

SHARP SERVICE MANUAL

CODE:00ZMXB467FS3E

DIGITAL MULTIFUNCTIONAL SYSTEM



MODEL MX-B467F

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Parts marked with "⚠" are important for maintaining the safety of the set. Be sure to replace these parts with specified ones for maintaining the safety and performance of the set.

[1] PRODUCT OUTLINE (OPTION)

MX-B467F


(For Europe)

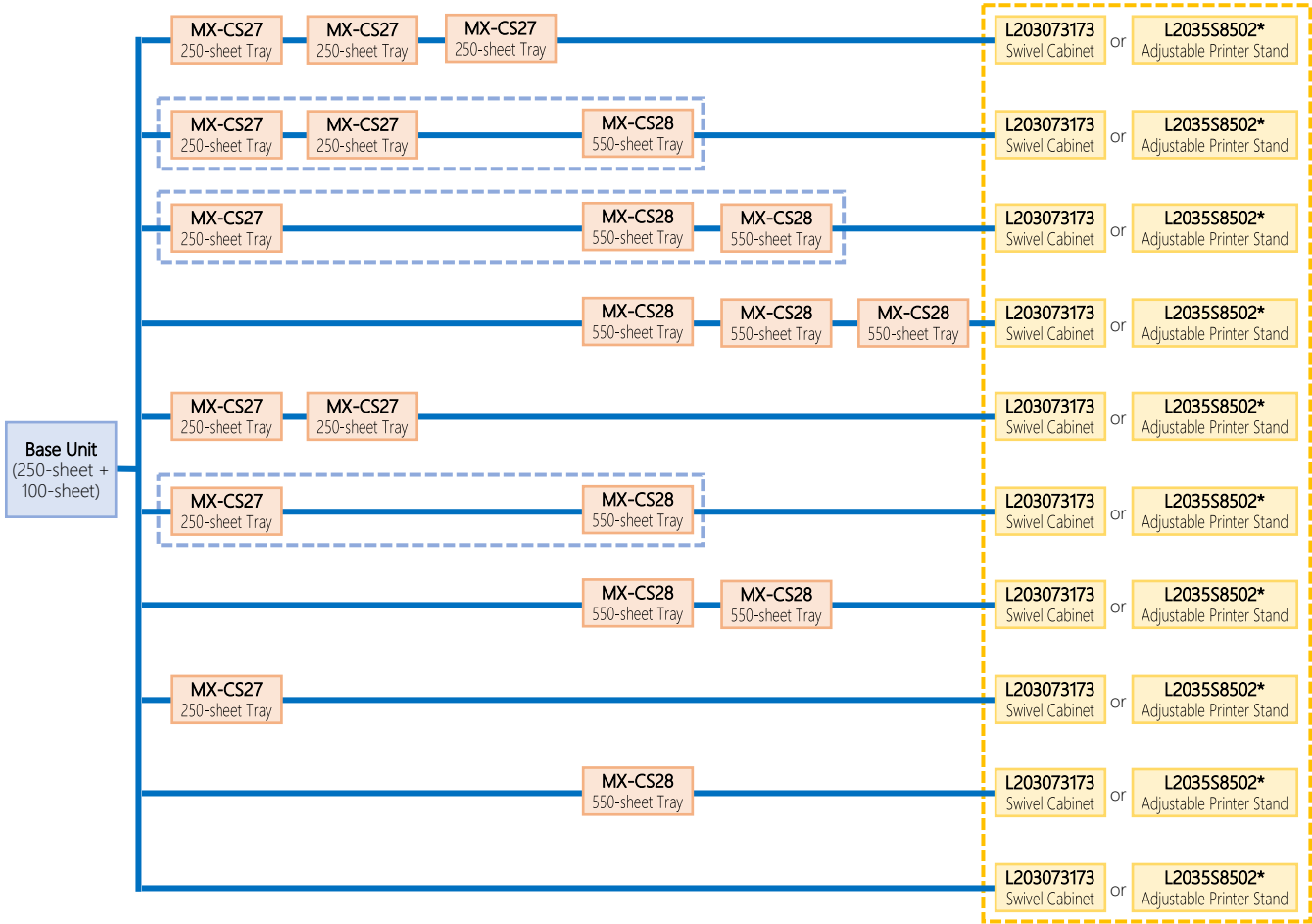
 Can be configured in any order

* Can not be installed for desktop use.

 Standard

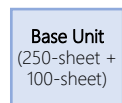
 Option

 Local Option



(Except Europe)

* Can not be installed for desktop use.



MX-B467F Option
(For Europe)

Product Name	Description	MX-B467F
MX-CS27	250 Sheet Tray	•
MX-CS28	550 sheet Tray	•
36S3120	550-sheet lockable tray	• (Local Option)
L203073173	Swivel Cabinet	•
L2035S8502	Adjustable Stand	•
L2027X6410	Print server 802.11b/g/n/ac N8372 (front)	•
1021231	Parallel Cable	• (Local Option)
1021294	USB Cable	• (Local Option)
27X0901	Parallel 1284-B interface card	• (Local Option)
27X0900	RS-232 serial interface card	• (Local Option)
57X9801	256-MB flash memory	• (Local Option)
L2027X0400	500-GB HDD	•
40C9200	Forms and barcode	• (Local Option)
40C9201	IPDS	• (Local Option)
40C9202	PRESCRIBE	• (Local Option)
L2057X0185	Security module	•
SPD0001	Surge protector - low volt	• (Local Option)
SPD0002	Surge protector - high volt	• (Local Option)
57X0300	Contact authentication device	• (Local Option)
57X0301	Contactless authentication device	• (Local Option)

(Except Europe)

Product Name	Description	MX-B467F
MX-CS27	250 Sheet Tray	•
MX-CS28	550 sheet Tray	•
36S3120	550-sheet lockable tray	• (Local Option)
3073173	Swivel Cabinet	• (Local Option)
35S8502	Adjustable Stand	• (Local Option)
27X6410	Print server 802.11b/g/n/ac N8372 (front)	• (Local Option)
1021231	Parallel Cable	• (Local Option)
1021294	USB Cable	• (Local Option)
27X0901	Parallel 1284-B interface card	• (Local Option)
27X0900	RS-232 serial interface card	• (Local Option)
57X9801	256-MB flash memory	• (Local Option)
27X0400	500-GB HDD	• (Local Option)
40C9200	Forms and barcode	• (Local Option)
40C9201	IPDS	• (Local Option)
40C9202	PRESCRIBE	• (Local Option)
57X0185	Security module	• (Local Option)
SPD0001	Surge protector - low volt	• (Local Option)
SPD0002	Surge protector - high volt	• (Local Option)
57X0300	Contact authentication device	• (Local Option)
57X0301	Contactless authentication device	• (Local Option)

[2] CONSUMABLE PARTS

MX-B467F

1, Consumable system table

North America, Canada, Mexico/Europe/Middle East, India

Machine model	Content	Return/Regular	Model name
MX-B467F	Toner Cartridge (Black)	Return	MX-B46T
		Regular	MX-B46T-S*
	Imaging Unit	Return	MX-B46DU
		Regular	MX-B46DU-S*

* Not available in Europe

2, Maintenance parts list

MX-B467F

North America, Canada, Mexico

Item	Model name	Content	Number	Life
Fuser maintenance Kit (110V)	MX-B46KA1	Fuser (110V)	1	200K
		MFP Pick Roller and Separator Pad	1	
		Pick Tire	1	
		Transfer Roller	1	
Pick Roll	MX-B46PR	Pick Roll	1	200K
Separator Roll Assembly	MX-B46SR	Separator Roll Assembly	1	200K
DADF Pick Roll	MX-B46RP	DADF Pick Roll	1	220K
DADF Separator Roll	MX-B46RS	DADF Separator Roll	1	220K
DADF Restraint Pad	MX-B46RR	DADF Restraint Pad	1	220K

Europe, Australia, Middle East, India

Item	Model name	Content	Number	Life
Fuser maintenance Kit (220V)	MX-B46KA	Fuser (220V)	1	200K
		MFP Pick Roller and Separator Pad	1	
		Pick Tire	1	
		Transfer Roller	1	
Pick Roll	MX-B46PR	Pick Roll	1	200K
Separator Roll Assembly	MX-B46SR	Separator Roll Assembly	1	200K
DADF Pick Roll	MX-B46RP	DADF Pick Roll	1	220K
DADF Separator Roll	MX-B46RS	DADF Separator Roll	1	220K
DADF Restraint Pad	MX-B46RR	DADF Restraint Pad	1	220K

[3] Setting up and using the home screen applications

Customizing the home screen

- 1 From the control panel, touch **Settings** > **Device** > **Visible Home Screen Icons**.
- 2 Select the icons that you want to appear on the home screen.
- 3 Apply the changes.

Setting up Card Copy

- 1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Click **Apps** > **Card Copy** > **Configure**.

Notes:

- Make sure that Display Icon is enabled.
- Make sure that E-mail Settings and Network Share Settings are configured.
- When scanning a card, make sure that the scan resolution does not exceed 200 dpi for color and 400 dpi for black and white.
- When scanning multiple cards, make sure that the scan resolution does not exceed 150 dpi for color and 300 dpi for black and white.

- 3 Apply the changes.

Note: You need a printer hard disk to scan multiple cards.

Using Shortcut Center

- 1 From the home screen, touch **Shortcut Center**, and then select a printer function.
- 2 Touch **Create Shortcut**, and then configure the settings.
- 3 Touch **Save**, and then type a unique shortcut name.
- 4 Apply the changes.

Using Display Customization

Before using the application, make sure to do the following:

- From the Embedded Web Server, click **Apps > Display Customization > Configure**.
- Enable and configure the screen saver, slideshow, and wallpaper settings.

Managing screen saver and slide show images

- 1 From the Screen Saver and Slideshow Images section, add, edit, or delete an image.

Notes:

- You can add up to 10 images.
- When enabled, the status icons appear on the screen saver only when there are errors, warnings, or cloud-based notifications.

- 2 Apply the changes.

Changing the wallpaper image

- 1 From the home screen, touch **Change Wallpaper**.
- 2 Select an image to use.
- 3 Apply the changes.

Running a slide show from a flash drive

- 1 Insert a flash drive into the USB port.
- 2 From the home screen, touch **Slideshow**.

Images appear in alphabetical order.

Note: You can remove the flash drive after the slide show starts, but the images are not stored in the printer. If the slide show stops, then insert the flash drive again to view the images.

Setting up Scan Center

- 1 From the home screen, touch **Scan Center**.
- 2 Select and create a destination, and then configure the settings.

Notes:

- When creating a network destination, make sure to validate and adjust the settings until no errors occur.
- Only destinations created from the Embedded Web Server are saved. For more information, see the documentation that came with the solution.

- 3 Apply the changes.

Managing contacts

Adding contacts

- 1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Click **Address Book**.

- 3 From the Contacts section, add a contact.

Note: You can assign the contact to one or more groups.

- 4 If necessary, specify a login method to allow application access.

- 5 Apply the changes.

Adding groups

- 1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Click **Address Book**.

- 3 From the Contact Groups section, add a group name.

Note: You can assign one or more contacts to the group.

- 4 Apply the changes.

Editing contacts or groups

- 1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Click **Address Book**.

3 Do either of the following:

- From the Contacts section, click a contact name, and then edit the information.
- From the Contact Groups section, click a group name, and then edit the information.

4 Apply the changes.

Deleting contacts or groups

1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

2 Click **Address Book**.

3 Do either of the following:

- From the Contacts section, select a contact that you want to delete.
- From the Contact Groups section, select a group name that you want to delete.

[4] Maintaining the printer

Warning—Potential Damage: Failure to maintain optimum printer performance, or to replace parts and supplies, may cause damage to your printer.

Adjusting the speaker volume

Adjusting the default internal speaker volume

The speaker volume will reset to default value after the session is logged out, when the printer wakes from Sleep or Hibernate mode, or after a power-on reset.

- 1 From the control panel, navigate to:
Settings > Device > Preferences > Audio Feedback
- 2 Select the volume.

Note: If Quiet Mode is enabled, then audible alerts are turned off.

Configuring the fax speaker settings

- 1 From the home screen, touch **Settings > Fax > Fax Setup > Speaker Settings**.
- 2 Do the following:
 - Set the Speaker Mode to **Always On**.
 - Set the Speaker Volume to **High**.
 - Activate the Ringer Volume.

Networking

Note: For information on installing the wireless network adapter, see the setup sheet that came with the adapter.

Connecting the printer to a Wi-Fi network

Make sure that Active Adapter is set to Auto. From the home screen, touch **Settings > Network/Ports > Network Overview > Active Adapter**.

- 1 From the home screen, touch **Settings > Network/Ports > Wireless > Setup On Printer Panel > Choose Network**.
- 2 Select a Wi-Fi network, and then type the network password.

Note: For Wi-Fi-network-ready printer models, a prompt for Wi-Fi network setup appears during initial setup.

Connecting the printer to a wireless network using Wi-Fi Protected Setup (WPS)

Before you begin, make sure that:

- The access point (wireless router) is WPS-certified or WPS-compatible. For more information, see the documentation that came with your access point.
- A wireless network adapter is installed in your printer. For more information, see the instructions that came with the adapter.
- Active Adapter is set to Auto. From the home screen, touch **Settings** > **Network/Ports** > **Network Overview** > **Active Adapter**.

Using the Push Button method

- 1 From the home screen, touch **Settings** > **Network/Ports** > **Wireless** > **Wi-Fi Protected Setup** > **Start Push Button Method**.
- 2 Follow the instructions on the display.

Using the personal identification number (PIN) method

- 1 From the home screen, touch **Settings** > **Network/Ports** > **Wireless** > **Wi-Fi Protected Setup** > **Start PIN Method**.
- 2 Copy the eight-digit WPS PIN.
- 3 Open a web browser, and then type the IP address of your access point in the address field.

Notes:

- To know the IP address, see the documentation that came with your access point.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 4 Access the WPS settings. For more information, see the documentation that came with your access point.
- 5 Enter the eight-digit PIN, and then save the changes.

Connecting a mobile device to the printer

Before connecting your mobile device, make sure to do the following:

- Enable Wi-Fi Direct in the printer. From the control panel, navigate to: **Settings** > **Network/Ports** > **Wireless** > **Enable Wi-Fi Direct**.
- Show the preshared key (PSK) on the Network Setup Page. From the control panel, navigate to: **Settings** > **Network/Ports** > **Wi-Fi Direct** > **Show PSK on Setup Page**.
- Print the Network Setup Page. From the control panel, navigate to: **Settings** > **Reports** > **Network** > **Network Setup Page**.

Connecting using Wi-Fi Direct

- 1 From the mobile device, go to the settings menu.
- 2 Enable Wi-Fi, and then tap **Wi-Fi Direct**.
- 3 Select the printer SSID.
- 4 Confirm the connection on the printer control panel.

Connecting using Wi-Fi

1 From the mobile device, go to the settings menu.

2 Tap **Wi-Fi**, and then select the printer SSID.

Note: The string **DIRECT-xy** (where **x** and **y** are two random characters) is added before the SSID.

3 Enter the PSK.

Note: The PSK is the password.

Notes:

- You can change the SSID on the control panel. Navigate to: **Settings > Network/Ports > Wi-Fi Direct > SSID**.
- You can also change the PSK on the control panel. Navigate to: **Settings > Network/Ports > Wi-Fi Direct > Set PSK**.

Deactivating the Wi-Fi network

1 From the printer control panel, navigate to:

Settings > Network/Ports > Network Overview > Active Adapter > Standard Network

For non-touch-screen printer models, press  to navigate through the settings.

2 Follow the instructions on the display.

Cleaning printer parts

Cleaning the printer



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

Notes:

- Perform this task after every few months.
- Damage to the printer caused by improper handling is not covered by the printer warranty.

1 Turn off the printer, and then unplug the power cord from the electrical outlet.

2 Remove paper from the standard bin and multipurpose feeder.

3 Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.


4 Wipe the outside of the printer with a damp, soft, lint-free cloth.

Notes:

- Do not use household cleaners or detergents, as they may damage the finish of the printer.

- Make sure that all areas of the printer are dry after cleaning.

5 Connect the power cord to the electrical outlet, and then turn on the printer.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Cleaning the scanner

1 Open the scanner cover.



2 Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass



- ADF glass pad



- Scanner glass

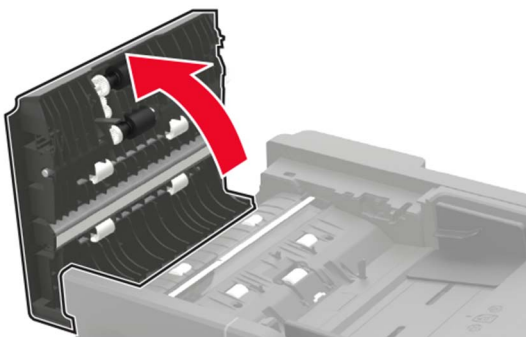


- Scanner glass pad



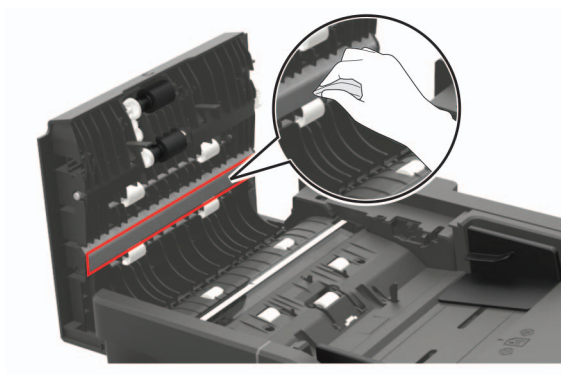
3 Close the scanner cover.

4 Open the ADF cover.

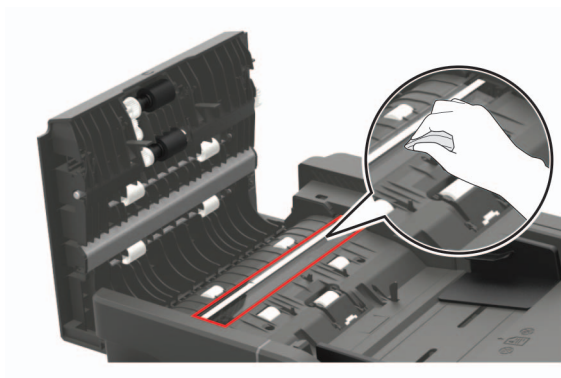


5 Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass pad in the ADF cover



- ADF glass in the ADF cover



6 Close the ADF cover.

Ordering parts and supplies

Note: All life estimates for printer supplies assume printing on letter- or A4-size plain paper.

Checking the status of parts and supplies

- 1 From the home screen, touch **Status/Supplies**.
- 2 Select the parts or supplies that you want to check.

Note: You can also access this setting by touching the top section of the home screen.

Ordering a toner cartridge

Notes:

- The estimated cartridge yield is based on the ISO/IEC 19752 standard.
- Extremely low print coverage for extended periods of time may negatively affect actual yield.

To order a toner cartridge, contact the place where you purchased the printer.

Ordering an imaging unit

To order an imaging unit, contact the place where you purchased the printer.

Configuring supply notifications

- 1 Open a web browser, and then type the printer IP address in the address field.

Notes:

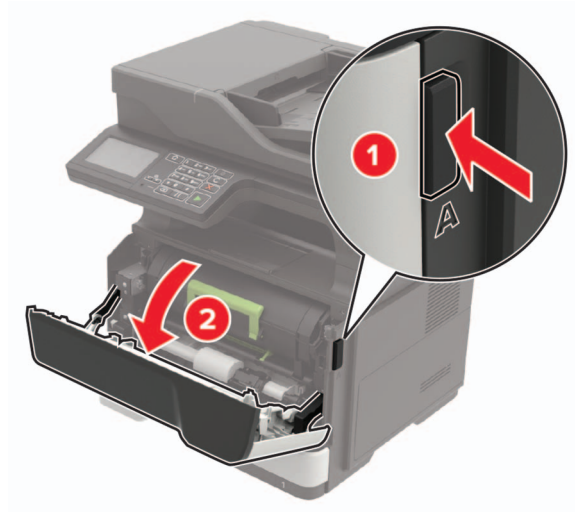
- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Click **Settings > Device > Notifications**.
- 3 From the Supplies menu, click **Custom Supply Notifications**.
- 4 Select a notification for each supply item.
- 5 Apply the changes.

