator panel assembly removal” on page 4-27. Does the problem persist? | Go to step 6 | Problem resolved. |
| 6 | Replace the UICC cable. See “UICC cable removal” on page 4-188. Does the problem persist? | 1. For dead display, go to “Dead printer service check” on page 2-146, then 2. Replace the system board. See “System board removal” on page 4-157. | Problem resolved. |

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Stripes display and black display during boot up service check

| Step | Questions / actions | Yes | No |
|------|--|---|-----------------------|
| 1 | 1. Check operator panel connector on the system board J2 for proper connection. 2. Make sure the cable is properly connected and the metallic terminals of the cable is facing up. 3. Make sure the connector is properly locked 4. Reseat the cable. Note: Try this step at least 3 times if the problem won't clear before going to the next step. Does the problem clear? | Problem resolved. | Go to step 2. |
| 2 | Replace the whole operator panel assembly to isolate the problem. See “Operator panel assembly removal” on page 4-27. Does the problem clear? | Go to step 3. | Go to step 4. |
| 3 | 1. Isolate the components inside the operator panel. 2. One by one replace the following components, and perform a POR between each replacement: <ul style="list-style-type: none"> - UICC to RIP cable - Interface card and interface card cable - UICC card - LCD panel Does one of these replaced parts fixed the problem? | Problem resolved. Replace the bad parts. | Go to back to step 2. |

| Step | Questions / actions | Yes | No |
|------|---|-------------------|--|
| 4 | 1. Check the cable connection on the system card J1,J3 and J1,J6 on the MDC card for proper connection. 2. Reseat cable. Does the error clear? | Problem resolved. | Go to step 5. |
| 5 | Check for damages, pinch points and bends on the cable. Is the cable free of damage? | Go to step 6. | Replace either of the following depending on what cable has damaged: <ul style="list-style-type: none"> • Scanner to system board flat cable • Scanner to system board cable |
| 6 | Replace the MDC card. See “ Motor driver card removal ” on page 4-118. Does this solve the problem? | Problem resolved. | Go to step 7. |
| 7 | Replace the operator panel assembly. See “ Operator panel assembly removal ” on page 4-27. Does this solve the problem? | Problem resolved. | Go to step 8. |
| 8 | Replace either of the following: <ul style="list-style-type: none"> • Scanner to system board flat cable. • Scanner to system board cable. Does this solve the problem? | Problem resolved. | Replace the system board. See “ System board removal ” on page 4-157. |

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Print quality service check

Note: This symptom may require replacement of one or more CRUs (Customer Replaceable Units) designated as supplies or maintenance items, which are the responsibility of the customer. With the customer's permission, you may need to install a developer (toner) cartridge or photoconductor unit.

Service tip: Before troubleshooting any print quality problems, do the following:

1. Print a menu settings page, and then check the life status of all supplies. Any supplies that are low should be replaced.

Note: Be sure and keep the original menu page to restore the customer's custom settings if needed.

2. On the menu page, make sure the following is set to the default level:
 - Color Correction: Set to Auto.
 - Print Resolution: Set to 1200 dpi (print quality problems should be checked at different resolution settings).
 - Toner Darkness: Set to 4 (default).
 - Color Saver: Set to OFF.
 - RGB Brightness, RGB Contrast, RGB Saturation: Set to 0.
 - Color Balance: Touch **Reset Defaults** to zero out all colors.
 - Check the paper type, texture and weight settings against what is loaded in the printer.

Once the printer has been restored to its default levels, do the following:

3. Inspect the transfer module for damage. Replace if damaged.
4. Inspect the OPCs and toner cartridges for damage. Replace if damaged.
5. If paper other than 20lb plain letter/A4 paper is being used, load 20lb plain letter/A4 and print the Print Quality pages to see if the problem remains.
6. Use Tray 1 to test print quality problems.
7. Print the Print Quality Pages, and then look for variations in the print from what is expected.

An incorrect printer driver for the installed software can cause problems. Incorrect characters could print, and the copy may not fit the page correctly.

Measure all voltages from the connector to the printer ground.

Print quality—background

Service tip: Some background problems can be caused by rough papers, non-Lexmark toner cartridges or if the media texture is set to the rough setting.