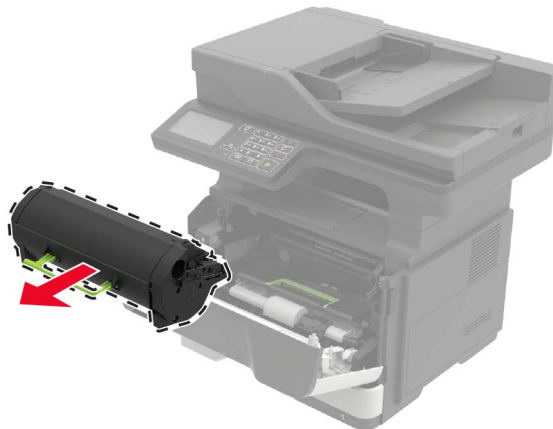
Replacing parts and supplies

Replacing the toner cartridge

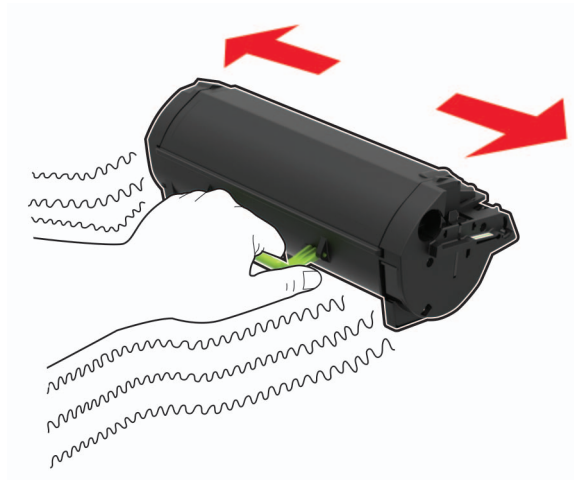
1 Open door A.



2 Remove the used toner cartridge.

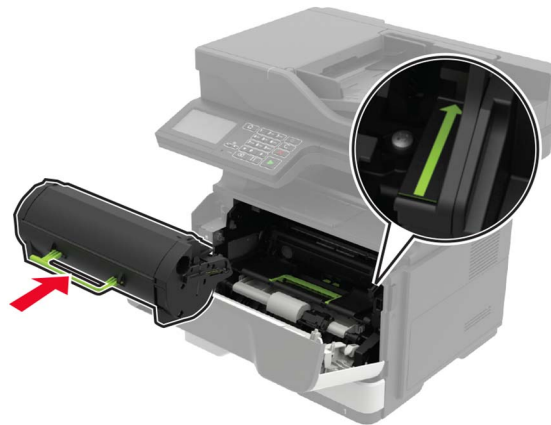


- 3** Unpack the new toner cartridge, and then shake it three times to redistribute the toner.



- 4** Insert the new toner cartridge.

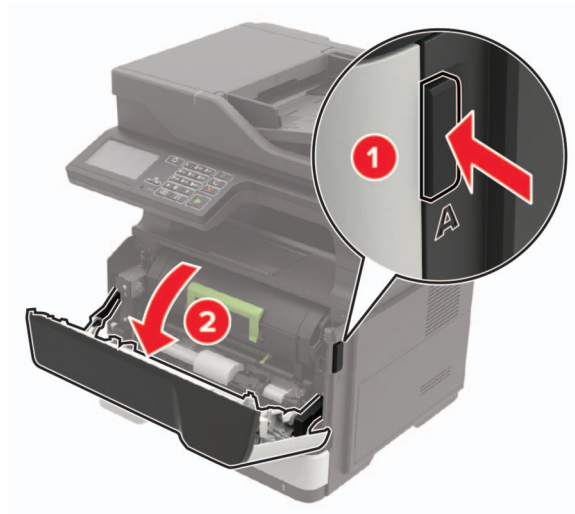
Note: Use the arrows inside the printer as guides.



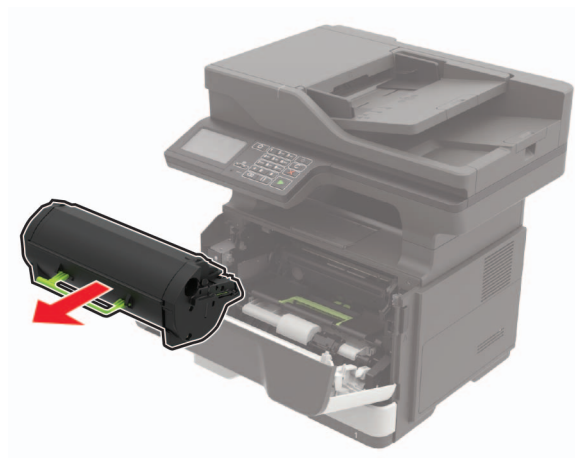
- 5** Close door A.

Replacing the imaging unit

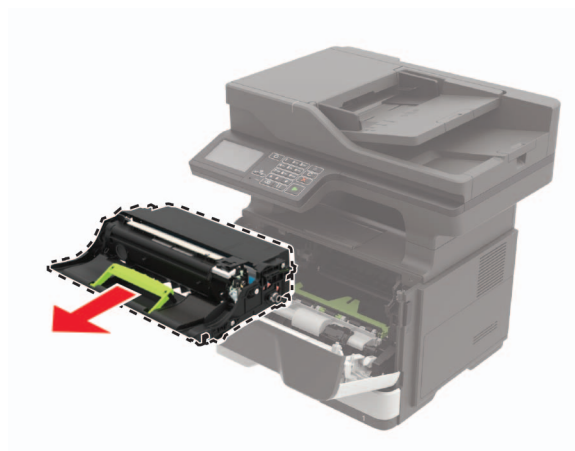
1 Open door A.



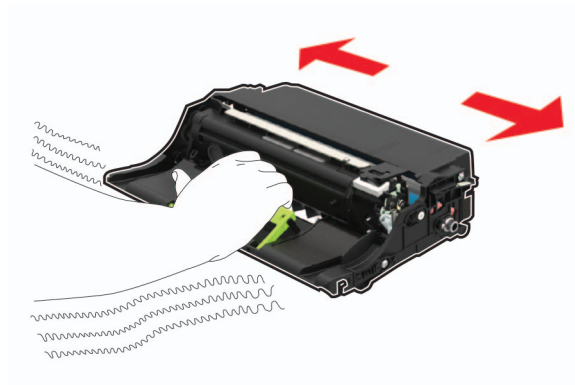
2 Remove the toner cartridge.



3 Remove the used imaging unit.



- 4 Unpack the new imaging unit, and then shake it three times to redistribute the toner.



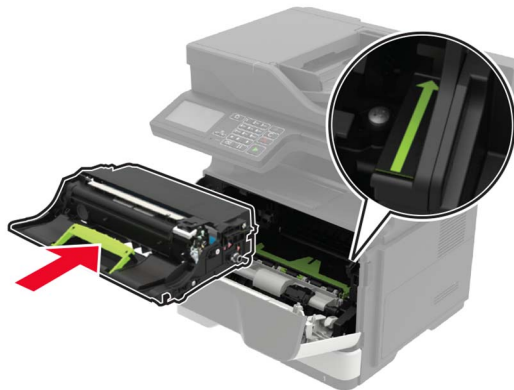
Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



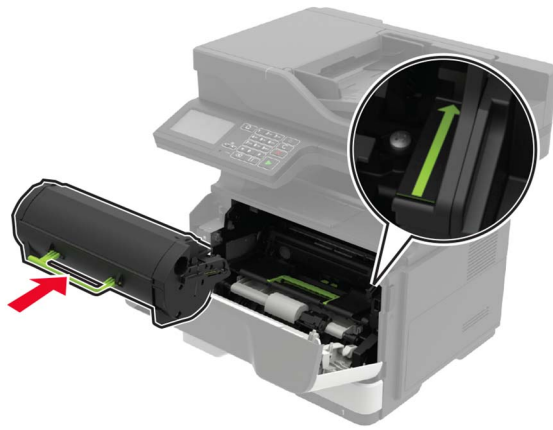
- 5 Insert the new imaging unit.

Note: Use the arrows inside the printer as guides.



- 6 Insert the toner cartridge.

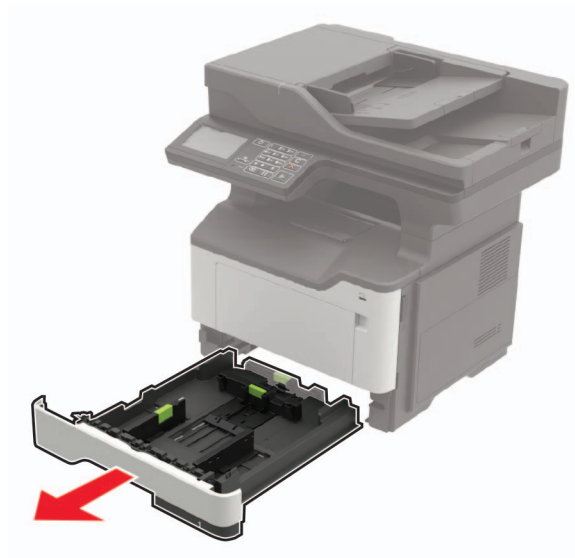
Note: Use the arrows inside the printer as guides.



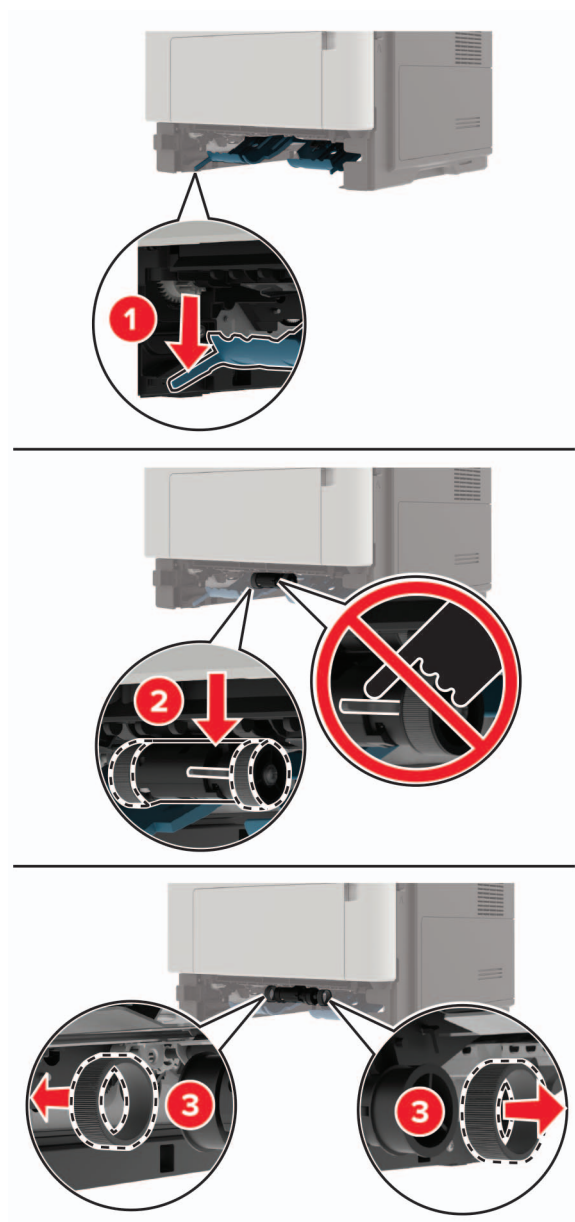
7 Close door A.

Replacing the pick tires

- 1** Turn off the printer.
- 2** Unplug the power cord from the electrical outlet, and then from the printer.
- 3** Remove the tray.

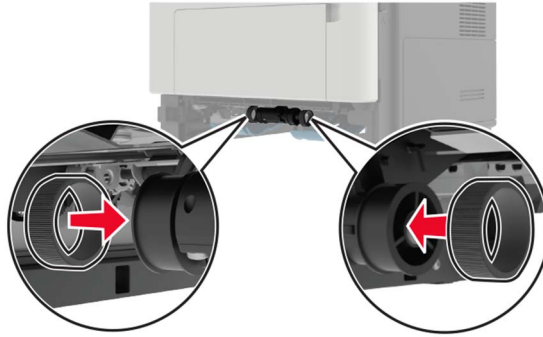


4 Remove the used pick tires one after the other.




5 Unpack the new pick tires.

- 6 Insert the new pick tires.




- 7 Insert the tray.
- 8 Connect the power cord to the printer, and then to the electrical outlet.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

- 9 Turn on the printer.

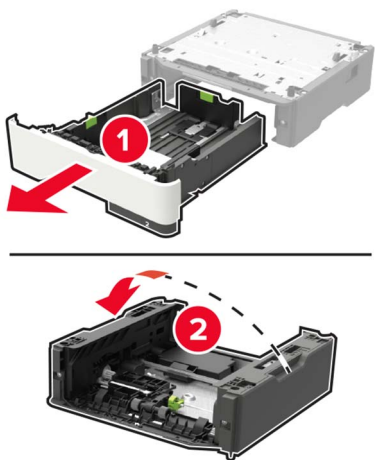
Replacing the pick roller assembly

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Remove the optional tray.

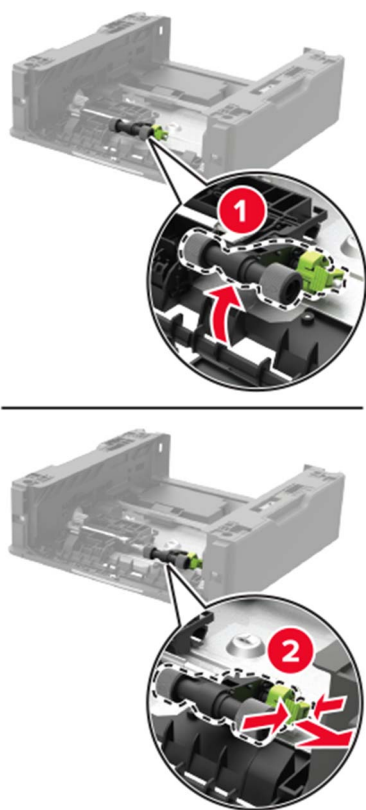
 **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.



4 Remove the tray insert, and then flip the tray base.

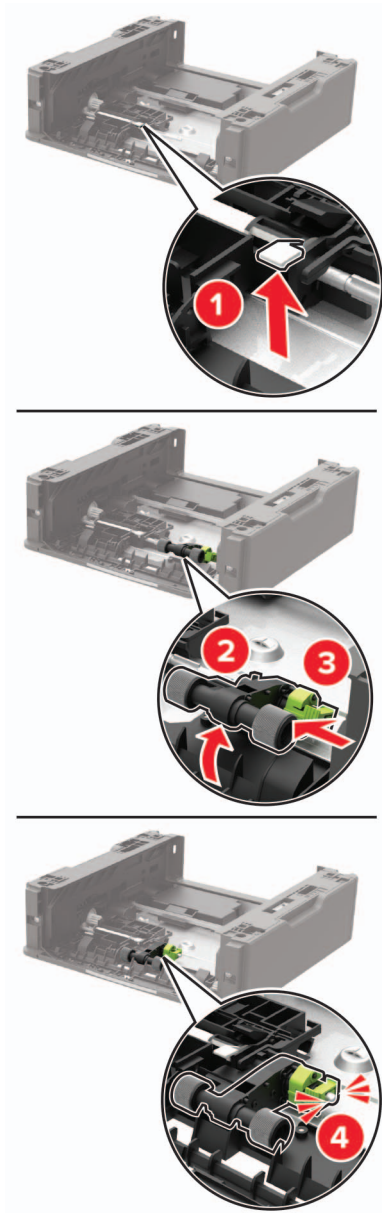


5 Remove the used pick roller assembly.



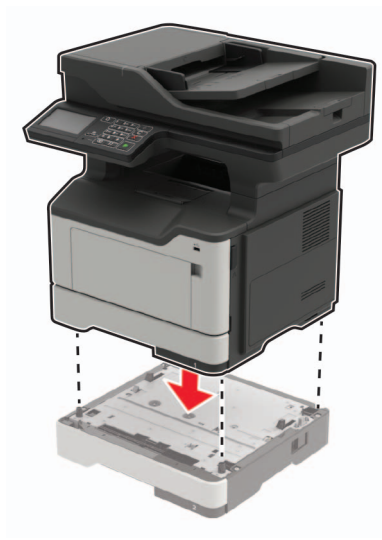
6 Unpack the new pick roller assembly.

7 Insert the new pick roller assembly.



8 Flip the tray base, and then insert the tray insert.

- 9 Align the printer with the optional tray, and then lower the printer until it *clicks* into place.



- 10 Connect the power cord to the printer, and then to the electrical outlet.

CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

- 11 Turn on the printer.

Moving the printer

Moving the printer to another location

CAUTION—POTENTIAL INJURY: If the printer weight is greater than 20 kg (44 lb), then it requires two or more trained personnel to lift it safely.

CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

CAUTION—POTENTIAL INJURY: When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.

- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

Note: Damage to the printer caused by improper moving is not covered by the printer warranty.

Shipping the printer

When shipping the printer, use the original packaging or contact the place where you purchased the printer.

Saving energy and paper

Configuring the power save mode settings

Sleep mode

- 1 From the control panel, navigate to:

Settings > Device > Power Management > Timeouts > Sleep Mode

For non-touch-screen printer models, press  to navigate through the settings.

- 2 Specify the amount of time that the printer stays idle before it enters Sleep Mode.

Hibernate mode

- 1 From the control panel, navigate to:

Settings > Device > Power Management > Timeouts > Hibernate Timeout

For non-touch-screen printer models, press  to navigate through the settings.

- 2 Select the amount of time that the printer stays idle before it enters Hibernate mode.

Notes:

- For Hibernate Timeout to work, set Hibernate Timeout on Connection to Hibernate.
- The Embedded Web Server is disabled when the printer is in Hibernate mode.

Adjusting the brightness of the printer display

- 1 From the home screen, touch **Settings > Device > Preferences > Screen Brightness**.
- 2 Adjust the setting.

Conserving supplies

- Print on both sides of the paper.

Note: Two-sided printing is the default setting in the print driver.

- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

[5] Upgrading and migrating

Hardware

Available internal options

- Flash memory
- Font cards
- Firmware cards
 - Bar Code
 - IPDS

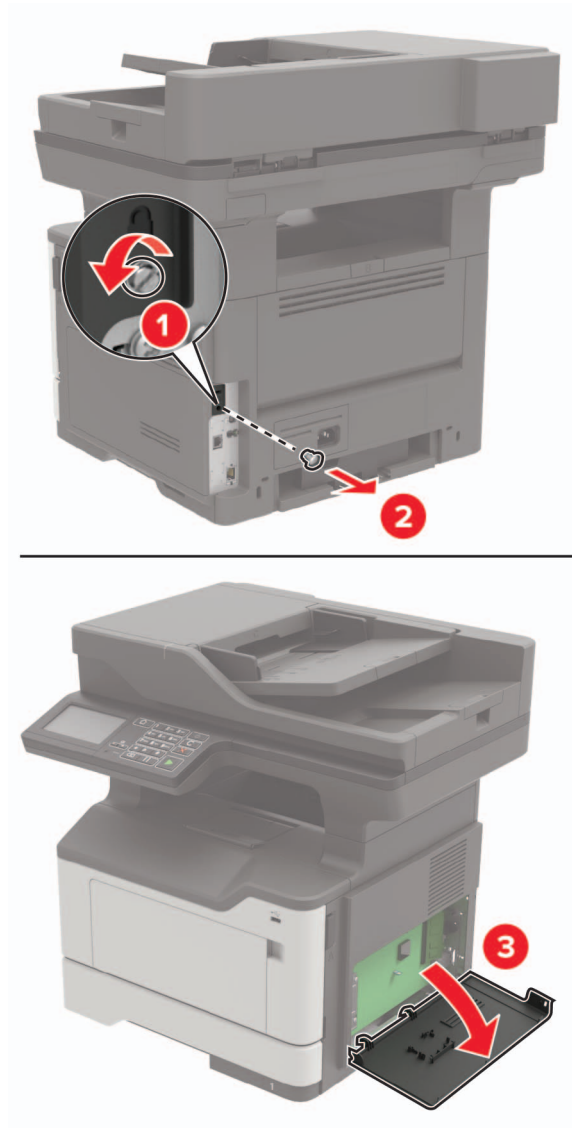
Accessing the controller board



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Using a flat-head screwdriver, open the controller board access cover.

Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board components or connectors.



4 Close the access cover.

5 Connect the power cord to the printer, and then to the electrical outlet.

⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

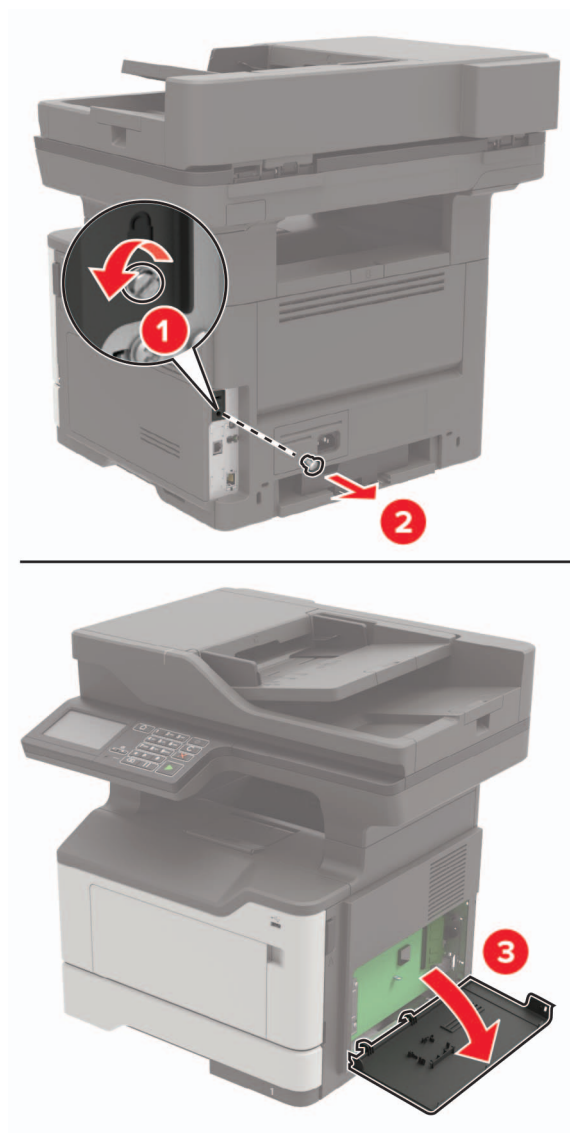
6 Turn on the printer.

Installing an optional card

⚠ CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Open the controller board access cover.

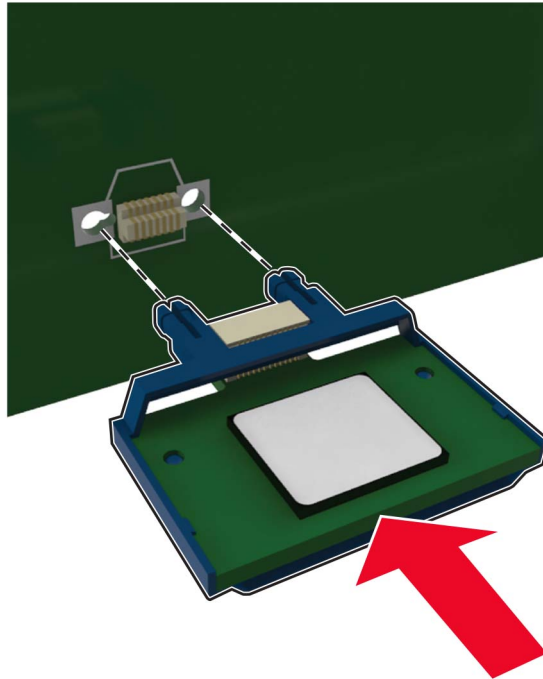
Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any components or connectors.



- 4 Unpack the optional card.

Warning—Potential Damage: Do not touch the connection points along the edge of the card.


- 5 Push the card firmly into place.



Note: The entire length of the connector on the card must touch and be flush against the controller board.


Warning—Potential Damage: Improper installation of the card may cause damage to the card and the controller board.

- 6 Close the access cover.
- 7 Connect the power cord to the printer, and then to the electrical outlet.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

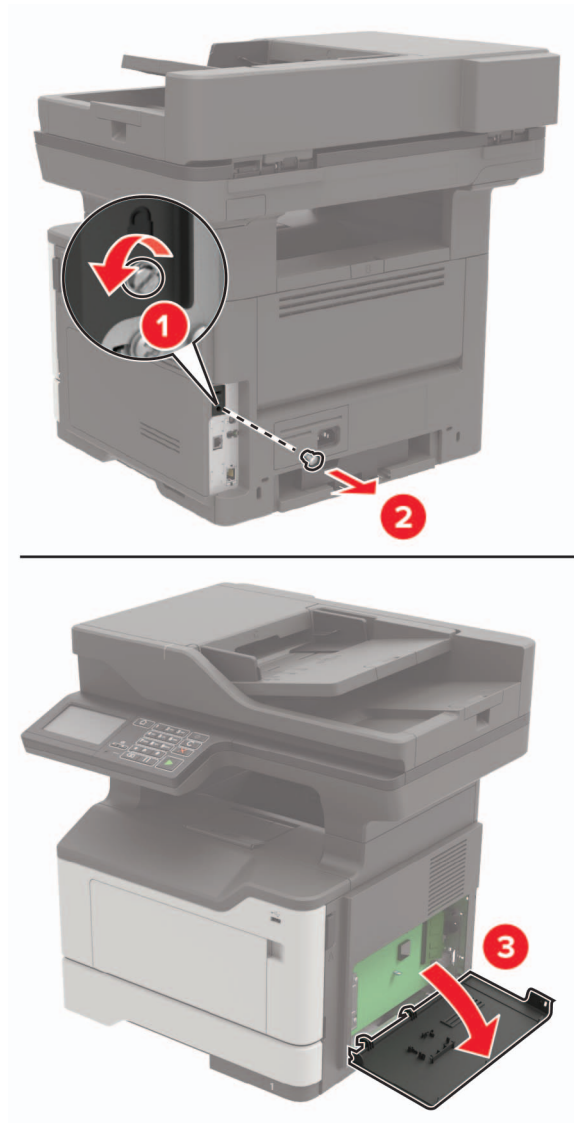
- 8 Turn on the printer.

Installing a printer hard disk

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Open the controller board access cover.

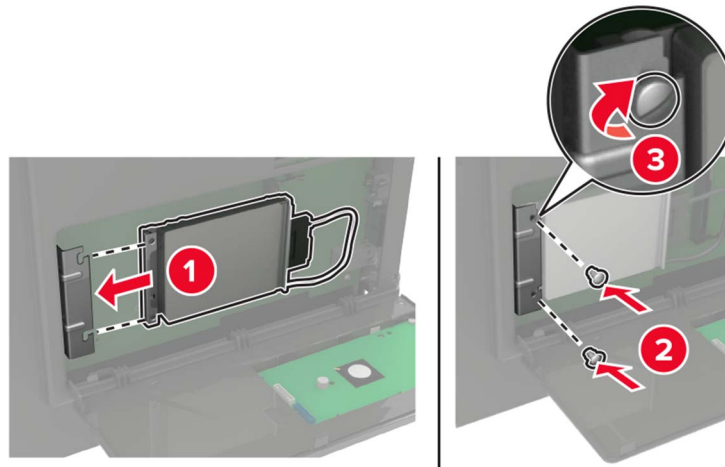
Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board components or connectors.



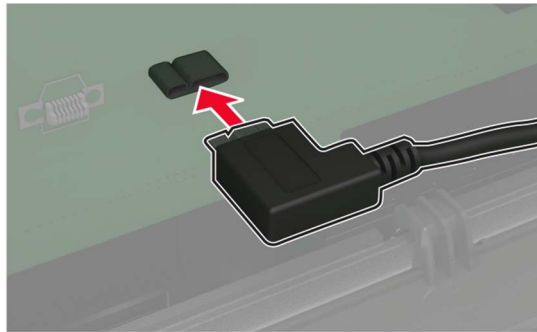
4 Unpack the hard disk.

5 Attach the hard disk to the controller board.

Warning—Potential Damage: Do not touch or press the center of the hard disk.



- 6 Attach the hard disk interface cable to the controller board.



- 7 Close the access cover.
- 8 Connect the power cord to the printer, and then to the electrical outlet.

CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

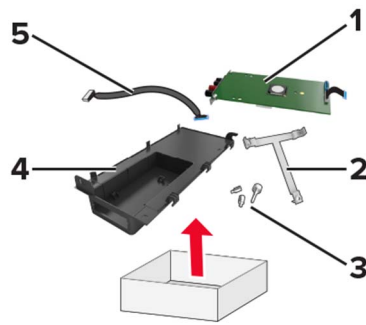
- 9 Turn on the printer.

Installing an internal solutions port

CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

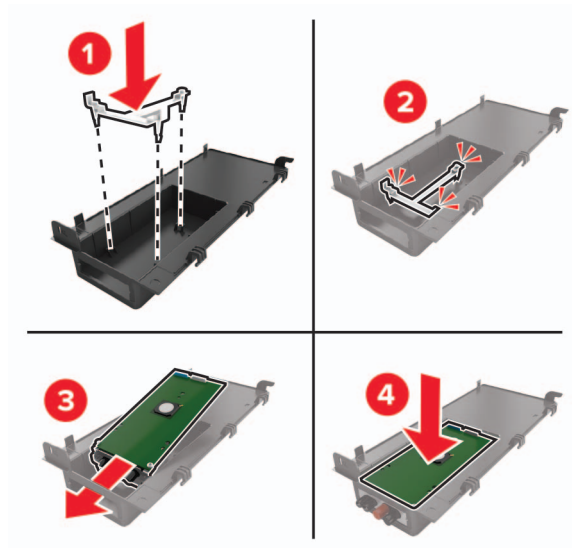
- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Unpack the internal solutions port (ISP) kit.

Note: Remove the preinstalled interface cable from the ISP.

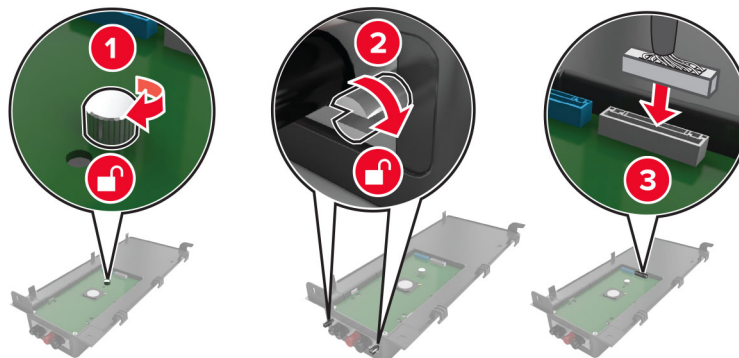


1	ISP
2	Mounting bracket
3	Thumbscrews
4	Housing
5	Interface cable

4 Install the ISP into its housing.

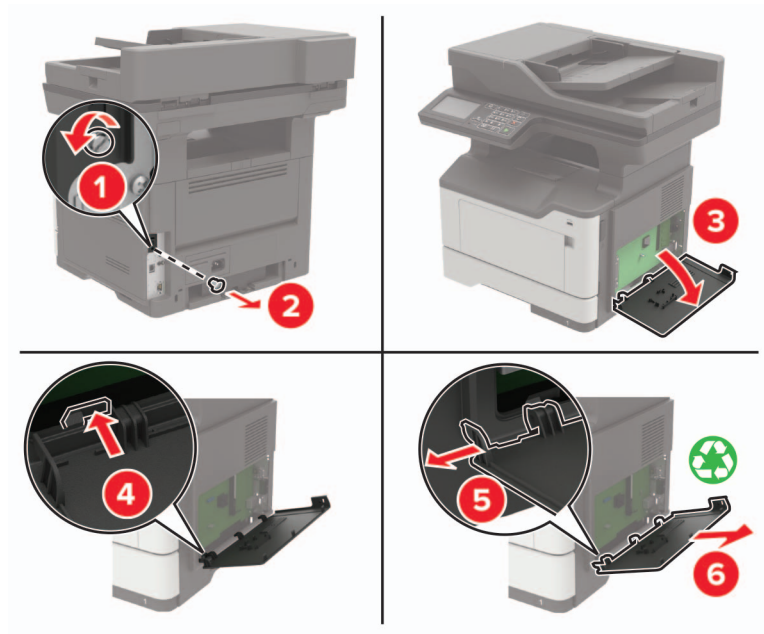


5 Secure the ISP in place and attach the ISP extended cable.

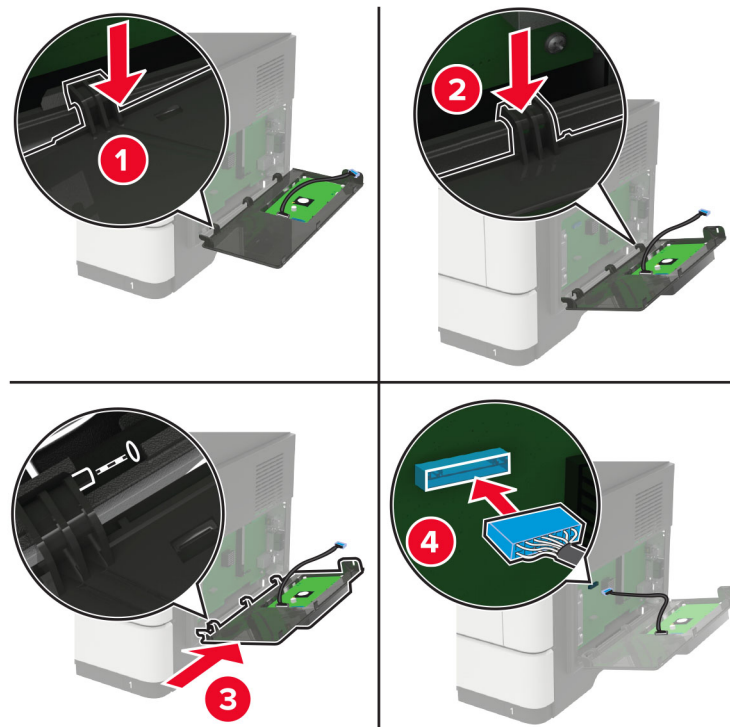


6 Open, and then remove the controller board access cover.

Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board electronic components or connectors.

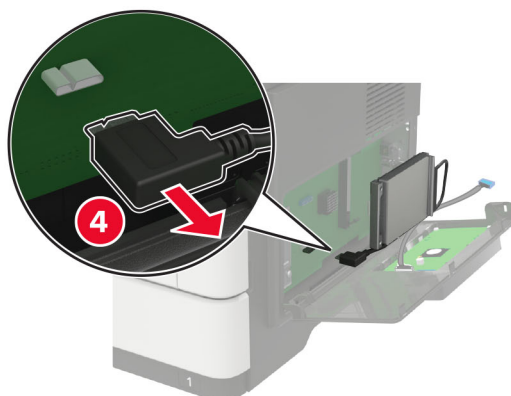
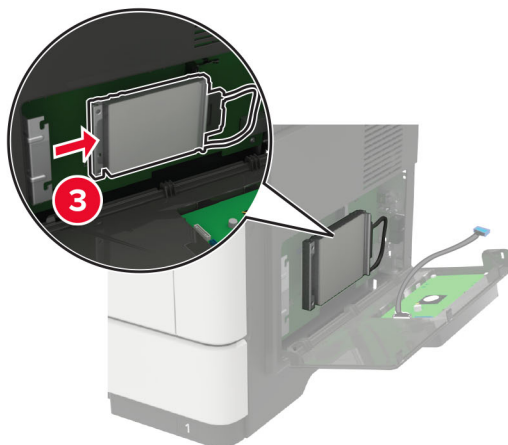
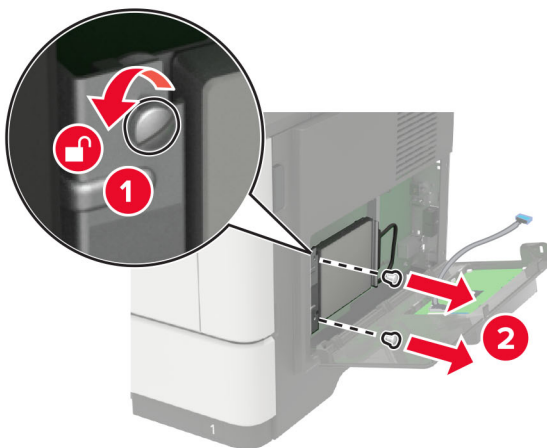


7 Attach the ISP kit to the printer.

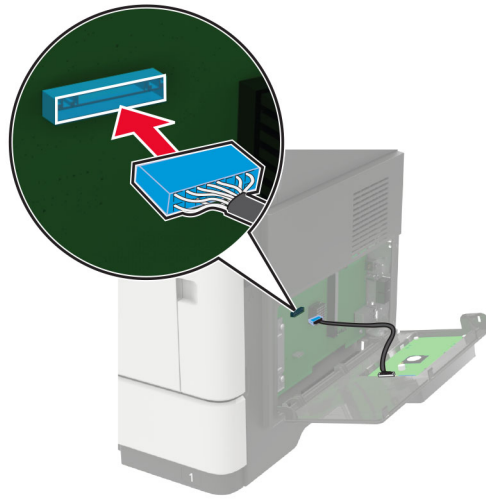


If a printer hard disk is installed, then remove the hard disk before installing the ISP.

- a** Unplug the hard disk interface cable from the controller board.



- b** Connect the ISP extended cable to the ISP connector.




- c Install the hard disk.




8 Close the access cover.

9 Connect the power cord to the printer, and then to the electrical outlet.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

10 Turn on the printer.

Installing optional trays

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.


1 Turn off the printer.

2 Unplug the power cord from the electrical outlet, and then from the printer.

3 Unpack the optional tray, and then remove all packing material.


Note: If optional trays are already installed, then unlock them from the printer before lifting the printer. Do not try to lift the printer and trays at the same time.

4 Align the printer with the optional tray, and then lower the printer until it *clicks* into place.

 **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.



5 Connect the power cord to the printer, and then to the electrical outlet.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

6 Turn on the printer.

Add the tray in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 201](#).

Software

Supported operating systems

Using the software CD, you can install the printer software on the following operating systems:

- Windows 10
- Windows 8.1
- Windows Server 2012 R2
- Windows Server 2012
- Windows 7 SP1
- Windows Server 2008 R2 SP1
- Windows Server 2008 SP2
- Windows Vista SP2
- Mac OS X version 10.7 or later
- Red Hat Enterprise Linux WS
- openSUSE Linux
- SUSE Linux Enterprise Server
- Debian GNU/Linux
- Ubuntu
- Fedora
- IBM AIX
- Oracle Solaris SPARC
- Oracle Solaris x86

Notes:

- For Windows operating systems, the print drivers and utilities are supported in both 32- and 64-bit versions.
- For drivers and utilities that are compatible with Mac OS X version 10.6 or earlier and for specific supported Linux or UNIX operating system versions, go to our website.
- For more information on software compatibility with all other operating systems, contact customer support.

Installing the printer software

- 1 Obtain a copy of the software installer package.
 - From our website.
 - From the place where you purchased the printer.
- 2 Run the installer, and then follow the instructions.

- 3 For Macintosh users, add the printer.

Note: For Macintosh computers with macOS version 10.7 or later, you do not need to install the driver to print on an AirPrint-certified printer.

Adding available options in the print driver

For Windows users

- 1 Open the printers folder.
- 2 Select the printer you want to update, and then do either of the following:
 - For Windows 7 or later, select **Printer properties**.
 - For earlier versions, select **Properties**.
- 3 Navigate to the Configuration tab, and then select **Update Now - Ask Printer**.
- 4 Apply the changes.

For Macintosh users

- 1 From System Preferences in the Apple menu, navigate to your printer, and then select **Options & Supplies**.
- 2 Navigate to the list of hardware options, and then add any installed options.
- 3 Apply the changes.

Firmware

Exporting or importing a configuration file

You can export the configuration settings of your printer into a text file, and then import the file to apply the settings to other printers.

- 1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Export or import a configuration file for one or multiple applications.

For one application

- a From the Embedded Web Server, click **Apps** > the application that you want > **Configure**.
- b Click **Export** or **Import**.

For multiple applications

- a From the Embedded Web Server, click **Export Configuration** or **Import Configuration**.
- b Follow the instructions on the screen.

Updating firmware

Some applications require a minimum device firmware level to operate correctly.

For more information on updating the device firmware, contact your sales representative.

- 1 From the Embedded Web Server, click **Settings** > **Device** > **Update Firmware**.
- 2 Browse to locate the required flash file.
- 3 Apply the changes.