Some slick or coated papers may also cause background problems. Some problems occur with printers that run a large amount of graphics in a humid environment.

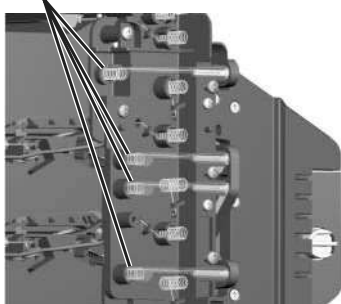
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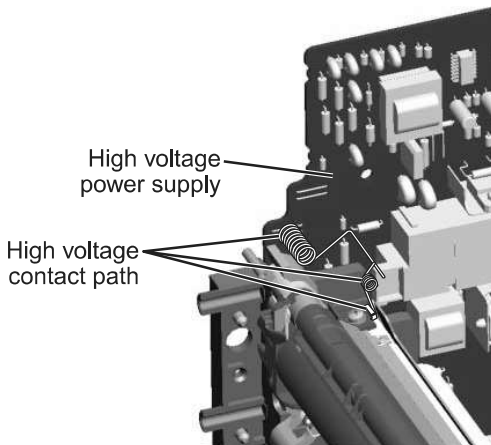


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| Step | Questions / actions | Yes | No |
|------|--|---|---------------|
| 1 | <p>Read the current status of the photoconductor unit from the customer menus.</p> <p>To view the status of the photoconductor units:</p> <ol style="list-style-type: none"> 1. In Ready mode, touch Admin Menu. 2. Touch Reports. 3. Touch Device Statistics. <p>Ask the customer if the photoconductor unit has been recently replaced. It is possible the photoconductor value was not reset and the photoconductor unit is past end of life. If the PC unit was recently replaced, reset the value. If the PC unit was not replaced, replace the PC unit.</p> <p>Has the photoconductor unit been recently replaced?</p> | <p>Reset the value. To reset this value:</p> <ol style="list-style-type: none"> 1. In Ready mode, touch Admin Menu. 2. Touch Supplies Menu. 3. Touch Replace Supply. 4. Select the PC color unit you want to change 5. Touch Yes. <p>If this does not fix the problem, go to step 2.</p> | Go to step 2. |
| 2 | <p>Replace the PC unit. See “Photoconductor unit removal” on page 4-137.</p> <p>Does this fix the problem?</p> | Problem resolved. | Go to step 3. |
| 3 | <p>Check the high voltage contact from the HVPS to the transfer module.</p> <p>Transfer belt high voltage path (typical 4X)</p>  <p>Is a problem found?</p> | Replace the spring or the transfer contact assembly. | Go to step 4. |
| 4 | <p>Reseat the JHVPS connector.</p> <p>Does this fix the problem?</p> | Problem resolved. | Go to step 5. |
| 5 | <p>Replace the HVPS. See “High-voltage power supply (HVPS) removal” on page 4-110.</p> <p>Does this fix the problem?</p> | Problem resolved. | Go to step 6. |

| Step | Questions / actions | Yes | No |
|------|--|-------------------|---|
| 6 | Clean the printhead. Does this fix the problem? | Problem resolved. | Replace the printhead. See “Printhead removal, installation, and adjustment” on page 4-140. |

Print quality—blank page

| Step | Questions / actions | Yes | No |
|------|--|--|--|
| 1 | Is all the packing material for the photoconductor unit in question removed? | Go to step 2. | Remove the packing material. |
| 2 | Replace the photoconductor unit for the color in question. Does this fix the problem? | Problem resolved. | Go to step 3. |
| 3 | 1. Enter the Diagnostics mode (turn off the printer, press and hold 3 and 6 , turn on the printer, and release the buttons when the clock graphic displays). 2. Perform the appropriate cartridge drive motor test for the missing color. See “General motor tests procedures” on page 3-8. Did the motor run? | Go to step 4. | Replace the EP drive assembly. See “Electrophotographic (EP) drive assembly removal” on page 4-78. |
| 4 | <p>Check the high voltage contact from the HVPS to the photoconductor charge roll. Ensure the contact springs are properly mounted and that the charge roll contact spring is making good contact with the HVPS spring that runs through the left printer frame.</p>  <p>Are the spring(s) defective?</p> | Replace the transfer contact assembly. | Go to step 5. |