[5] PARTS LIST (MX-B467F)

No.	Section/Section name	Asm-index	Manufacture parts number	Sharp parts number	Description
1	Assembly 1: Covers	1	41X1342	OSP41X1342///	Top cover (MX521, MB2546, MX522, and XM1246)
2	Assembly 1: Covers	2	40X9075	OSP40X9075///	Output extender
3	Assembly 1: Covers	3	41X1169	OSP41X1169///	Rear door and cover
4	Assembly 1: Covers	4	41X2263	OSP41X2263///	Rear access door
5	Assembly 1: Covers	5	40X8520	OSP40X8520///	Dust cover
6	Assembly 1: Covers	6	41X2272	OSP41X2272///	Right cover (MX521, MB2546, MX522, and XM1246)
7	Assembly 1: Covers	7	41X1233	OSP41X1233///	Right access cover
8	Assembly 1: Covers	8	41X2273	OSP41X2273///	Nameplate (MX421, MB2442, XM1242, MX521, MB2546, MX522, and XM1246)
9	Assembly 1: Covers	9	41X1167	OSP41X1167///	Left cover
10	Assembly 1: Covers	10	41X1355	OSP41X1355///	Top access cover
11	Assembly 1: Covers	11	41X2867	OSP41X2867///	Scanner rear covers (MX521, MB2546, MX522, and XM1246)
12	Assembly 1: Covers	12	41X2300	OSP41X2300///	Access cover link
13	Assembly 3: Control panel	1	41X2699	OSP41X2699///	
14	Assembly 3: Control panel	2	41X1353	OSP41X1353///	Control panel front cover (MX421, MB2442, XM1242, MX521, MB2546, MX522, and XM1246)
15	Assembly 3: Control panel	3	41X1359	OSP41X1359///	Control panel (MX421, MB2442, XM1242, MX521, MB2546, MX522, and XM1246)
16	Assembly 3: Control panel	4	41X2525	OSP41X2525///	Control panel flat cable (MX521, MB2546, MX522, and XM1246)
17	Assembly 3: Control panel	5	41X2529	OSP41X2529///	Speaker
18	Assembly 4: Electronics 1	1	41X1185	OSP41X1185///	Printhead
19	Assembly 4: Electronics 1	2	41X1178	OSP41X1178///	Fuser, 110V
20	Assembly 4: Electronics 1	2	41X1179	OSP41X1179///	Fuser, 220V
21	Assembly 4: Electronics 1	3A	50X0758	OSP50X0758///	Controller board
22	Assembly 4: Electronics 1	4	41X1201	OSP41X1201///	Power supply, 100V/110V
23	Assembly 4: Electronics 1	4	41X1202	OSP41X1202///	Power supply, 220V
24	Assembly 4: Electronics 1	5	41X1224	OSP41X1224///	Main drive gearbox
25	Assembly 4: Electronics 1	NS	41X2518	OSP41X2518///	Cable conversion kit <ul style="list-style-type: none">41X2530—Flatbed home sensor extension cable41X2529—Speaker
26	Assembly 5: Electronics 2	1	41X2259	OSP41X2259///	Cooling fan
27	Assembly 5: Electronics 2	2	41X1213	OSP41X1213///	MPF solenoid
28	Assembly 5: Electronics 2	3	41X2391	OSP41X2391///	Pick roller clutch
29	Assembly 5: Electronics 2	4	41X1237	OSP41X1237///	Motor (cartridge)
30	Assembly 5: Electronics 2	5	41X1214	OSP41X1214///	Reverse solenoid
31	Assembly 6: Electronics 3	1	41X1988	OSP41X1988///	Sensor (cartridge barrel)
32	Assembly 6: Electronics 3	2	41X1162	OSP41X1162///	Toner cartridge smart chip contact
33	Assembly 6: Electronics 3	3	41X2260	OSP41X2260///	Sensor (bin full)
34	Assembly 6: Electronics 3	4	41X1209	OSP41X1209///	Sensor (front door)
35	Assembly 6: Electronics 3	5	41X1236	OSP41X1236///	Interconnect cable
36	Assembly 6: Electronics 3	6	41X1238	OSP41X1238///	Sensor (tray present)
37	Assembly 6: Electronics 3	7	41X1210	OSP41X1210///	Sensor (MPF paper present)
38	Assembly 7: Electronics 4	1	41X1206	OSP41X1206///	Sensor (duplex and input)
39	Assembly 7: Electronics 4	2	41X1240	OSP41X1240///	Sensor (trailing edge)
40	Assembly 7: Electronics 4	3	41X4456	OSP41X4456///	Toner density sensor kit <ul style="list-style-type: none">Toner density sensor and bracketSpringScrewGrease
41	Assembly 7: Electronics 4	4	41X1241	OSP41X1241///	Sensor (narrow media)
42	Assembly 7: Electronics 4	5	41X1873	OSP41X1873///	Wireless module
43	Assembly 7: Electronics 4	6	41X2270	OSP41X2270///	Wireless module cable
44	Assembly 7: Electronics 4	7	41X2630	OSP41X2630///	Front USB host cable
45	Assembly 8: Paper transport 1	1	41X1183	OSP41X1183///	Jam access cover
46	Assembly 8: Paper transport 1	2	41X1184	OSP41X1184///	Front input guide
47	Assembly 8: Paper transport 1	3	41X1176	OSP41X1176///	Duplex assembly
48	Assembly 8: Paper transport 1	4	41X1182	OSP41X1182///	MPF gearbox (MX521, MB2546, MX522, and XM1246)
49	Assembly 8: Paper transport 1	5	41X2255	OSP41X2255///	Fuser actuator
50	Assembly 8: Paper transport 1	6	41X2268	OSP41X2268///	Redrive gear plate
51	Assembly 8: Paper transport 1	7	41X4214	OSP41X4214///	Duplex gear kit
52	Assembly 9: Paper transport 2	1	40X8393	OSP40X8393///	Transfer roller
53	Assembly 9: Paper transport 2	3	41X1223	OSP41X1223///	Pick roller assembly
54	Assembly 9: Paper transport 2	4	41X0918	OSP41X0918///	Pick tire
55	Assembly 9: Paper transport 2	5	41X1349	OSP41X1349///	Redrive assembly
56	Assembly 9: Paper transport 2	6	41X4474	OSP41X4474///	Mounting bracket
57	Assembly 9: Paper transport 2	7	41X4545	OSP41X4545///	Isolation roller
58	Assembly 10: MPF and standard tray	1	50X0748	OSP50X0748///	MPF with front access cover
59	Assembly 10: MPF and standard tray	2	41X1220	OSP41X1220///	Standard 250-sheet tray insert (MX521, MB2546, MX522, and XM1246)
60	Assembly 11: Optional trays	1	41X1216	OSP41X1216///	Optional 550-sheet tray
61	Assembly 11: Optional trays	1	41X1217	OSP41X1217///	Optional 250-sheet tray
62	Assembly 11: Optional trays	2	41X1239	OSP41X1239///	Pick roller
63	Assembly 11: Optional trays	3	41X1222	OSP41X1222///	550-sheet tray insert (optional tray)
64	Assembly 11: Optional trays	3	41X1221	OSP41X1221///	250-sheet tray insert (optional tray)
65	Assembly 11: Optional trays	NS	40X8033	OSP40X8033///	Lockable tray key
66	Assembly 14: ADF and Scanner 3	1	41X1328	OSP41X1328///	ADF assembly (MX522 and XM1246)
67	Assembly 14: ADF and Scanner 3	2	41X1334	OSP41X1334///	ADF tray (MX522 and XM1246)
68	Assembly 14: ADF and Scanner 3	3	41X2221	OSP41X2221///	ADF cable cover (MX522 and XM1246)
69	Assembly 14: ADF and Scanner 3	4	41X1321	OSP41X1321///	ADF right hinge (MX522 and XM1246)
70	Assembly 14: ADF and Scanner 3	5	41X1324	OSP41X1324///	ADF cushion (MX522 and XM1246)
71	Assembly 14: ADF and Scanner 3	6	40X9129	OSP40X9129///	ADF left hinge (MX522 and XM1246)
72	Assembly 14: ADF and Scanner 3	7	41X1318	OSP41X1318///	ADF access door (MX522 and XM1246)
73	Assembly 14: ADF and Scanner 3	9	41X2855	OSP41X2855///	High torque ADF separator roller (MX522 and XM1246)
74	Assembly 14: ADF and Scanner 3	11	41X1331	OSP41X1331///	Flatbed scanner (MX522 and XM1246)
75	Assembly 14: ADF and Scanner 3	12	41X1315	OSP41X1315///	ADF cable (MX522 and XM1246)

No.	Section/Section name	Asm-index	Manufacture parts number	Sharp parts number	Description
76	Assembly 14: ADF and Scanner 3	13	41X1316	0SP41X1316///	ADF flat cable (MX522 and XM1246)
77	Assembly 15: Fax card and hard disk	1A	41X3286	0SP41X3286///	Fax card
78	Assembly 15: Fax card and hard disk	3	40X9934	0SP40X9934///	Printer hard disk (MX522 and XM1246), 500GB

MX-B467F

Service Manual Part 2

- [Start diagnostics](#)
 - [Maintenance](#)
 - [Safety and notices](#)
 - [Trademarks](#)
-

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Notices, conventions, and safety information

Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1: 2014.

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 15

Wavelength (nanometers): 650–670

Avis relatif à l'utilisation du laser

Cette imprimante est certifiée conforme aux exigences de la réglementation des Etats-Unis relative aux produits laser de classe I (1) (DHHS 21 CFR, Chapitre I, Sous-chapitre J). Pour les autres pays, elle est certifiée conforme aux exigences des normes CEI 60825-1:2014 relatives aux produits laser de classe I.

Les produits laser de classe I ne sont pas considérés comme dangereux. Le système laser ainsi que l'imprimante ont été conçus de manière à ce que personne ne soit jamais exposé à des radiations laser dépassant le niveau de classe I dans le cadre d'un fonctionnement normal, de l'entretien par l'utilisateur ou de la maintenance. L'imprimante dispose d'un ensemble de têtes d'impression non réparable contenant un laser doté des caractéristiques suivantes :

Classe : IIIb (3b) AlGaInP

Puissance de sortie nominale (milliwatts) : 15

Longueur d'onde (nanomètres) : 650-670

Aviso de láser

Esta impresora se ha certificado en EE.UU. cumpliendo con los requisitos de DHHS 21 CFR, capítulo I, subcapítulo J para los productos láser de Clase I (1) y en otros países está certificada como un producto láser de Clase I de acuerdo con los requisitos de IEC 60825-1: 2014.

Los productos láser de Clase I no se consideran peligrosos. El sistema láser y la impresora se han diseñado para que el ser humano no acceda nunca a las radiaciones láser por encima del nivel de Clase I durante su uso normal, ni en tareas de mantenimiento o intervenciones de servicio técnico prescritas. El conjunto de cabezal de impresión de la impresora no se puede reparar y contiene un láser con las siguientes especificaciones:

Clase: IIIb (3b) AlGaInP

Potencia nominal de salida (milivatios): 15

Longitud de onda (nanómetros): 650-670

Laser-Hinweis

Der Drucker wurde in den USA zertifiziert und entspricht den Anforderungen der Vorschriften DHHS 21 CFR Kapitel I für Laserprodukte der Klasse I (1), andernorts ist er als Laserprodukt der Klasse I zertifiziert, das den Anforderungen von IEC 60825-1 entspricht: 2014.

Laserprodukte der Klasse I werden nicht als gefährlich betrachtet. Das Lasersystem und der Drucker sind so konstruiert, dass unter normalen Betriebsbedingungen, bei der Wartung durch den Benutzer oder bei den vorgeschriebenen Wartungsbedingungen Menschen keiner Laserstrahlung ausgesetzt sind, die die Werte für Klasse I überschreitet. Der Drucker verfügt über eine Druckkopfeinheit, die nicht gewartet werden kann und mit einem Laser mit den folgenden Spezifikationen ausgestattet ist.

Klasse: IIIb (3b) AlGaInP

Nennausgangsleistung (Milliwatt): 15

Wellenlänge (Nanometer): 650-670

Conventions

Note: A *note* identifies information that could help you.

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

CAUTION: A *caution* indicates a potentially hazardous situation that could injure you.

Different types of caution statements include:



CAUTION—POTENTIAL INJURY: Indicates a risk of injury.



CAUTION—SHOCK HAZARD: Indicates a risk of electrical shock.



CAUTION—HOT SURFACE: Indicates a risk of burn if touched.



CAUTION—TIPPING HAZARD: Indicates a crush hazard.



CAUTION—PINCH HAZARD: Indicates a risk of being caught between moving parts.

Conventions

Remarque : Une *Remarque* fournit des informations pouvant vous être utiles.

Avertissement : Un *Avertissement* signale un danger susceptible d'endommager le logiciel ou le matériel.

ATTENTION : La mention *Attention* vous signale un risque de blessure corporelle.

Il existe différentes mises en garde :



ATTENTION—RISQUE DE BLESSURE : Signale un risque de blessure.



ATTENTION—RISQUE D'ELECTROCUTION : Signale un risque d'électrocution.



ATTENTION—SURFACE CHAUDE : Signale un risque de brûlure de contact.



ATTENTION—RISQUE DE BASCULEMENT : Signale un risque d'écrasement.



ATTENTION : RISQUE DE PINCEMENT : Signale un risque de pincement entre des pièces mobiles.

Convenciones

Nota: Las *notas* señalan información que puede serle útil.

Aviso: Las *advertencias* indican algo que podría dañar el software o el hardware del producto.

PRECAUCIÓN: Las *precauciones* indican una situación de posible peligro que puede implicar lesiones para el usuario.

Estos son los tipos de avisos de precaución que existen:



PRECAUCIÓN: POSIBLES DAÑOS PERSONALES: Indica que existe riesgo de lesiones.



PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS: Indica que existe riesgo de descarga eléctrica.



PRECAUCIÓN: SUPERFICIE CALIENTE: Indica que existe riesgo de sufrir quemaduras por contacto.



PRECAUCIÓN: RIESGO DE CAÍDA: Indica que existe peligro de aplastamiento.



PRECAUCIÓN: PELIGRO DE ATRAPAMIENTO: Existe riesgo de atrapamiento entre las piezas en movimiento.

Konventionen

Hinweis: Ein *Hinweis* enthält nützliche Informationen.

Warnung: Durch eine *Warnung* werden Sie auf einen Umstand hingewiesen, durch den die Produkthardware oder -software beschädigt werden könnte.

VORSICHT: *Vorsicht* weist auf eine mögliche gefährliche Situation hin, die ein Verletzungsrisiko birgt.

Verschiedene Vorsichtshinweise:



VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR Weist auf ein Verletzungsrisiko hin.



VORSICHT – STROMSCHLAGGEFAHR: Weist auf das Risiko eines elektrischen Schlags hin.



VORSICHT – HEISSE OBERFLÄCHE: Weist auf das Risiko von Verbrennungen bei Berührung hin.



VORSICHT – KIPPGEFAHR: Weist auf Quetschgefahr hin.





VORSICHT – QUETSCHGEFAHR: Weist auf das Risiko hin, zwischen beweglichen Komponenten eingequetscht zu werden.


Safety information


- The safety of this product is based on testing and approvals of the original design and specific components. The manufacturer is not responsible for safety in the event of use of unauthorized replacement parts.
- The maintenance information for this product has been prepared for use by a professional service person and is not intended to be used by others.


- There may be an increased risk of electrical shock and personal injury during disassembly and servicing of this product. Professional service personnel should understand this risk and take necessary precautions.


 **CAUTION—SHOCK HAZARD:** When you see this symbol on the product, 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.


 **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.


 **CAUTION—POTENTIAL INJURY:** Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.


 **CAUTION—POTENTIAL INJURY:** Only a Lexmark Inline Surge Protector that is properly connected between the printer and the power cord provided with the printer may be used with this product. The use of non-Lexmark surge protection devices may result in a risk of fire, property damage, or poor printer performance.


 **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.





Consignes de sécurité

- La sécurité de ce produit est basée sur des tests et certifications de sa conception d'origine et de ses composants spécifiques. Le fabricant décline toute responsabilité en cas d'utilisation de pièces de rechange non autorisées.
- Les informations de maintenance de ce produit sont destinées à des professionnels qualifiés et ne sont pas conçues pour être utilisées par d'autres personnes.
- Il existe un risque potentiel de choc électrique et de blessures lors du démontage et de la maintenance de ce produit. Le personnel professionnel de maintenance doit comprendre les risques et prendre les précautions nécessaires.






 **ATTENTION—RISQUE D'ELECTROCUTION :** Ce symbole indique un danger lié à des niveaux de tension dangereux dans la zone du produit à manipuler. Débranchez le produit avant de commencer, ou agissez avec prudence si le produit doit être alimenté pour effectuer l'opération.


 **ATTENTION—RISQUE DE BLESSURE :** La batterie lithium de ce produit n'est pas destinée à être remplacée. Si vous ne respectez pas les instructions de remplacement de la batterie, vous risquez de provoquer une explosion. Ne rechargez pas, ne désassemblez pas et ne brûlez pas la batterie au lithium. Mettez les batteries lithium usagées au rebut selon les instructions du fabricant et les réglementations locales.

 **ATTENTION—RISQUE DE BLESSURE :** Pour éviter tout risque d'électrocution ou d'incendie, branchez le câble d'alimentation directement à une prise électrique répondant aux exigences requises et correctement mise à la terre, proche du produit et facile d'accès.

-  **ATTENTION—RISQUE DE BLESSURE :** Pour éviter tout risque d'incendie ou d'électrocution, utilisez uniquement le câble d'alimentation fourni avec ce produit ou un câble de remplacement autorisé par le fabricant.
-  **ATTENTION—RISQUE DE BLESSURE :** Ce produit ne doit pas être utilisé avec des rallonges, des barres multiprises, des rallonges multiprises ou des périphériques UPS. La capacité de ces types d'accessoires peut être facilement dépassée par une imprimante laser, d'où un risque de dégâts matériels, d'incendie ou de performances d'impression amoindries.
-  **ATTENTION—RISQUE DE BLESSURE :** Utilisez uniquement un parasurtenseur correctement raccordé à l'imprimante et au câble d'alimentation fourni avec la machine. L'utilisation de parasurtenseurs non fabriqués par Lexmark comporte un risque d'incendie et de dégâts matériels, et peut amoindrir les performances de l'imprimante.
-  **ATTENTION—RISQUE DE BLESSURE :** Si votre imprimante pèse plus de 20 kg (44 lb), l'intervention d'au moins deux personnes est nécessaire pour la soulever sans risque.

Información de seguridad


- La seguridad de este producto se basa en las pruebas y comprobaciones del diseño original y los componentes específicos. El fabricante no se hace responsable de la seguridad en caso de uso de piezas de repuesto no autorizadas.
 - La información de mantenimiento de este producto se ha preparado para su uso por parte de un profesional de asistencia técnica y no está diseñada para su uso por parte de otros usuarios.
 - Es posible que haya un mayor riesgo de descarga eléctrica y daños personales durante el desmontaje y el mantenimiento de este producto. El personal de asistencia profesional debe conocer este riesgo y tomar las precauciones necesarias.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Cuando vea este símbolo en el producto, existe peligro de tensiones peligrosas en el área del producto en la que está trabajando. Desconecte el producto antes de empezar o tenga cuidado si el producto debe recibir alimentación a fin de realizar la tarea.
 -  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** La batería de litio de este producto no debe reemplazarse. Existe riesgo de explosión si se sustituye incorrectamente una batería de litio. No recargue, desmonte ni incinere una batería de litio. Deseche las baterías de litio usadas según las instrucciones del fabricante y las normativas locales.
 -  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** Para evitar el riesgo de incendio o descarga eléctrica, conecte el cable de alimentación a una toma de corriente debidamente conectada a tierra con la potencia adecuada que se encuentre cerca del dispositivo y resulte fácilmente accesible.
 -  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** Para evitar el riesgo de incendio o descarga eléctrica, utilice exclusivamente el cable de alimentación que se suministra junto con este producto o el repuesto autorizado por el fabricante.
 -  **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** No utilice este producto con cables alargadores, regletas de varias tomas, cables alargadores de varias tomas o sistemas de alimentación ininterrumpida. La potencia de este tipo de accesorios puede sobrecargarse fácilmente si se utiliza una impresora láser, lo que puede dar lugar a que el rendimiento de la impresora sea bajo, a daños materiales o a posibles incendios.


 **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** Solo debe usarse con este producto un protector de sobretensión insertable Lexmark debidamente conectado entre la impresora y el cable de alimentación que con ella se suministra. El uso de protectores de sobretensión de marcas distintas a Lexmark puede dar lugar a que el rendimiento de la impresora sea bajo, a daños materiales o a posibles incendios.


 **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** si el peso de la impresora es superior a 20 kg (44 lb), pueden ser necesarias dos o más personas para levantarla de forma segura.


Sicherheitshinweise


- Die Sicherheit dieses Produkts basiert auf Tests und Zulassungen des Originaldesigns und der spezifischen Komponenten. Sofern nicht autorisierte Ersatzteile eingesetzt werden, übernimmt der Hersteller keinerlei Verantwortung in Bezug auf die Sicherheit dieses Produkts.
- Die Wartungsinformationen für dieses Produkt wurden für ausgebildete Servicemitarbeiter zusammengestellt und dürfen nicht von anderen verwendet werden.
- Möglicherweise besteht bei der Demontage und Wartung dieses Produkts eine erhöhte Stromschlag- und Verletzungsgefahr. Ausgebildete Servicemitarbeiter sollten sich dieser Gefahr bewusst sein und die notwendigen Vorsichtsmaßnahmen ergreifen.


 **VORSICHT – STROMSCHLAGGEFAHR:** Wenn Sie dieses Symbol sehen, besteht eine Gefahr durch gefährliche Spannungen in dem Produktbereich, in dem Sie arbeiten. Trennen Sie das Produkt von seiner Stromverbindung, bevor Sie beginnen, oder gehen Sie vorsichtig vor, wenn das Produkt für die Durchführung der Aufgabe mit Strom versorgt werden muss.