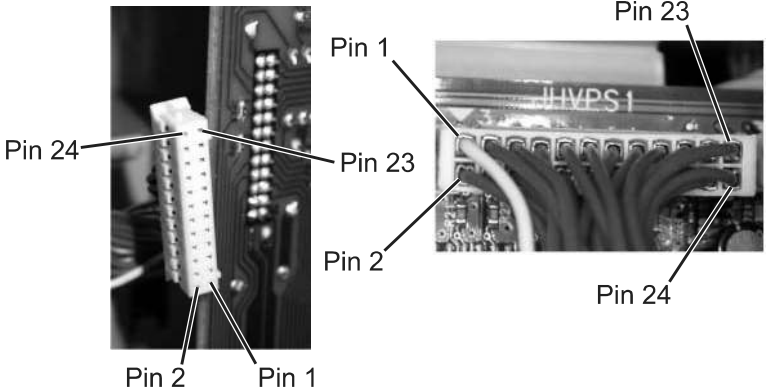
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| Step | Questions / actions | Yes | No |
|------|--|-------------------|---|
| 5 | <p>Turn off the printer and check the continuity of the HVPS cable.</p>  <p>Is there continuity?</p> | Go to step 6. | Replace the cable assembly. |
| 6 | <p>Replace the HVPS. See “High-voltage power supply (HVPS) removal” on page 4-110.</p> <p>Did this fix the problem?</p> | Problem resolved. | Go to step 7. |
| 7 | <p>Replace the printhead. See “Printhead removal, installation, and adjustment” on page 4-140.</p> <p>Did this fix the problem?</p> | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

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Print quality—blurred or fuzzy print

Blurred or fuzzy print is usually caused by a problem in the EP drive assembly or in the transfer module. Check the EP drive assembly and transfer module for correct operation.

Blurred print can also be caused by incorrect feeding from one of the input paper sources, paper trays, or duplex paper path.

Check the high voltage spring contacts to ensure they are not bent, corroded, or damaged. Replace as necessary.

Print quality—half-color page

A photoconductor unit is not properly seated. Reset the specific photoconductor unit.

Print quality—horizontal banding

| Step | Questions / actions | Yes | No |
|------|--|------------------------------|---|
| 1 | <p>Measure the distance between repeating bands.</p> <p>Is the distance between bands either 27 or 36mm?</p> | Replace the print cartridge. | Replace the photoconductor unit. See “Printhead removal, installation, and adjustment” on page 4-140. |

Print quality—horizontal line

The photoconductor unit is defective. Replace the photoconductor unit.

Print quality—insufficient fusing

| Step | Questions / actions | Yes | No |
|------|--|-------------------|--|
| 1 | Is the fuser properly installed? | Go to step 2. | Install the fuser properly. |
| 2 | Replace the fuser. See “Fuser assembly removal” on page 4-104. Does this fix the problem? | Problem resolved. | Replace the LVPS. see “Low-voltage power supply (LVPS) removal” on page 4-115. |

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Print quality—missing image at edge

Reseat the developer cartridge.

Print quality—mottle (2–5mm speckles)

Keep running prints through, and the problem normally clears up. If the problem persists, replace the developer cartridge.

Print quality—narrow vertical line

| Step | Questions / actions | Yes | No |
|------|---|-------------------|------------------------------|
| 1 | Replace the photoconductor unit. See “Photoconductor unit removal” on page 4-137. | Problem resolved. | Replace the print cartridge. |

Print quality—random marks

Service tip: The primary cause of random marks is due to loose material moving around inside the printer and attaching to the photoconductor unit, developer roll, or transfer belt.

| Step | Questions / actions | Yes | No |
|------|--|---|-------------------------------------|
| 1 | Is there any loose or foreign material on the photoconductor unit? | Replace the photoconductor unit. See “Photoconductor unit removal” on page 4-137. | Go to step 2. |
| 2 | Is there any loose or foreign material on the cartridge roll? | Replace the print cartridge. | Go to step 3. |
| 3 | Is there any loose or foreign material on the transfer belt? | Replace the transfer module. See “Transfer module removal” on page 4-180. | Contact your next level of support. |

Print quality—residual image

Service tip: Install a new print cartridge if available before doing this service check. Residual image can be caused by the photoconductor, cleaning blade, and other parts inside the print cartridge.

| Step | Questions / actions | Yes | No |
|------|---|--|-------------------------------------|
| 1 | Is there any toner contamination on the fuser assembly? | Replace the fuser. See “Fuser assembly removal” on page 4-104. | Contact your next level of support. |

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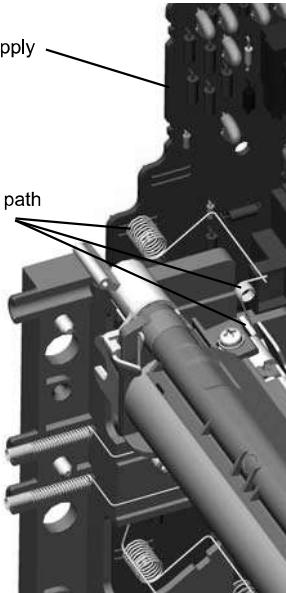
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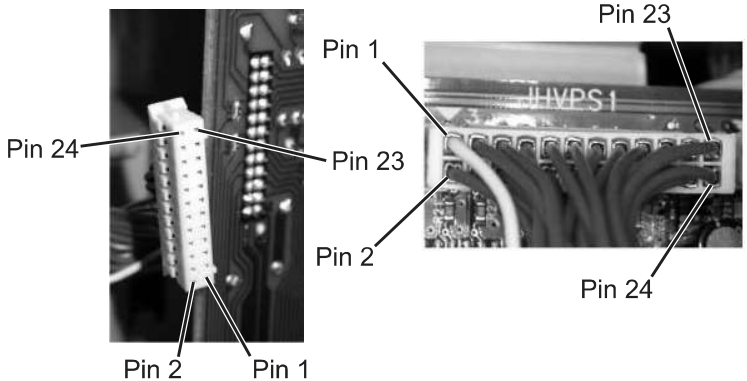


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Print quality—solid color page

Service tip: A solid color page is generally caused by a problem in the high voltage system or an incorrect high voltage in the printing process resulting in toner development on the entire photoconductor drum.

| Step | Questions / actions | Yes | No |
|------|--|--|---------------|
| 1 | Replace the photoconductor unit for the color in question. Does this fix the problem? | Problem resolved. | Go to step 2. |
| 2 | <div>  <p>Check the high voltage contact from the HVPS to the photoconductor charge roll. Ensure the contact springs are properly mounted and that the charge roll contact spring is making good contact with the HPVS spring that runs through the left printer frame.</p>  <p>Note: Printer is shown with components removed for clarity</p> <p>Are the spring(s) defective?</p> </div> | Replace the transfer contact assembly. | Go to step 3. |

| Step | Questions / actions | Yes | No |
|------|--|-------------------|---|
| 3 | <p>Turn the printer off, and then check the continuity of the HVPS cable.</p>  <p>Is there continuity?</p> | Go to step 4. | Replace the cable assembly. |
| 4 | <p>Replace the HVPS. See “High-voltage power supply (HVPS) removal” on page 4-110.</p> <p>Did this solve the problem?</p> | Problem resolved. | Replace the system board. See “System board removal” on page 4-157. |

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Print quality—vertical banding

Replace the developer cartridge.

Tray 1 missing service check

| Step | Questions / actions | Yes | No |
|------|---|---------------|---|
| 1 | <ol style="list-style-type: none"> 1. Check if the tray assembly can close properly. 2. Make sure the paper path is cleared of jams. 3. Check for any damage. <p>Does the tray assembly close properly?</p> | Go to step 3. | Go to step 2. |
| 2 | <ol style="list-style-type: none"> 1. Clear the tray path of any obstruction. 2. Check for damage on the tray. <p>Is the tray free of damage?</p> | Go to step 3. | Replace the tray. |
| 3 | <ol style="list-style-type: none"> 1. Remove the tray and inspect the narrow media flag on the paper pick assembly for any damage. 2. Reseat the connector Jtray1 and JFDPCK on the system board, then check for any damage on the connectors. <p>Are the flag and cable connectors free of damage?</p> | Go to step 4. | Replace the paper pick assembly. See “Paper pick mechanism assembly removal” on page 4-130. |

| Step | Questions / actions | Yes | No |
|------|---|--|--|
| 4 | <ol style="list-style-type: none"> 1. Disconnect the cable in JTRAY1, and connect the cable from the new paper pick mechanism. 2. Enter Diagnostics mode (press and hold 3 and 6, turn on the MFP, and release the buttons when the progress bar displays). 3. Touch SENSOR TESTS. 4. Touch Dynamic Sensors. 5. Touch Narrow Media. 6. Activate the narrow media sensor <p>Did the narrow media sensor status change on the touchscreen?</p> | Replace the paper pick assembly. See “ Paper pick mechanism assembly removal ” on page 4-130. | Replace the system board. See “ System board removal ” on page 4-157. |