 **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Die Lithiumbatterie in diesem Produkt darf nicht ausgetauscht werden. Wird eine Lithiumbatterie nicht ordnungsgemäß ausgetauscht, besteht Explosionsgefahr. Lithiumbatterien dürfen auf keinen Fall wieder aufgeladen, auseinander genommen oder verbrannt werden. Befolgen Sie zum Entsorgen verbrauchter Lithiumbatterien die Anweisungen des Herstellers und die örtlichen Bestimmungen.

 **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Um Feuer- und Stromschlaggefahr zu vermeiden, schließen Sie das Netzkabel direkt an eine ordnungsgemäß geerdete Steckdose an, die sich in der Nähe des Geräts befindet und leicht zugänglich ist.

 **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Um das Risiko eines Feuers oder elektrischen Schlags zu vermeiden, verwenden Sie ausschließlich das diesem Produkt beiliegende Netzkabel bzw. ein durch den Hersteller zugelassenes Ersatzkabel.

 **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Verwenden Sie das Produkt nicht mit Verlängerungskabeln, Mehrfachsteckdosen, Mehrfachverlängerungen oder Geräten für unterbrechungsfreie Stromversorgung. Die Belastbarkeit solcher Zubehöerteile kann durch Laserdrucker schnell überschritten werden, was zu Brandgefahr, Beschädigung von Eigentum oder einer eingeschränkten Druckerleistung führen kann.

 **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Mit diesem Produkt darf nur ein Lexmark Inline Surge Protector verwendet werden, der vorschriftsgemäß zwischen dem Drucker und dem mitgelieferten Netzkabel angeschlossen ist. Die Verwendung von nicht von Lexmark stammenden Überspannungsschutzgeräten kann zu Brandgefahr, Beschädigung von Eigentum oder einer eingeschränkten Druckerleistung führen.

 **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Wenn der Drucker mehr als 20 kg wiegt, sind zum sicheren Anheben mindestens zwei Personen notwendig.

Descriptions in page 17 to 24 are not applicable to this model.
Therefore it was deleted.

General information

Printer model configurations

MX-B467F is network-capable, multifunction laser printers. The printers support monochrome printing and are embedded with home screen solutions and applications. All information in this service manual pertains to all models unless explicitly noted.

The printers are available in the following models:

Model	Configurations	
MX-B467F	Network-ready monochrome laser 4-in-1 MFP with 4.3" color touch screen and internal duplex with fax and hard drive for medium workgroups	

Finding the serial number

Open door A, and then find the serial number at the right side of the printer.



Supported paper sizes, types, and weights



The following tables provide information on standard and optional paper sources and the sizes, types, and weights of paper they support.

Note: For an unlisted paper size, select the closest *larger* listed size.

Supported paper sizes

Paper size	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
A4 210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓	✓	✓	✓
A5 210 x 148 mm (8.3 x 5.8 in.)	✓	✓	✓	x	✓	✓
A5 LEF 148 x 210 mm (5.8 x 8.3 in.)	✓	x	✓	x	✓	✓
A6 105 x 148 mm (4.1 x 5.8 in.)	✓	x	✓	x	✓	✓
JIS B5 182 x 257 mm (7.2 x 10.1 in.)	✓	✓	✓	x	✓	✓
Oficio (Mexico) 216 x 340 mm (8.5 x 13.4 in.)	✓	✓	✓	✓	✓	✓

Paper size	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
Hagaki 100 x 148 mm (3.9 x 5.8 in.)	X	X	✓	X	X	✓
Business card 50.8 x 88.9 mm (2 x 3.5 in.)	X	X	X	X	X	✓
Statement 140 x 216 mm (5.5 x 8.5 in.)	✓	✓	✓	X	✓	✓
Executive 184 x 267 mm (7.3 x 10.5 in.)	✓	✓	✓	X	✓	✓
Letter 216 x 279 mm (8.5 x 11 in.)	✓	✓	✓	✓	✓	✓
Legal 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓	✓	✓
Folio 216 x 330 mm (8.5 x 13 in.)	✓	✓	✓	✓	✓	✓
Universal 76.2 x 127 mm to 216 x 356 mm (3 x 5 in. to 8.5 x 14 in.)	X	X	✓	X	X	✓
Universal 105 x 148 mm to 216 x 356 mm (4.13 x 5.83 in. to 8.5 x 14 in.)	✓	X	X	X	✓	✓
Universal 148 x 210 mm to 216 x 356 mm (5.83 x 8.27 in. to 8.5 x 14 in.)	X	✓	X	X	X	✓

Paper size	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
7 3/4 Envelope (Monarch) 98 x 191 mm (3.9 x 7.5 in.)	X	X	✓	X	X	✓
9 Envelope 98 x 225 mm (3.9 x 8.9 in.)	X	X	✓	X	X	✓
10 Envelope 105 x 241 mm (4.1 x 9.5 in.)	X	X	✓	X	X	✓
DL Envelope 110 x 220 mm (4.3 x 8.7 in.)	X	X	✓	X	X	✓
C5 Envelope 162 x 229 mm (6.4 x 9 in.)	X	X	✓	X	X	✓
B5 Envelope 176 x 250 mm (6.9 x 9.8 in.)	X	X	✓	X	X	✓
Other Envelope 76.2 x 127 mm to 216 x 356 mm (3 x 5 in. to 8.5 x 14 in.)	X	X	✓	X	X	✓

Supported paper types

Paper type	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
Plain paper	✓	✓	✓	✓	✓	✓
Card stock	X	X	✓	X	X	✓
Transparency	✓	X	✓	X	X	✓
¹ One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported. ² Bond and Heavy paper are supported in two-sided printing up to 90-g/m ² (24-lb) paper weight.						

Paper type	Standard 550-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Two-sided printing	ADF	Scanner glass
Recycled	✓	✓	✓	✓	✓	✓
Paper labels ¹	✓	✓	✓	x	x	✓
Bond ²	✓	✓	✓	✓	✓	✓
Letterhead	✓	✓	✓	✓	✓	✓
Preprinted	✓	✓	✓	✓	✓	✓
Colored paper	✓	✓	✓	✓	✓	✓
Light paper	✓	✓	✓	✓	✓	✓
Heavy paper ²	✓	✓	✓	✓	✓	✓
Rough/Cotton	✓	✓	✓	✓	✓	✓
Envelope	x	x	✓	x	x	✓
Rough envelope	x	x	✓	x	x	✓

¹ One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported.

² Bond and Heavy paper are supported in two-sided printing up to 90-g/m² (24-lb) paper weight.

Supported paper weights

Paper type	Tray	Multipurpose feeder	ADF	Two-sided printing
Plain Paper	60–120 g/m ² (16–32 lb)	60–216 g/m ² (16–58 lb)	Standard-sized paper: 52–120 g/m ² (14–32 lb) Universal-sized media: 60–90 g/m ² (16–24 lb)	60–90 g/m ² (16–24 lb)
Card Stock	N/A	60–216 g/m ² (16–58 lb)	52–120 g/m ² (14–32 lb)	N/A
Transparency	60–120 g/m ² (16–32 lb)	60–216 g/m ² (16–58 lb)	N/A	N/A

* One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported.

Paper type	Tray	Multipurpose feeder	ADF	Two-sided printing
Labels*	60–120 g/m ² (16–32 lb)	60–216 g/m ² (16–58 lb)	N/A	N/A
Envelopes	N/A	N/A	60–216 g/m ² (16–58 lb)	N/A

* One-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print 20 or fewer pages of paper labels per month. Vinyl, pharmacy, and two-sided labels are not supported.

Tools required for service

- Flat-blade screwdrivers, various sizes
- #1 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic
- #2 Phillips screwdriver, magnetic short-blade
- Torx screwdriver (T20 head)
- Needle-nose pliers
- Diagonal side cutters
- Spring hook
- Feeler gauges
- Analog or digital multimeter
- 3-mm ball hex wrench
- Toner vacuum
- Flashlight

Supported fax

Printer model	Analog fax	etherFAX ¹	Fax server	Fax over IP (FoIP) ²







Printer model	Analog fax	etherFAX ¹	Fax server	Fax over IP (FoIP) ²
MX-B467F	✓	✓	✓	✓

¹ Needs a subscription. For more information, go to <https://www.etherfax.net/lexmark> or contact the place where you purchased the printer.







² Needs an installed license bundle. For more information, contact the place where you purchased the printer.

Diagnostics and troubleshooting







Troubleshooting precautions

-  **CAUTION—SHOCK HAZARD:** When you see this symbol on the product, 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.
-  **CAUTION—SHOCK HAZARD:** This product uses an electronic power switch. It does not physically disconnect the input AC voltage. To avoid the risk of electrical shock, always remove the power cord from the printer when removal of the input AC voltage is required.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock while troubleshooting with covers removed or doors open, do not touch the exposed wires or circuits while the printer is connected to an electrical outlet.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock and to prevent damage to the printer, remove the power cord from the electrical outlet and disconnect all connections to any external devices before you connect or disconnect any cable, electronic board, or assembly.
-  **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
-  **CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.






Précautions de dépannage

-  **ATTENTION—RISQUE D'ELECTROCUTION :** Ce symbole indique un danger lié à des niveaux de tension dangereux dans la zone du produit à manipuler. Débranchez le produit avant de commencer, ou agissez avec prudence si le produit doit être alimenté pour effectuer l'opération.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Ce produit utilise un commutateur d'alimentation électronique. Il ne déconnecte pas physiquement la tension d'alimentation CA. Pour éviter tout risque d'électrocution, débranchez toujours le cordon d'alimentation de l'imprimante lorsque vous devez déconnecter la tension d'alimentation CA.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Pour éviter tout risque d'électrocution lors du dépannage de l'imprimante avec les capots retirés ou les portes ouvertes, prenez garde de ne pas toucher les fils ou circuits dénudés si l'imprimante est connectée à une prise électrique.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Pour éviter tout risque d'électrocution et éviter d'endommager l'imprimante, débranchez le cordon d'alimentation de la prise électrique et déconnectez toute connexion à tout périphérique externe avant de brancher ou débrancher des câbles ou circuits et assemblages électroniques.
-  **ATTENTION—SURFACE CHAUDE :** L'intérieur de l'imprimante risque d'être brûlant. Pour réduire le risque de brûlure, laissez la surface ou le composant refroidir avant d'y toucher.
-  **ATTENTION : RISQUE DE PINCEMENT :** Pour éviter tout risque de blessure par pincement, agissez avec précaution au niveau des zones signalées par cette étiquette. Les blessures par pincement peuvent se produire autour des pièces mobiles telles que les engrenages, portes, tiroirs et capots.

Precauciones durante la solución de problemas

-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Cuando vea este símbolo en el producto, existe peligro de tensiones peligrosas en el área del producto en la que está trabajando. Desconecte el producto antes de empezar o tenga cuidado si el producto debe recibir alimentación a fin de realizar la tarea.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Este producto utiliza un interruptor de corriente electrónico. No desconecta físicamente la entrada de voltaje de CA. Para evitar el riesgo de descarga eléctrica, desenchufe siempre el cable de alimentación de la impresora cuando sea necesario retirar la entrada de voltaje de CA.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Para evitar el riesgo de descarga eléctrica al solucionar problemas sin las cubiertas o con las puertas abiertas, no toque los cables ni los circuitos expuestos mientras la impresora está conectada a una toma de corriente.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Para evitar el riesgo de descargas eléctricas y daños en la impresora, retire el cable de alimentación de la toma eléctrica y desconecte todas las conexiones a dispositivos externos antes de conectar o desconectar cualquier cable, placa electrónica o conjunto.
-  **PRECAUCIÓN: SUPERFICIE CALIENTE:** El interior de la impresora podría estar caliente. Para evitar el riesgo de heridas producidas por el contacto con un componente caliente, deje que la superficie se enfríe antes de tocarlo.
-  **PRECAUCIÓN: PELIGRO DE ATRAPAMIENTO:** Para evitar el riesgo de lesión por atrapamiento, preste atención en las áreas marcadas con esta etiqueta. Las lesiones por atrapamiento se pueden producir en torno a partes móviles, tales como engranajes, puertas, bandejas y cubiertas.

Vorsichtsmaßnahmen bei der Fehlerbehebung

-  **VORSICHT – STROMSCHLAGGEFAHR:** Wenn Sie dieses Symbol sehen, besteht eine Gefahr durch gefährliche Spannungen in dem Produktbereich, in dem Sie arbeiten. Trennen Sie das Produkt von seiner Stromverbindung, bevor Sie beginnen, oder gehen Sie vorsichtig vor, wenn das Produkt für die Durchführung der Aufgabe mit Strom versorgt werden muss.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Dieses Produkt verwendet einen elektronischen Leistungsschalter. Er trennt die Eingangswchselspannung nicht physikalisch. Um das Risiko eines elektrischen Schlags zu vermeiden, ziehen Sie stets das Netzkabel vom Drucker ab, wenn eine Abtrennung der Eingangswchselspannung erforderlich ist.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Um die Gefahr eines Stromschlags während der Fehlerbehebung bei entfernten Abdeckungen oder offenen Klappen zu vermeiden, berühren Sie die freiliegenden Drähte oder Stromkreise nicht, wenn der Drucker an eine Steckdose angeschlossen ist.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Um das Risiko eines elektrischen Schlags und Schäden am Drucker zu vermeiden, ziehen Sie das Netzkabel aus der Steckdose und trennen Sie alle Verbindungen zu jeglichen externen Geräten, bevor Sie Kabel, Elektronikplatinen oder Baugruppen einstecken oder abziehen.
-  **VORSICHT – HEISSE OBERFLÄCHE:** Das Innere des Druckers kann sehr heiß sein. Vermeiden Sie Verletzungen, indem Sie heiße Komponenten stets abkühlen lassen, bevor Sie ihre Oberfläche berühren.



VORSICHT – QUETSCHGEFAHR: Um das Risiko einer Quetschung zu vermeiden, gehen Sie in Bereichen, die mit diesem Etikett gekennzeichnet sind, mit Vorsicht vor. Quetschungen können im Bereich von beweglichen Komponenten auftreten, wie z. B. Zahnrädern, Klappen, Fächern und Abdeckungen.

Troubleshooting overview

Performing the initial troubleshooting check

Before you start the troubleshooting procedures, perform the following checks:

- Use genuine Lexmark supplies and parts for the best results. Third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components.
- With the power cord unplugged from the electrical outlet, check that the cord is free from the breakage, short circuits, disconnected wires, or incorrect connections.
- Make sure the printer is properly grounded. Check the power cord ground terminal.
- Make sure the power supply line voltage is within 10% of the rated line voltage.
- Make sure the machine is securely installed on a level surface in a well-ventilated area.
- Make sure the room temperature is between 16 and 32°C (60 and 90°F) and that the relative humidity is between 20 and 80%.
- Avoid sites generating ammonia gas, high temperature, high humidity (near water faucets, kettles, humidifiers), cold spaces, near open flames, and dusty areas.
- Avoid sites exposed to direct sunlight.
- Make sure the paper is the recommended paper for this printer.
- Make a trial print with paper from a newly opened package, and check the result.

Using Safe Mode

Safe Mode lets the printer continue to operate in a special limited mode in which it attempts to continue offering as much functionality as possible despite known issues.

Warning—Potential Damage: Safe Mode is intended as a short-term workaround and should be used only in the case of a non-critical error when a print job must be completed before service can be arranged to repair the printer. The printer must be returned to standard operating mode before diagnostics can be run or full-function printing can continue.

You can enter Safe Mode in one of the following ways:

- Enable Safe Mode from the Configuration menu, and then POR the printer.
- Press the **Stop** and **Back** keys, and then POR the printer.

Return the printer to standard operating mode to service the printer and return to full-function printing.

Safe mode print behavior

The following table outlines the behavior for this printer model while in Safe Mode:

Safe Mode engine features	Engine behavior	Control panel behavior
Simplex printing only	Will report that no duplexer is installed.	Duplex print option will not be selectable.
Ignore duplex sensor		
Ignore bin full sensor	Bin full messages will not be reported.	Bin full messages will not occur.
Print at narrow media operating point	Pages will be printed slower.	N/A
Ignore narrow media sensor	Narrow media will print without restrictions.	N/A
Ignore all input options	Will report that only Tray 1 is installed.	Only Tray 1 and the MPF will be selectable.
Ignore all output options	Will not report any installed finishing options.	Finishing options will not be selectable.
Use large interpage gaps	Pages will have large interpage gaps.	N/A

Securing the printer

Resetting the printer without admin credentials

Notes:

- Resetting the printer or replacing the controller board deletes all security settings.
- Before changing the security settings, ask permission from your administrator.

- 1 Perform an Out of Service Erase to reset the printer to factory defaults without using admin credentials. For more information, see [“Erasing printer memory” on page 197](#).

Warning—Potential Damage: This method makes the device vulnerable to hacking because it allows the creation of an admin account afterwards. By default, newer firmware versions restrict Out of Service Erase to admin users only, making the printer more secure and remembering the admin password more important.

- 2 If Out of Service Erase is unavailable, then use the security reset jumper to reset the printer to factory defaults. For more information, see [“Using the security reset jumper” on page 40](#).
- 3 If the effect of the jumper reset is disabled, then replace the controller board. For more information, see [“Controller board removal” on page 243](#).

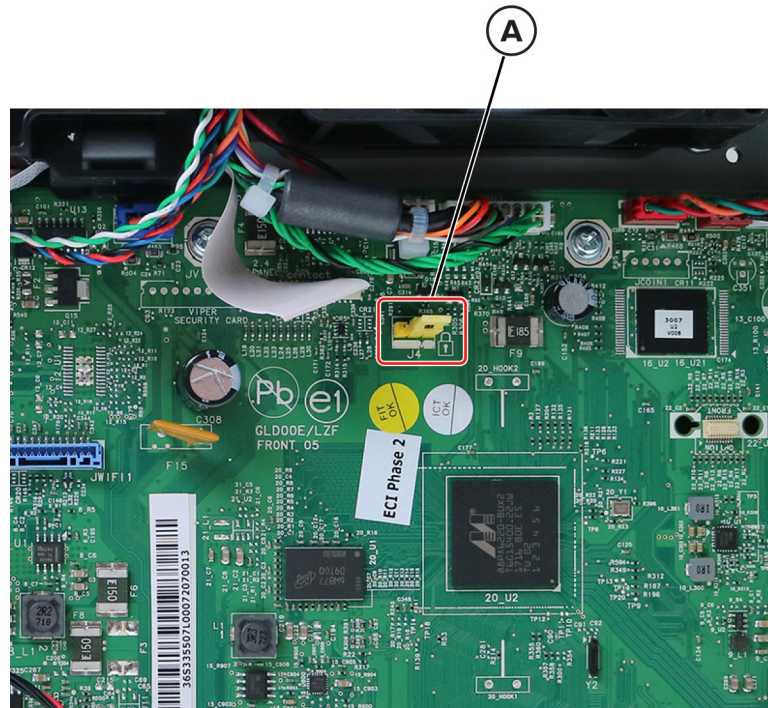
Using the security reset jumper

The security reset jumper is on the controller board. It can be used if the admin password is lost or forgotten, and Out of Service Erase is not available.

Notes:

- To enable the effect of the security reset jumper, from the home screen navigate to: **Security > Miscellaneous > Security Reset Jumper > Enable “Guest” Access.**
- To disable the effect of the jumper, select **No Effect** from the Security Reset Jumper section in the Security menu. If the password is forgotten or lost, perform an Out of Service Erase or replace the controller board. See [“Resetting the printer without admin credentials” on page 40](#) or [“Controller board removal” on page 243.](#)

- 1 Turn off the printer.
- 2 Remove the controller board shield.
- 3 Locate the security jumper (A) on the controller board.



- 4 Move the jumper to cover the middle and exposed prongs.

Note: The movement of the jumper triggers the reset, not the jumper position.

- 5 Attach the controller board shield.
- 6 Turn on the printer.

Notes:

- The security framework remains in place after the reset. Public permissions are reset to default and now include Out of Service Erase as an option.
- If LDAP is used to authenticate the copy function in MFPs, then the LDAP configuration and copy function are no longer protected.
- If Enable Audit is activated in the Security Audit Log, then the printer logs a message each time the jumper is reset.

- Physical access to the printer is required to use the jumper, making it more secure against hacking. To prevent tampering of the jumper, secure the controller board cage with a Kensington lock.