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3. Diagnostic aids

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

Accessing test and diagnostic procedure menus

There are different test and diagnostic menus that can be accessed during POR to identify problems with the multiple function printer. Turn off the MFP and turn it back on while holding particular keys. You may also have to satisfy any security protocols that system administrators may have been placed on these menus.

| | | |
|---|---|--|
| Diagnostics menu | <ol style="list-style-type: none"> 1. Turn off the multifunction printer. 2. Press and hold buttons 3 and 6. 3. Turn on the MFP. 4. Release the buttons when the progress bar displays. | <p>The Diagnostics menu group contains the settings and operations used while manufacturing and servicing the printer.</p> <p>See “Diagnostics menu” on page 3-2 for more information.</p> |
| Configuration menu | <ol style="list-style-type: none"> 1. Turn off the multifunction printer. 2. Press and hold buttons 2 and 6. 3. Turn on the MFP. 4. Release the buttons when the progress bar displays. | <p>The Configuration menu group contains a set of menus, settings, and operations which are infrequently required by a user. Generally, the options made available in this menu group are used to configure a printer for operation.</p> <p>See “Configuration menu (CONFIG MENU)” on page 3-29 for more information.</p> |
| Start the multifunction printer without initializing the scanner. | <ol style="list-style-type: none"> 1. Turn off the multifunction printer. 2. Press and hold buttons 3 and 7. 3. Turn on the MFP printer. 4. Release the buttons when the progress bar displays. | |
| Network SE menu | While in Network/Ports Menu (Menus—Network/Ports—Standard Network—STD NET SETUP), press and hold buttons 6 , 7 , and 9 . | The Network SE menu contains advanced network menu tools. This key press only accesses the Network SE Menu when the panel displays the top-most settings inside the Standard Network menu. |
| Fax SE menu | From the HomePrime screen, press **411 | |
| SE menu | From a browser, add “/se” to device’s IP address (for example: http://158.183.3.2/se) | See “Service Engineer (SE) Menu” on page 3-48 for a listing of the menus. |

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Diagnostics menu

Diagnostics menu structure

When the Diagnostics menu is entered, each item displays on the operator panel. When a diagnostic test is selected from the main menu, a sub menu displays and each individual test displays in the order shown. Any options that are referred to in the menus are displayed when the option is installed.

Available tests

The tests display on the operator panel in the order shown:

| | |
|---|---|
| Registration | |
| Top Margin | See “Registration” on page 3-5. |
| Bottom Margin | |
| Left Margin | |
| Right Margin | |
| Skew | See “Skew” on page 3-5. |
| Quick Test | See “Quick Test” on page 3-7. |
| ALIGNMENT MENU | |
| Cyan | See “Alignment Menu” on page 3-8. |
| Magenta | |
| Yellow | |
| Factory Scanner | |
| Factory Manual | A summary page for all the color alignment settings. Can be used in place of alignment pages for each individual color. |
| MOTOR TESTS (order differs depending upon model) | |
| Align Motor Test | See “General motor tests procedures” on page 3-8. |
| Cart 1 | |
| Cart 2 | |
| Cart 3 | |
| CAM | |
| COD | |
| DUPLEX | |
| MPF | |
| Transfer Belt | |
| Tray 1 | |
| PRINT TESTS | |
| Tray 1 | See “Input source tests” on page 3-11. |
| Tray 2 (if installed) | |
| Tray 3 (if installed) | |
| Tray 4 (if installed) | |
| Tray 5 (if installed) | |
| Multi-Purpose Feeder | |
| Print Quality Pages | See “Print quality test pages (Prt Quality Pgs)” on page 3-12. |

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