Fixing print quality issues

- “Initial print quality check” on page 42
- “Gray background or toner fog check” on page 43
- “Blank pages check” on page 45
- “Print is too dark check” on page 51
- “Print is too light check” on page 53
- “Paper curl check” on page 56
- “Folded or wrinkled paper check” on page 57
- “Solid black pages check” on page 58
- “Repeating defects check” on page 61
- “Skewed print check” on page 62
- “Streaked vertical lines appear on prints check” on page 64
- “Horizontal light bands check” on page 65
- “Vertical light bands check” on page 66
- “Vertical dark bands check” on page 67
- “Vertical dark streaks with print missing check” on page 69
- “White streaks and voided areas check” on page 71
- “Fine lines are not printed correctly (specifically Chinese characters) check” on page 74
- “Clipped pages or images check” on page 75
- “Compressed images appear on prints check” on page 77
- “Incorrect margins on prints check” on page 78
- “Toner rubs off check” on page 79
- “Toner specks appear on prints check” on page 80

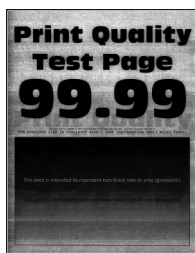
Initial print quality check

Before troubleshooting print problems, perform the following:

- Make sure that the printer is located in an area that follows the recommended operating environment and power requirement specifications.
- Check the status of supplies. Replace supplies that are low or empty.
- Load 20-lb (75-80 g/m²) plain letter or A4 paper. Make sure that the paper guides are properly set and locked. From the control panel, set the paper size and type to match the paper loaded in the tray.
- From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.
- Print and keep the Menu Settings Page. The original page is used to restore the custom settings if necessary. From the control panel, navigate to **Settings > Reports > Menu Settings Page**, and then press **OK**.

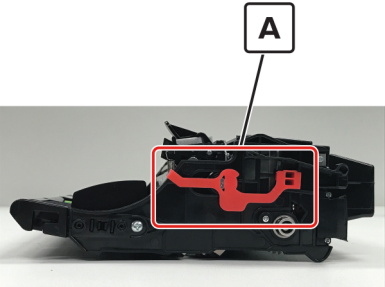
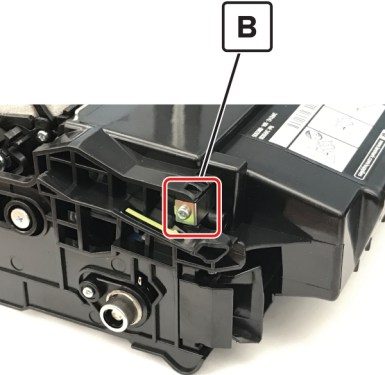
- On the Menu Settings page, check if the print resolution is set to 600 dpi and the toner darkness is set to Normal.
- Check the toner cartridges for damage, and replace if necessary.
- Make sure that the correct print driver is used to prevent print problems. If the wrong print driver is installed, then incorrect characters could print and the copy may not fit the page correctly.

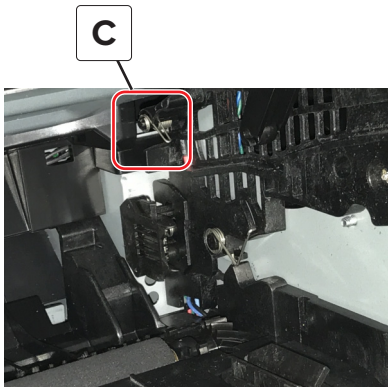
Gray background or toner fog check



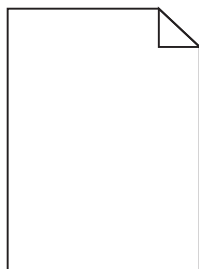
Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 a Turn off the printer, wait for 10 seconds, and then turn on the printer. b From the control panel: 1 Increase the toner darkness in the Quality menu. Note: 8 is the factory default setting. 2 Set the paper type, texture, and weight in the Paper menu to match the paper loaded. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 4.	Go to step 3.
Step 3 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 4.	The problem is solved.

Actions	Yes	No
<p>Step 4</p> <p>a Remove any packing material left on the imaging unit, including the red separator plastic (A).</p>  <p>Note: You may need a pair of pliers to remove a piece of broken plastic inside the imaging unit.</p> <p>b Check the charge roller contact (B) on the right side of the imaging unit for damage and contamination.</p>  <p>Is the charge roller contact damaged and contaminated?</p>	Go to step 5.	Go to step 6.
<p>Step 5</p> <p>Repair or replace the charge roller contact on the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p>Step 6</p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p>Step 7</p> <p>Make sure that connection JPS1 on the controller board and the connections on the power supply are properly connected.</p> <p>Are the connections properly connected?</p>	Go to step 9.	Go to step 8.

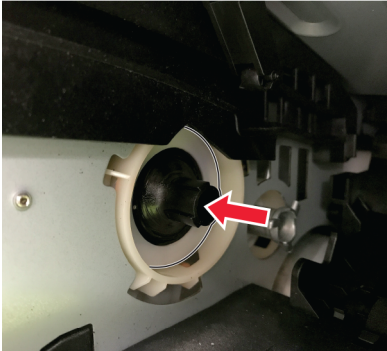
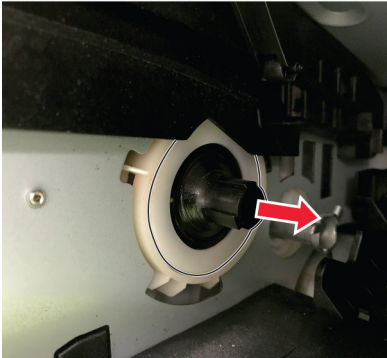
Actions	Yes	No
Step 8 Reseat the connections. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Note: Poor electrical contact to the photoconductor is the most likely source of a full page background defect. a Remove any contamination from the photoconductor charge contact (C) on the right side of the frame.  b Perform a print test. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Check if the photoconductor charge contact is bent, damaged, or not in proper contact with the imaging unit. Is the contact free from damage and in proper contact with the imaging unit?	Go to step 11.	Contact the next level of support.
Step 11 Replace the power supply. See “Power supply removal” on page 280 . Does the problem remain?	Contact the next level of support.	The problem is solved.

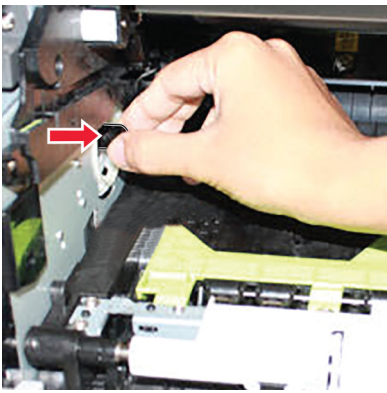
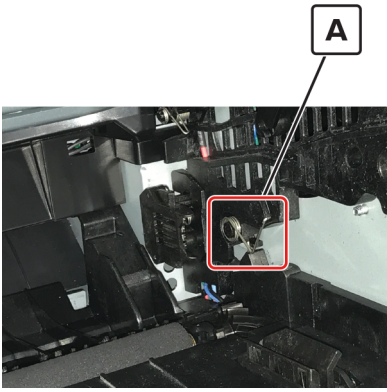
Blank pages check





Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42.](#)

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check and remove any packing material left on the imaging unit. b Firmly shake the imaging unit to redistribute the toner, and then reinstall it. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the imaging unit for damage and proper installation, and replace if necessary. Does the problem remain?	Go to step 5.	The problem is solved.

Actions	Yes	No
<p>Step 5</p> <p>Check the coupler to make sure that it is not stuck in the retracted position. While slowly closing the door, observe the coupler to see if it moves inward.</p> <p>Note: With the imaging unit removed, the coupler should retract with the door open and move inward when the front door is closed.</p> <div data-bbox="380 487 764 835"></div> <div data-bbox="380 896 764 1251"></div> <p>Is the coupler stuck, and not moving inward, while closing the front door?</p>	Go to step 6.	Go to step 7.

Actions	Yes	No
<p>Step 6</p> <p>Reach inside the printer and manually reposition the coupler in the direction of the red arrow as shown.</p>  <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p>Step 7</p> <p>Check if the imaging unit contact (A) is bent, damaged, or not in proper contact with the imaging unit.</p>  <p>Are the contacts free from damage, not bent and in proper contact with the imaging unit?</p>	Go to step 8.	Contact the next level of support.
<p>Step 8</p> <p>Check all connections in the power supply. If necessary, replace the power supply.</p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.
<p>Step 9</p> <p>Reseat cable JPS1 on the controller board.</p> <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.

Actions	Yes	No
Step 10 Replace the cable. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 a Check the transfer roller for proper installation. If necessary, remove and then reinstall the transfer roller. b Check the transfer roller for contamination and damage. Is the transfer roller free of contamination and damage?	Go to step 13.	Go to step 12.
Step 12 Replace the transfer roller. See “Transfer roller removal” on page 268 . Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check the transfer roller left contact spring on the transfer roller left arm for damage. Is the contact spring free of damage?	Go to step 15.	Go to step 14.
Step 14 Replace the transfer roller left arm with cable. Does the problem remain?	Go to step 15.	The problem is solved.

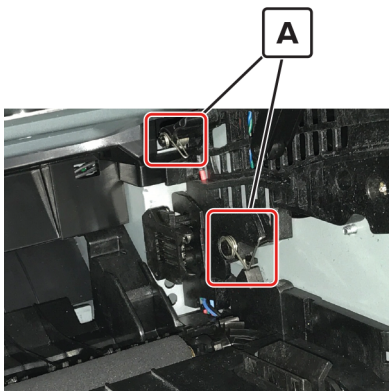
Actions	Yes	No
<p>Step 15</p> <p>a Check the coupler for signs of damage. The coupler is located on the main drive motor.</p> <ul style="list-style-type: none"> • Good condition  <ul style="list-style-type: none"> • Bad condition  <p>b If the coupler is damaged, then replace the main drive motor.</p> <p>Does the problem remain?</p>	<p>Go to step 16.</p>	<p>The problem is solved.</p>
<p>Step 16</p> <p>Reseat the printhead cables on the controller board.</p> <p>Does the problem remain?</p>	<p>Go to step 17.</p>	<p>The problem is solved.</p>
<p>Step 17</p> <p>Replace the laser printhead. See “Printhead removal” on page 304.</p> <p>Does the problem remain?</p>	<p>Contact the next level of support.</p>	<p>The problem is solved.</p>

Print is too dark check



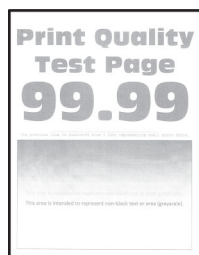
Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Turn off the printer, wait for 10 seconds, and then turn on the printer. b From the control panel, reduce the toner darkness in the Quality menu. Note: 8 is the factory default setting. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 From the control panel, set the paper type, texture, and weight in the Paper menu to match the paper loaded. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Depending on the operating system, specify the paper type, texture, and weight from Printing Preferences or Print dialog. Does the problem remain?	Go to step 6.	The problem is solved.

Actions	Yes	No
Step 6 a Check if the paper loaded has texture or rough finishes. b From the control panel, set the paper texture in the Paper menu to match the texture of the paper loaded. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Make sure that the paper loaded is from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Replace the imaging unit. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Check if the imaging unit contacts (A) are bent, damaged, or not in proper contact with the imaging unit.  Are the contacts free from damage, not bent and in proper contact with the imaging unit?	Go to step 10.	Contact the next level of support.
Step 10 Check all connections on the power supply for proper connection. Is the power supply properly connected?	Contact the next level of support.	Go to step 11.
Step 11 Replace the connections. Does the problem remain?	Go to step 12.	The problem is solved.

Actions	Yes	No
Step 12 Replace the power supply. See “Power supply removal” on page 280. Does the problem remain?	Contact the next level of support.	The problem is solved.

Print is too light check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42.](#)

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Turn off the printer, wait for 10 seconds, and then turn on the printer. b From the control panel: 1 Increase the toner darkness in the Quality menu. Note: 8 is the factory default setting. 2 Set the paper type, texture, and weight in the Paper menu to match the paper loaded. Does the problem remain?	Go to step 4.	The problem is solved.

Actions	Yes	No
<p>Step 4</p> <ul style="list-style-type: none"> a Remove the toner cartridge and imaging unit. b Push either side of the transfer roller , located below the imaging unit, to check if it depresses and bounces back into place. c If the transfer roller does not depress and bounce back into place, then reinstall it by pulling up the blue gear and pulling it out from the right side to the left. d Firmly shake the imaging unit to redistribute the toner, and then reinstall it. e Reinstall the toner cartridge. f Turn off the printer, wait for 10 seconds, and then turn on the printer. <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>Check the shutter on the imaging unit for signs of damage.</p> <p>Note: The shutter opens to receive toner from the toner cartridge.</p> <p>Is the shutter on the imaging unit working properly?</p>	Go to step 6.	Go to step 7.
<p>Step 6</p> <ul style="list-style-type: none"> a Check the status of the imaging unit. <ul style="list-style-type: none"> 1 From the home screen, select Status/supplies. 2 Select View Supplies. b Check the condition of the imaging unit. <p>Is the imaging unit near end of life and/or showing signs toner leakage?</p>	Go to step 7.	Go to step 8.
<p>Step 7</p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p>Step 8</p> <p>Replace the transfer roller. See “Transfer roller removal” on page 268.</p> <p>Does the problem remain?</p>	Go to step 9.	The problem is solved.

Actions	Yes	No
Step 9 Clean the printhead lens. See “Cleaning the printhead lenses” on page 346 . Note: This is applicable only to models installed with a galvo LSU. To determine whether the LSU is galvo, check the serial number of the printer. The sixth digit character assigned should be in the 0–9 or B–N range (Example: 4514 20HH 007CR). Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Replace the power supply. See “Power supply removal” on page 280 . Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Check the cartridge gearbox for damage. Is the cartridge gearbox free from damage?	Go to step 13.	Go to step 12.
Step 12 Replace the cartridge gearbox. See “Cartridge gearbox removal” on page 233 . Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check connection JCART1 on the controller board and the connection on the cartridge gearbox. Are the connections properly connected?	Go to step 15.	Go to step 14.
Step 14 Replace the connections. Does the problem remain?	Go to step 15.	The problem is solved.
Step 15 Replace the cartridge gearbox. See “Cartridge gearbox removal” on page 233 . Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 Replace the controller board. See “Controller board removal” on page 243 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Paper curl check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Adjust the guides in the tray to the correct position for the paper loaded. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 From the control panel, set the paper size, type, and weight in the Paper menu to match the paper loaded. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Depending on the operating system, specify the paper size from Printing Preferences or Print dialog. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Remove paper from the tray, and then turn it over. Does the problem remain?	Go to step 7.	The problem is solved.

Actions	Yes	No
Step 7 Make sure that the paper loaded is from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Make sure that the printer supports the paper loaded. Is the paper supported?	Contact the next level of support.	Go to step 9.
Step 9 Load a supported paper. Does the problem remain?	Contact the next level of support.	The problem is solved.

Folded or wrinkled paper check

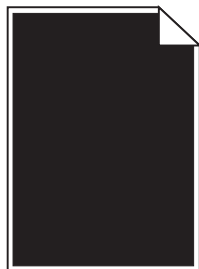


Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

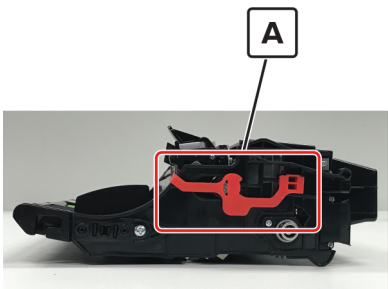
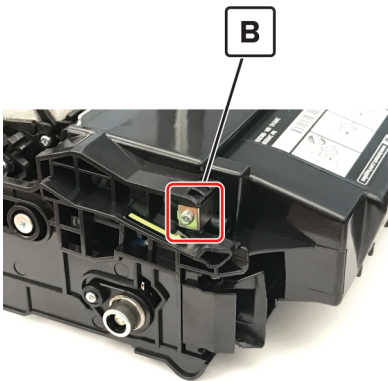
Actions	Yes	No
Step 1 a Check if the printer is using a non-Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then do not replace the imaging unit. Refer the users to their cartridge supplier. b Make sure that the toner cartridge is compatible with the imaging unit. Does the problem remain?	Go to step 2.	The problem is solved.

Actions	Yes	No
Step 2 a Check if the paper loaded is from a fresh package. Note: The amount of moisture in paper affects both print quality and printer ability to feed paper correctly. b Make sure that the printer supports the paper loaded. For a complete list of supported paper, see the printer <i>User's Guide</i> . Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Make sure that the fuser entry guide is free of waste toner and dust. Warning—Potential Damage: Clean the fuser entry guide with a toner vacuum and cloth. Do not use compressed air. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 If the fuser has reached end of life, then replace the maintenance kit. Does the problem remain?	Contact the next level of support.	The problem is solved.

Solid black pages check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
<p>Step 1</p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p>Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p>Step 2</p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove any packing material left on the imaging unit, including the red separator plastic (A).</p> <div data-bbox="399 766 784 1052">  <p>The image shows the interior of a printer's imaging unit. A red plastic separator is visible, highlighted with a red rectangular box. A callout box with the letter 'A' points to this red plastic.</p> </div> <p>Note: You may need a pair of pliers to remove a piece of broken plastic inside the imaging unit.</p> <p>b Check the charge roller contact (B) on the right side of the imaging unit for damage and contamination.</p> <div data-bbox="399 1255 784 1633">  <p>The image shows a close-up of the charge roller contact area on the right side of the imaging unit. A small, square contact point is highlighted with a red rectangular box. A callout box with the letter 'B' points to this contact point.</p> </div> <p>Is the charge roller contact damaged and contaminated?</p>	Go to step 4.	Go to step 5.
<p>Step 4</p> <p>Repair or replace the charge roller contact on the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

Actions	Yes	No
Step 5 Replace the imaging unit. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check if the imaging unit contact (C) is contaminated, broken, or bent out of proper position. <div data-bbox="380 491 764 873" data-label="Image"> </div> Is the contact contaminated, broken, or bent out of proper position?	Go to step 7.	Go to step 8.
Step 7 Clean or repair the imaging unit contacts. Does the problem remain?	Contact the next level of support.	The problem is solved.
Step 8 Check the high voltage metal contacts on the imaging unit for damage. If necessary, replace the imaging unit. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Check cable JPS1 from the controller board to the power supply for proper connection. Is the cable properly connected?	Go to step 11.	Go to step 10.
Step 10 Reseat the cable. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Replace the cable. Does the problem remain?	Contact the next level of support.	The problem is solved.

Repeating defects check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Using the Print Quality Test Pages, check if the distance between the repeating defects is equal to any of the following: <ul style="list-style-type: none"> • 97 mm (3.82 in.) • 47 mm (1.85 in.) • 38 mm (1.5 in.) Does the distance between the repeating defects match any of the measurements?	Go to step 2.	Go to step 3.
Step 2 Replace the imaging unit. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check if the distance between repeating defects is equal to 3.15 inches (85 mm). Does the distance between repeating defects equal to 3.15 inches (85 mm)?	Go to step 4.	Contact the next level of support.
Step 4 Replace the fuser. See “Fuser removal” on page 300 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the transfer roller. See “Transfer roller removal” on page 268 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Skewed print check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Check the guides in the tray where the skewed prints are sourced from. Note: If paper is sourced from the MPF, then proceed to step 9 . Does the position of the guides match the paper loaded?	Go to step 3.	Go to step 2.
Step 2 Adjust the guides to match the paper loaded. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check if the printer supports the paper loaded. Note: For a complete list of supported paper, see the printer <i>User's Guide</i> . Is the paper supported?	Go to step 5.	Go to step 4.
Step 4 Remove the paper, and then load a supported one. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the tray pick roller for excess wear and contamination. Is the pick roller free from excess wear and contamination?	Go to step 7.	Go to step 6.
Step 6 Replace the pick roller. See “Pick roller assembly removal” on page 286 . Does the problem remain?	Go to step 7.	The problem is solved.

Actions	Yes	No
Step 7 Perform a print test. From the Diagnostics menu, select PRINT TESTS > Tray [x] . Note: [x] refers to the tray where the skewed prints are sourced from. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Adjust the margins. From the Diagnostic menu, select REGISTRATION . Does the problem remain?	Go to step 15.	The problem is solved.
Step 9 Check the guides in the MPF tray. Does the position of the guides match the paper loaded?	Go to step 11.	Go to step 10.
Step 10 Adjust the guides to match the paper loaded. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Check if the printer supports the paper loaded. Note: For a complete list of supported paper, see the printer <i>User's Guide</i> . Is the paper supported?	Go to step 13.	Go to step 12.
Step 12 Remove the paper, and then load a supported one. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check the MPF pick roller for excess wear and contamination. Is the MPF pick roller free from excess wear and contamination?	Go to step 15.	Go to step 14.
Step 14 Replace the MPF pick roller. See “MPF pick roller and separator pad removal” on page 271 . Does the problem remain?	Go to step 15.	The problem is solved.

Actions	Yes	No
Step 15 Perform the paper skew adjustment. See “Printhead assembly adjustment” on page 220 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Streaked vertical lines appear on prints check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Remove, and then reinstall the imaging unit. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the imaging unit. Does the problem remain?	Go to step 5.	The problem is solved.

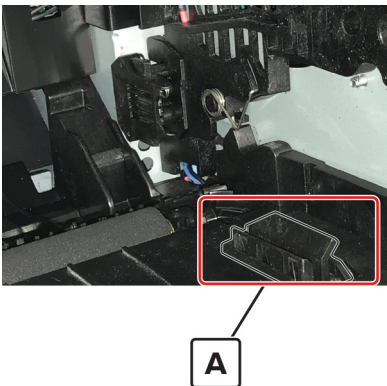
Actions	Yes	No
Step 5 Remove the fuser, and check for damage or debris on the rollers and belts. Are the rollers and belts free of damage or debris?	Contact the next level of support.	Go to step 6.
Step 6 Replace the fuser. Does the problem remain?	Contact the next level of support.	The problem is solved.

Horizontal light bands check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Turn off the printer, wait for 10 seconds, and then turn on the printer. Does the problem remain?	Go to step 4.	The problem is solved.

Actions	Yes	No
<p>Step 4</p> <p>Check the imaging unit contact block (A), including the white and red wires, for damage or improper installation.</p>  <p>Is the imaging unit contact block free of damage and properly installed?</p>	<p>Go to step 5.</p>	<p>Contact the next level of support.</p>
<p>Step 5</p> <p>Replace the power supply. See “Power supply removal” on page 280.</p> <p>Does the problem remain?</p>	<p>Contact the next level of support.</p>	<p>The problem is solved.</p>

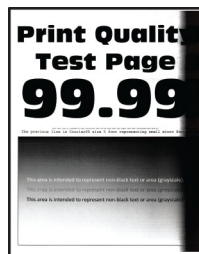
Vertical light bands check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Clean the printhead lens. See “Cleaning the printhead lenses” on page 346 . Note: This is applicable only to models installed with a galvo LSU. To determine whether the LSU is galvo, check the serial number of the printer. The sixth digit character assigned should be in the 0–9 or B–N range (Example: 4514 20HH 007CR). Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the printhead. See “Printhead removal” on page 304 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the imaging unit. Does the problem remain?	Contact the next level of support.	The problem is solved.

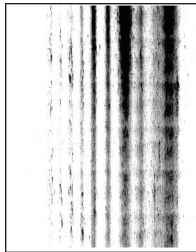
Vertical dark bands check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

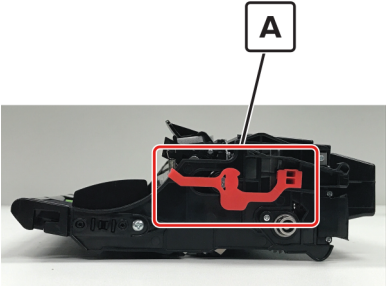
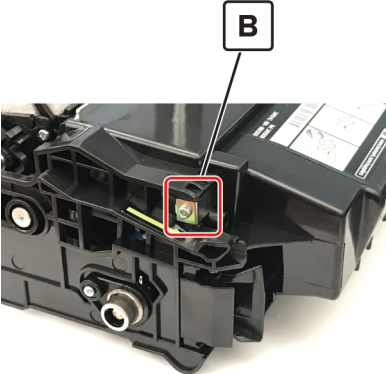
Actions	Yes	No
<p>Step 1</p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p>Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p>Step 2</p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>Remove, and then reinstall the toner cartridge and imaging unit.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>If a bright light enters the right side of the printer, then move the printer to avoid the bright light.</p> <p>Note: In cases where the printer cannot be moved or relocated, add a cover to the fan inlet vent to block the light from entering the printer, or contact the next level of support.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>If a separator plastic (A) is stuck inside the imaging unit or if there are other obstructions between the charge roller and photoconductor drum, then remove them.</p> <div data-bbox="378 1262 763 1547" data-label="Image"> </div> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

Vertical dark streaks with print missing check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.

Actions	Yes	No
<p>Step 3</p> <p>a Remove any packing material left on the imaging unit, including the red separator plastic (A).</p>  <p>Note: You may need a pair of pliers to remove a piece of broken plastic inside the imaging unit.</p> <p>b Check the charge roller contact (B) on the right side of the imaging unit for damage and proper installation.</p>  <p>Is the charge roller contact damaged and contaminated?</p>	Go to step 4.	Go to step 5.
<p>Step 4</p> <p>Repair or replace the charge roller contact on the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.

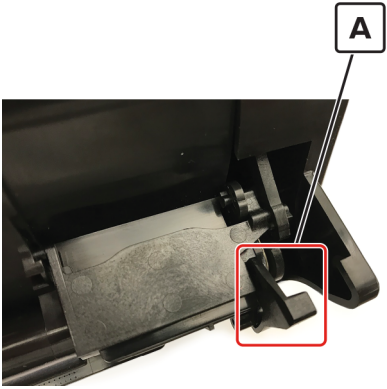
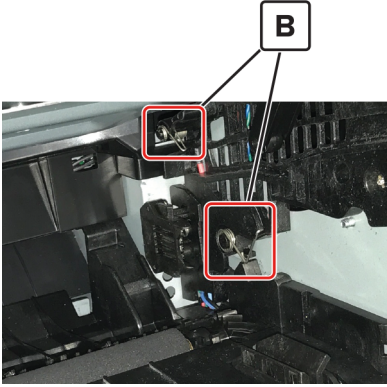
Actions	Yes	No
Step 6 Check if the imaging unit contacts (C) are contaminated or bent out of proper position. <div data-bbox="378 327 764 711" data-label="Image"> </div> <p>Are the contacts contaminated and bent out of proper position?</p>	Go to step 7.	Go to step 8.
Step 7 Clean or repair the imaging unit contacts. <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
Step 8 Check connection JPS1 on the controller board and the connections on the power supply. <p>Are the connections properly connected?</p>	Go to step 10.	Go to step 9.
Step 9 Reconnect the cables. <p>Does the problem remain?</p>	Go to step 10.	The problem is solved.
Step 10 Replace the power supply. See “Power supply removal” on page 280 . <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

White streaks and voided areas check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
<p>Step 1</p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p>Note: If the printer is using a third-party cartridge, do not replace the imaging unit. Refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p>Step 2</p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>Set the paper type and weight settings in the Paper menu to match the paper loaded.</p> <p>Note: Make sure that the printer supports the paper loaded. For a complete list of supported paper, see the printer <i>User's Guide</i>.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Update the firmware to the latest version available.</p> <p>b Enter the Diagnostics menu, and then change the EngSetting 14 value to 48.</p> <p>Note: You can also change the setting through a bundle file or NPA command.</p> <p>c Set Quiet mode to Off.</p> <p>d Review the Event Log Summary sheets and check if either error code 31.46 or 31.66 events occurred for the imaging unit. If they did, check if they are occurring with the current toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 5.	The problem is solved.

Actions	Yes	No
<p>Step 5</p> <p>Check the shutter tab (A) on the toner cartridge for signs of damage.</p>  <p>Is the shutter tab damaged?</p>	Go to step 6.	Go to step 7.
<p>Step 6</p> <p>Replace the imaging unit and the toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.
<p>Step 7</p> <p>Clean the printhead lens. See “Cleaning the printhead lenses” on page 346.</p> <p>Note: This is applicable only to models installed with a galvo LSU. To determine whether the LSU is galvo, check the serial number of the printer. The sixth digit character assigned should be in the 0–9 or B–N range (Example: 4514 20HH 007CR).</p> <p>Does the problem remain?</p>	Go to step 8.	The problem is solved.
<p>Step 8</p> <p>Check if the imaging unit contacts (B) are contaminated or bent out of proper position.</p>  <p>Are the contacts contaminated or bent out of proper position?</p>	Go to step 9.	Go to step 10.

Actions	Yes	No
Step 9 Clean or repair the imaging unit contacts. Does the problem remain?	Contact the next level of support.	The problem is solved.
Step 10 Check connection JPS1 on the controller board and all the connections on the power supply. Are the connections properly connected?	Go to step 12.	Go to step 11.
Step 11 Replace the connections. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 Replace the power supply. See “Power supply removal” on page 280. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Replace the printhead. See “Printhead removal” on page 304. Does the problem remain?	Contact the next level of support.	The problem is solved.

Fine lines are not printed correctly (specifically Chinese characters) check



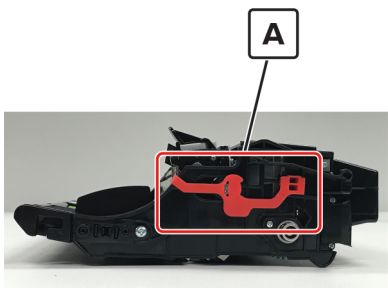
Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42.](#)

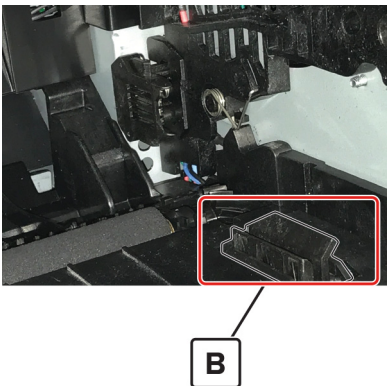
Actions	Yes	No
<p>Step 1</p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p>Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p>Step 2</p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>From the control panel, adjust the Toner Darkness setting to 7.</p> <p>a From the Settings menu, navigate to:</p> <p>Print Settings > Quality menu > Pixel Boost > Fonts > Submit</p> <p>b From the Quality menu, select Toner Darkness, and then adjust the setting to 7.</p> <p>c Submit the changes.</p> <p>Note: Adjusting the Toner Darkness setting to 7 results in a slightly lighter print. You may leave the Toner Darkness value at 8 in order to maintain the darkness that you have grown accustomed to, but this will result in reduced toner yield.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

Clipped pages or images check

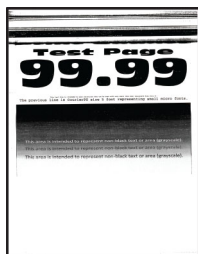


Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

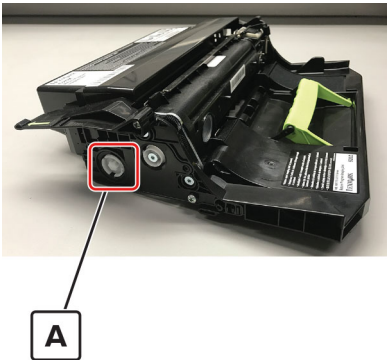
Actions	Yes	No
<p>Step 1</p> <p>Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p>Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>Is the printer using a genuine and supported toner cartridge?</p>	Go to step 3.	Go to step 2.
<p>Step 2</p> <p>Install a genuine and supported toner cartridge.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>Remove, and then reinstall the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>Check if a separator plastic (A), or a piece of it, is stuck inside the imaging unit or if there are any other obstructions between the charge roller and photoconductor drum.</p>  <p>Is the imaging unit free from any separator plastic fragments or other obstructions?</p>	Go to step 6.	Go to step 5.
<p>Step 5</p> <p>Using a pair of pliers, remove the separator plastic fragments and other obstructions.</p> <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.
<p>Step 6</p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 7.	The problem is solved.

Actions	Yes	No
<p>Step 7 Check the imaging unit contact block (B) for damage or improper installation.</p>  <p>Is the imaging unit contact block damaged or improperly installed?</p>	Go to step 8.	Contact the next level of support.
<p>Step 8 Reinstall or replace the imaging unit contact block.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

Compressed images appear on prints check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
<p>Step 1</p> <p>Remove the imaging unit, and then inspect the white photoconductor coupler (A). The coupler should be firmly connected to the imaging unit and should not freely rotate.</p>  <p>Does the coupler move freely or appear damaged?</p>	Go to step 2.	Go to step 3.
<p>Step 2</p> <p>Replace the imaging unit.</p> <p>Does the problem remain?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>Replace the main drive gearbox. See “Main drive gearbox removal” on page 224.</p> <p>Does the problem remain?</p>	Contact the next level of support.	The problem is solved.

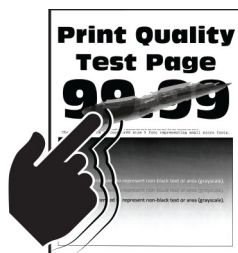
Incorrect margins on prints check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Adjust the guides in the tray according to the size of the paper loaded. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Do one of the following: <ul style="list-style-type: none"> • From the printer control panel, set the paper size in the Paper menu to match the paper loaded in the tray. • Change the paper loaded in the tray to match the paper size specified in the tray settings. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Depending on your operating system, specify the paper size from Printing Preferences or from the Print dialog. Does the problem remain?	Go to step 4 or contact the next level of support.	The problem is solved.
Step 4 a Enter the Diagnostics menu, and then select Registration . b Adjust the margins as necessary. Does the problem remain?	Contact the next level of support.	The problem is solved.

Toner rubs off check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 From the control panel, set the paper type, texture, and weight in the Paper menu to match the paper loaded. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Remove, and then reinstall the fuser. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the fuser. See “Fuser removal” on page 300 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Reseat the connections on the power supply. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Replace the power supply. See “Power supply removal” on page 280 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Toner specks appear on prints check



Note: Before performing this print quality check, go to the control panel home screen and navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the Initial print quality check. See [“Initial print quality check” on page 42](#).

Actions	Yes	No
Step 1 Check if the printer is using a genuine and supported Lexmark toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. Is the printer using a genuine and supported toner cartridge?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check the status of the imaging unit. 1 From the home screen, select Status/supplies . 2 Select View Supplies . b Check the condition of the imaging unit. Is the imaging unit near end of life and/or showing signs of toner leakage?	Go to step 4.	Go to step 5.
Step 4 Replace the imaging unit. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check if toner specks appear only on the edges or back side of the pages. Do toner specks appear only on the edges or back side of the pages?	Go to step 6.	Go to step 7.
Step 6 Replace the transfer roller. See “Transfer roller removal” on page 268 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check the printer for stray toner contamination. Is the printer contaminated with stray toner?	Go to step 8.	Contact the next level of support.

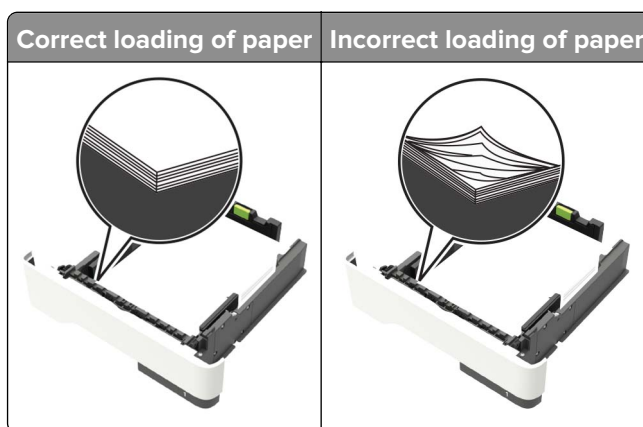
Actions	Yes	No
Step 8 Using an approved toner vacuum cleaner, completely clean the printer, toner cartridge, and imaging unit of toner contamination. Does the problem remain?	Contact the next level of support.	The problem is solved.

Paper jams

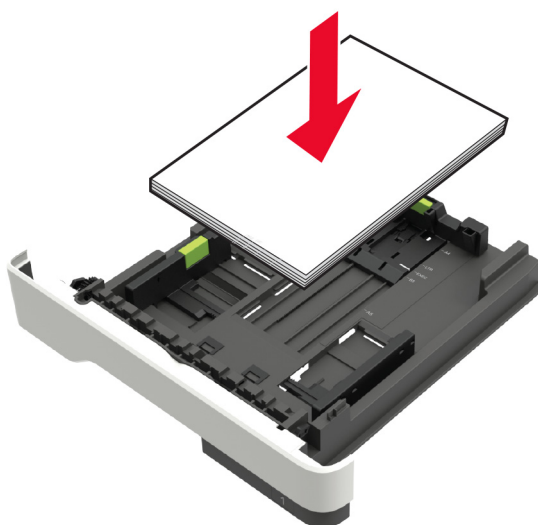
Avoiding jams

Load paper properly

- Make sure that the paper lies flat in the tray.



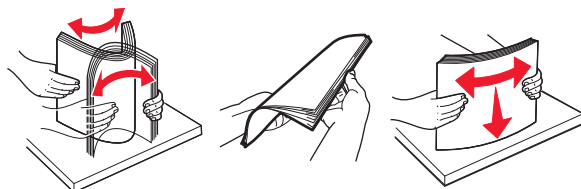
- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.

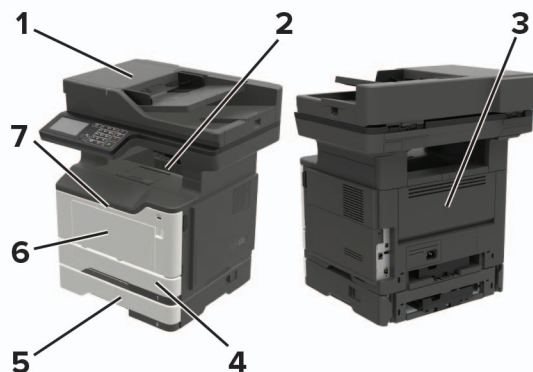


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes:

- When Jam Assist is set to On, the printer automatically flushes blank pages or partially printed pages with after a jammed page is cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



	Jam location
1	Automatic document feeder
2	Standard bin
3	Rear door
4	Standard 250-sheet tray
5	Optional 250- or 550-sheet tray

	Jam location
6	Multipurpose feeder
7	Door A

200 paper jams

200 paper jam messages

Error code	Description	Action
200.02	Paper fed from the MPF was detected earlier than expected at the sensor (input).	See “MPF to sensor (input) jam at leading edge service check” on page 85.
200.03	Paper fed from the MPF was detected later than expected or was never detected at the sensor (input).	
200.04	Paper fed from the MPF cleared the sensor (input) earlier than expected.	See “MPF to sensor (input) jam at trailing edge service check” on page 87.
200.05	Paper fed from the MPF never cleared the sensor (input).	
200.12	Paper fed from tray 1 was detected earlier than expected at the sensor (input).	See “Tray 1 to sensor (input) jam at leading edge service check” on page 88.
200.13	Paper fed from tray 1 was detected later than expected or was never detected at the sensor (input).	
200.14	Paper fed from tray 1 cleared the sensor (input) earlier than expected.	See “Tray 1 to sensor (input) jam at trailing edge service check” on page 90.
200.15	Paper fed from tray 1 never cleared the sensor (input).	
200.22	Paper fed from tray 2 was detected earlier than expected at the sensor (input).	See “Optional tray to sensor (input) jam at leading edge service check” on page 91.
200.23	Paper fed from tray 2 was detected later than expected or was never detected at the sensor (input).	
200.24	Paper fed from tray 2 cleared the sensor (input) earlier than expected.	See “Optional tray to sensor (input) jam at trailing edge service check” on page 93.
200.25	Paper fed from tray 2 never cleared the sensor (input).	
200.32	Paper fed from tray 3 was detected earlier than expected at the sensor (input).	See “Optional tray to sensor (input) jam at leading edge service check” on page 91.
200.33	Paper fed from tray 3 was detected later than expected or was never detected at the sensor (input).	

Error code	Description	Action
200.34	Paper fed from tray 3 cleared the sensor (input) earlier than expected.	See “Optional tray to sensor (input) jam at trailing edge service check” on page 93.
200.35	Paper fed from tray 3 never cleared the sensor (input).	
200.42	Paper fed from tray 4 was detected earlier than expected at the sensor (input).	See “Optional tray to sensor (input) jam at leading edge service check” on page 91.
200.43	Paper fed from tray 4 was detected later than expected or was never detected at the sensor (input).	
200.44	Paper fed from tray 4 cleared the sensor (input) earlier than expected.	See “Optional tray to sensor (input) jam at trailing edge service check” on page 93.
200.45	Paper fed from tray 4 never cleared the sensor (input).	
200.91	Paper remains detected at the sensor (input) after the printer is turned on.	See “Sensor (input) static jam service check” on page 94.

MPF to sensor (input) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > Tray 1 > Single b Check if the same error occurs. Does the same problem remain?	Go to step 10.	Go to step 3.
Step 3 Check the MPF pick roller and separator pad for wear and damage. Are the MPF roller and separator pad free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace the MPF pick roller and separator pad. See “MPF pick roller and separator pad removal” on page 271. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the MPF gearbox for wear and damage. Is the MPF gearbox free of wear and damage?	Go to step 7.	Go to step 6.

Action	Yes	No
Step 6 Replace the MPF gearbox. See “MPF gearbox removal” on page 225. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests b Select the solenoid (MPF pick), and then touch Start . Does the solenoid run?	Go to step 10.	Go to step 8.
Step 8 Check the solenoid for wear and damage. Is the solenoid free of wear and damage?	Go to step 10.	Go to step 9.
Step 9 Replace the MPF solenoid. See “MPF solenoid removal” on page 232. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Input). Does the sensor status change while toggling the sensor?	Go to step 13.	Go to step 11.
Step 11 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Go to step 13.	Go to step 12.
Step 12 Replace the sensor. See “Sensors (duplex and input) removal” on page 284. Does the problem remain?	Go to step 13.	The problem is solved.

Action	Yes	No
Step 13 a Check the jam access cover for obstructions along the paper path. b Check if the jam access cover components are functional and free of damage. Are the jam access cover and its components functional and free of damage?	Contact the next level of support.	The problem is solved.
Step 14 Replace the jam access cover. See “Jam access cover removal” on page 268 . Does the problem remain?	Contact the next level of support.	The problem is solved.

MPF to sensor (input) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > Tray 1 > Single b Check if the same error occurs. Does the same problem remain?	Go to step 8.	Go to step 3.
Step 3 Check the MPF gearbox for wear and damage. Is the MPF gearbox free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace the MPF gearbox. See “MPF gearbox removal” on page 225 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests b Select the solenoid (MPF pick), and then touch Start . Does the solenoid run?	Go to step 8.	Go to step 6.

Action	Yes	No
Step 6 Check the solenoid for wear and damage. Is the solenoid free of wear and damage?	Go to step 8.	Go to step 7.
Step 7 Replace the MPF solenoid. See “MPF solenoid removal” on page 232. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the transfer roller and its spring for improper installation and damage. Is the transfer roller properly installed and free of damage?	Go to step 10.	Go to step 9.
Step 9 Reinstall or replace the transfer roller. See “Transfer roller removal” on page 268. Does the problem remain?	Go to step 10.	Go to step 11.
Step 10 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Contact the next level of support.	Go to step 11.
Step 11 Replace the fuser cam. See “Fuser actuator removal” on page 228. Does the problem remain?	Contact the next level of support.	The problem is solved.

Tray 1 to sensor (input) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > MPF Tray > Single b Check if the same error occurs. Does the same problem remain?	Go to step 7.	Go to step 3.

Action	Yes	No
Step 3 Check the tray 1 pick roller for wear and damage. Is the pick roller free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace the pick roller. See “Pick roller assembly removal” on page 286. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the tray 1 separator pad for wear and damage. Is the separator pad free of wear and damage?	Go to step 7.	Go to step 6.
Step 6 Replace tray 1. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Reseat the pick roller clutch cable, and then check if the pick roller clutch is functional and free of damage. Is the pick roller clutch functional and free of damage?	Go to step 9.	Go to step 8.
Step 8 a Reseat the pick roller clutch cable. b Check if the pick roller clutch is functional and free of damage. Is the pick roller clutch functional and free of damage?	Contact the next level of support.	Go to step 9.
Step 9 Replace the pick roller clutch. See “Pick roller clutch removal” on page 234. Does the problem remain?	Contact the next level of support.	The problem is solved.

Tray 1 to sensor (input) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > MPF tray > Single b Check if the same error occurs. Does the same problem remain?	Go to step 5.	Go to step 3.
Step 3 Check the tray 1 separator pad for wear and damage. Is the separator pad free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace tray 1. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the transfer roller and its spring for improper installation and damage. Is the transfer roller properly installed and free of damage?	Go to step 7.	Go to step 6.
Step 6 Reinstall or replace the transfer roller. See “Transfer roller removal” on page 268 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Go to step 9.	Go to step 8.
Step 8 Replace the fuser cam. See “Fuser actuator removal” on page 228 . Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Input). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 10.
Step 10 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 11.
Step 11 Replace the sensor. See “Sensors (duplex and input) removal” on page 284. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray to sensor (input) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > MPF Tray > Single b Check if the same error occurs. Does the same problem remain?	Go to step 7.	Go to step 3.
Step 3 Check the optional tray pick roller for wear and damage. Is the pick roller free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace the pick roller. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 Check the optional tray separator roller assembly for wear and damage. Is the separator roller assembly free of wear and damage?	Go to step 7.	Go to step 6.
Step 6 Replace the separator roller assembly. See “Separator roller assembly removal” on page 327 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Remove the tray insert from the affected optional tray. b Check if the lift plate moves properly. c Check the lift plate gears for damage. Is the tray insert functional and free of damage?	Go to step 9.	Go to step 8.
Step 8 Replace the tray insert. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Reseat the optional tray motor (pick/lift) cable. b Check if the motor is functional and free of damage. Is the motor (pick/lift) functional and free of damage?	Contact the next level of support.	Go to step 10.
Step 10 Replace the optional tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray to sensor (input) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > MPF tray > Single b Check if the same error occurs. Does the same problem remain?	Go to step 5.	Go to step 3.
Step 3 Check the optional tray separator roller assembly for wear and damage. Is the separator roller assembly free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace the separator roller assembly. See “Separator roller assembly removal” on page 327 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the transfer roller and its spring for improper installation and damage. Is the transfer roller properly installed and free of damage?	Go to step 7.	Go to step 6.
Step 6 Reinstall or replace the transfer roller. See “Transfer roller removal” on page 268 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Go to step 9.	Go to step 8.
Step 8 Replace the fuser cam. See “Fuser actuator removal” on page 228 . Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Input). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 10.
Step 10 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 11.
Step 11 Replace the sensor. See “Sensors (duplex and input) removal” on page 284. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (input) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Input). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.
Step 3 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the sensor. See “Sensors (duplex and input) removal” on page 284. Does the problem remain?	Contact the next level of support.	The problem is solved.

202-221 paper jams

202 paper jam messages

Error code	Description	Action
202.03	Paper fed from the MPF never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 96.
202.05	Paper fed from the MPF never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 97.
202.13	Paper fed from tray 1 never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 96.
202.15	Paper fed from tray 1 never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 97.
202.23	Paper fed from tray 2 never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 96.
202.25	Paper fed from tray 2 never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 97.
202.33	Paper fed from tray 3 never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 96.
202.35	Paper fed from tray 3 never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 97.
202.43	Paper fed from tray 4 never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 96.
202.45	Paper fed from tray 4 never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 97.
202.91	Paper remains detected at the sensor (fuser exit) after the printer is turned on.	See “Sensor (fuser exit) static jam service check” on page 97.
202.93	The sensor (fuser exit) detected a jam during or after a flush action.	

221 paper jam messages

Error code	Description	Action
221.91	Paper remains detected at the sensor (narrow media) after the printer is turned on.	See “Sensor (narrow media) static jam service check” on page 98.

Sensor (fuser exit) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print b Do feed tests from different trays. Check if the same error occurs. Does the same problem remain?	Go to step 3.	Go to step 7.
Step 3 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the fuser cam. See “Fuser actuator removal” on page 228 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Reseat the fuser cables from the controller board. b Reseat the fuser cable from the LVPS. c Reseat the fuser cable from the extension cable. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the fuser for problems. See “Fuser error service check” on page 131 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Do the service checks related to the affected source tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (fuser exit) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove all obstructions along the rear door paper path. b Check the rear door and its components for damage. Are the rear door and its components free of damage?	Go to step 4.	Go to step 3.
Step 3 Replace the rear door and cover or rear access door. See “Rear door and cover removal” on page 297 . Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the redrive assembly and its components for wear and damage. Are the redrive assembly and its components free of wear and damage?	Contact the next level of support.	Go to step 5.
Step 5 Replace the redrive assembly. See “Redrive assembly removal” on page 299 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (fuser exit) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Reseat the fuser cables from the controller board. b Reseat the fuser cable from the LVPS. c Reseat the fuser cable from the extension cable. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the fuser cam. See “Fuser actuator removal” on page 228. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Fuser exit). Does the sensor status change while toggling the sensor?	Go to step 7.	Go to step 6.
Step 6 Replace the fuser. See “Fuser removal” on page 300. Does the problem remain?	Contact the next level of support.	The problem is solved.
Step 7 Check the fuser for problems. See “Fuser error service check” on page 131. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (narrow media) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Narrow media). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.

Action	Yes	No
Step 3 a Reseat the sensor cable on the controller board. b Check the sensor and its actuator for damage. Are the sensor and its actuator free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

230 paper jams

230 paper jam messages

Error code	Description	Action
230.03	Paper fed from the MPF never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 100.
230.05	Paper fed from the MPF never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 101.
230.13	Paper fed from tray 1 never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 100.
230.15	Paper fed from tray 1 never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 101.
230.23	Paper fed from tray 2 never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 100.
230.25	Paper fed from tray 2 never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 101.
230.33	Paper fed from tray 3 never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 100.
230.35	Paper fed from tray 3 never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 101.
230.43	Paper fed from tray 4 never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 100.
230.45	Paper fed from tray 4 never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 101.
230.91	Paper remains detected at the sensor (duplex) after the printer is turned on.	See “Sensor (duplex) static jam service check” on page 102.

Sensor (duplex) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print b Do feed tests from different trays. Check if the same error occurs. Does the same problem remain?	Go to step 3.	Perform the appropriate service check for the specific error.
Step 3 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests b Select the solenoid (Redrive Solenoid), and then touch Start . Does the solenoid run?	Go to step 6.	Go to step 4.
Step 4 Check the solenoid for wear and damage. Is the solenoid free of wear and damage?	Go to step 6.	Go to step 5.
Step 5 Replace the reverse solenoid. See “Reverse solenoid removal” on page 229 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Duplex path 1). Does the sensor status change while toggling the sensor?	Go to step 9.	Go to step 7.
Step 7 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Go to step 9.	Go to step 8.

Action	Yes	No
Step 8 Replace the sensor. See “Sensors (duplex and input) removal” on page 284. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Remove tray 1 to access the parts under the printer. b Check the duplex assembly and its gears, belt, and gear links for wear and damage. Are the duplex assembly and its components free of wear and damage?	Contact the next level of support.	Go to step 10.
Step 10 Replace the duplex assembly. See “Duplex assembly removal” on page 282. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (duplex) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Duplex path 1). Does the sensor status change while toggling the sensor?	Go to step 5.	Go to step 3.
Step 3 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the sensor. See “Sensors (duplex and input) removal” on page 284. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 a Remove tray 1 to access the parts under the printer. b Check the duplex assembly and its gears, belt, and gear links for wear and damage. Are the duplex assembly and its components free of wear and damage?	Contact the next level of support.	Go to step 6.
Step 6 Replace the duplex assembly. See “Duplex assembly removal” on page 282 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (duplex) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Duplex path 1). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.
Step 3 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the sensor. See “Sensors (duplex and input) removal” on page 284 . Does the problem remain?	Contact the next level of support.	The problem is solved.

240-241 paper jams

240-241 paper jam messages

Error code	Description	Action
240.06	Paper fed from the MPF was picked but it never reached the sensor (input).	See “MPF pick failure service check” on page 103.
240.91	Paper remains detected at the sensor (MPF paper present) after the printer is turned on.	See “Sensor (MPF paper present) static jam service check” on page 105.
241.16	Paper fed from tray 1 was picked but it never reached the sensor (input).	See “Tray 1 to sensor (input) jam at trailing edge service check” on page 90.

MPF pick failure service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > Tray 1 > Single b Check if the same error occurs. Does the same problem remain?	Go to step 3.	Perform the appropriate service check for the specific error.
Step 3 a Check the jam access cover for obstructions along the paper path. Check if the cover interferes with the MPF pick roller movement. b Check if the jam access cover components are functional and free of damage. Are the jam access cover and its components functional and free of obstructions and damage?	Go to step 5.	Go to step 4.
Step 4 Reinstall or replace the jam access cover. See “Jam access cover removal” on page 268. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the MPF pick roller and separator pad for wear and damage. Are the MPF roller and separator pad free of wear and damage?	Go to step 7.	Go to step 6.

Action	Yes	No
Step 6 Replace the MPF pick roller and separator pad. See “MPF pick roller and separator pad removal” on page 271. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (MPF media present). Does the sensor status change while toggling the sensor?	Go to step 10.	Go to step 8.
Step 8 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Go to step 10.	Go to step 9.
Step 9 Replace the sensor (MPF paper present). See “Sensor (MPF paper present) removal” on page 275. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests b Select the solenoid (MPF pick), and then touch Start . Does the solenoid run?	Go to step 13.	Go to step 12.
Step 11 Check the solenoid for wear and damage. Is the solenoid free of wear and damage?	Go to step 13.	Go to step 12.
Step 12 Replace the MPF solenoid. See “MPF solenoid removal” on page 232. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check the MPF gearbox for wear and damage. Is the MPF gearbox free of wear and damage?	Contact the next level of support.	Go to step 14.

Action	Yes	No
Step 14 Replace the MPF gearbox. See “MPF gearbox removal” on page 225 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (MPF paper present) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (MPF media present). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.
Step 3 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the sensor (MPF paper present). See “Sensor (MPF paper present) removal” on page 275 . Does the problem remain?	Contact the next level of support.	The problem is solved.

242-244 paper jams

242 paper jam messages

Error code	Description	Action
242.26	Paper fed from tray 2 was picked but it never reached the sensor (input).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109 .
242.31	Paper remains detected at the sensor (tray 2 pass-through) although the printer is idle. Tray 3 is the paper source.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 108 .

Error code	Description	Action
242.33	Paper fed from tray 3 never reached the sensor (tray 2 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109.
242.35	Paper fed from tray 3 cleared the sensor (tray 2 pass-through) later than expected.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 110.
242.37	Paper fed from tray 3 never cleared the sensor (tray 2 pass-through).	
242.41	Paper remains detected at the sensor (tray 2 pass-through) although the printer is idle. Tray 4 is the paper source.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 108.
242.43	Paper fed from tray 4 never reached the sensor (tray 2 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109.
242.45	Paper fed from tray 4 cleared the sensor (tray 2 pass-through) later than expected.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 110.
242.47	Paper fed from tray 4 never cleared the sensor (tray 2 pass-through).	
242.82	The motor (tray 2 pick) has stalled.	See “Optional tray pick failure service check” on page 110.
242.83	The motor (tray 2 pick) has stalled.	
242.84	The motor (tray 2 pick) has stalled.	
242.91	Paper remains detected at the sensor (tray 2 pass-through) after the printer is turned on.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 108.
242.93	Paper never reached the sensor (tray 2 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109.
242.95	Paper cleared the sensor (tray 2 pass-through) later than expected. Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 110.
242.96	Paper was picked but it never reached the sensor (input). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109.
242.97	Paper never cleared the sensor (tray 2 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 110.

243 paper jam messages

Error code	Description	Action
243.36	Paper fed from tray 3 was picked but it never reached the sensor (tray 2 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109.
243.41	Paper remains detected at the sensor (tray 3 pass-through) although the printer is idle. Tray 4 is the paper source.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 108.
243.43	Paper fed from tray 4 never reached the sensor (tray 3 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109.
243.45	Paper fed from tray 4 cleared the sensor (tray 3 pass-through) later than expected.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 110.
243.47	Paper fed from tray 4 never cleared the sensor (tray 3 pass-through).	
243.82	The motor (tray 3 pick) has stalled.	See “Optional tray pick failure service check” on page 110.
243.83	The motor (tray 3 pick) has stalled.	
243.84	The motor (tray 3 pick) has stalled.	
243.91	Paper remains detected at the sensor (tray 3 pass-through) after the printer is turned on.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 108.
243.92	Paper was detected earlier than expected at the sensor (tray 3 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109.
243.93	Paper never reached the sensor (tray 2 pass-through). Paper source is undetermined.	
243.95	Paper cleared the sensor (tray 3 pass-through) later than expected. Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 110.
243.96	Paper was picked but it never reached the sensor (tray 3 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109.
243.97	Paper never cleared the sensor (tray 3 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 110.

244 paper jam messages

Error code	Description	Action
244.46	Paper fed from tray 4 was picked but it never reached the sensor (tray 3 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 109.
244.82	The motor (tray 4 pick) has stalled.	See “Optional tray pick failure service check” on page 110.
244.83	The motor (tray 4 pick) has stalled.	
244.84	The motor (tray 4 pick) has stalled.	
244.91	Paper remains detected at the sensor (tray 4 pass-through) after the printer is turned on.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 108.

Optional tray sensor (tray x pass-through) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Additional input tray diagnostics > Option Sensor tests b Find the sensor (Pass-through (tray x)) of the affected optional tray. Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.
Step 3 a Reseat the sensor cable from the optional tray controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the affected optional tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray sensor (tray x pass-through) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print b Do feed tests from tray 3 and tray 4. Check if the same error occurs. Does the same problem remain?	Go to step 3.	Perform the appropriate service check for the specific error.
Step 3 a Identify the separator rollers and pass-through rollers involved in the paper path. b Check these separator rollers and pass-through rollers for improper installation, wear, and damage. Are the rollers properly installed and free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Reinstall or replace the affected separator roller assembly or tray insert. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Additional input tray diagnostics > Option Sensor tests b Find the sensor (Pass-through (tray x)) of the affected optional tray. Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 6.
Step 6 a Reseat the sensor cable from the optional tray controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Replace the affected optional tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray sensor (tray x pass-through) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the paper size matches the size set on the source tray guides. Does the paper size match the size set on the tray?	Go to step 4.	Go to step 3.
Step 3 Change the paper size or adjust the size setting in the tray. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Identify the separator rollers and pass-through rollers involved in the paper path. b Check these separator rollers and pass-through rollers for improper installation, wear, and damage. Are the rollers properly installed and free of wear and damage?	Contact the next level of support.	Go to step 5.
Step 5 Reinstall or replace the affected separator roller assembly or tray insert. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray pick failure service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 82 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Restart the printer. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 a Reseat the source tray pick motor cable from the optional tray controller board. b Check if the motor (pick) of the source tray is functional and free of damage. Is the motor functional and free of damage?	Go to step 4.	Go to step 7.
Step 4 Check the source tray pick motor gears for damage. Are the gears free of damage?	Go to step 6.	Go to step 5.
Step 5 Check the tray insert and its lift plate gears for wear and damage. Are the tray insert and its gears free of wear and damage?	Contact the next level of support.	Go to step 6.
Step 6 Replace the affected tray insert. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Replace the optional tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

280 paper jams

280 paper jam messages

Error code	Description	Action
280.11	Paper remains detected at the sensor (ADF 1st scan) after the printer is turned on.	See “Sensor (ADF 1st scan) static jam service check” on page 112.
280.13	Paper was detected later than expected or was never detected at the sensor (ADF 1st scan).	See “Sensor (ADF 1st scan) jam at leading edge service check” on page 113.
280.15	Paper never cleared the sensor (ADF 1st scan).	See “Sensor (ADF 1st scan) jam at trailing edge service check” on page 114.

Sensor (ADF 1st scan) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Restart the printer. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (ADF 1st scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 5.	Go to step 4.
Step 4 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF 1st scan). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 6.
Step 6 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF 1st scan) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 5.	The problem is solved.
Step 3 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Feed Test b Check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF 1st scan)?	Go to step 6.	Go to step 4.
Step 4 Check the ADF separator roller for improper installation, wear, and damage. Is the ADF roller properly installed and free of wear and damage?	Go to step 6.	Go to step 5.
Step 5 Reinstall or replace the separator roller. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF 1st scan). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 7.
Step 7 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 8.
Step 8 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF 1st scan) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the paper size matches the size set on the ADF tray guides. Does the paper size match the size set on the tray?	Go to step 4.	Go to step 3.
Step 3 Change the paper size or adjust the size setting in the tray. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Feed Test b Check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF 1st scan)?	Go to step 6.	Go to step 5.
Step 5 Does the leading edge of the paper reach the ADF exit roller?	Go to step 8.	Go to step 6.
Step 6 Check the sensor (ADF 1st scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 8.	Go to step 7.
Step 7 Remove the obstructions along the sensor paper path. Note: Make sure that no fragments are stuck on the gaps on the ADF glass pad. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the ADF exit roller for wear and damage. Is the exit roller free of wear and damage?	Contact the next level of support.	Go to step 9.
Step 9 Remove debris and obstructions from the exit roller. Does the problem remain?	Contact the next level of support.	The problem is solved.

281 paper jams

281 paper jam messages

Error code	Description	Action
281.11	Paper remains detected at the sensor (ADF pick) after the printer is turned on.	See “Sensor (ADF pick) static jam service check” on page 115.
281.15	Paper never cleared the sensor (ADF pick).	See “Sensor (ADF pick) jam at trailing edge service check” on page 117.
281.16	Paper fed was picked but it never reached the sensor (ADF pick).	See “Sensor (ADF pick) jam at leading edge service check” on page 116.

Sensor (ADF pick) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Restart the printer. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (ADF scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 5.	Go to step 4.
Step 4 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF pick). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 6.

Action	Yes	No
Step 6 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF pick) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Feed Test b Check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF pick)?	Go to step 8.	Go to step 4.
Step 4 Check the ADF rollers for improper installation, wear, and damage. Are the ADF rollers properly installed and free of wear and damage?	Go to step 6.	Go to step 5.
Step 5 Reinstall or replace the ADF roller. See “ADF roller removal” on page 316 . Does the problem remain?	Go to step 6.	The problem is solved.

Action	Yes	No
Step 6 Check the ADF separator roller for improper installation, wear, and damage. Is the ADF roller properly installed and free of wear and damage?	Go to step 8.	Go to step 7.
Step 7 Reinstall or replace the separator roller. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF pick). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 9.
Step 9 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 10.
Step 10 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF pick) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the paper size matches the size set on the ADF tray guides. Does the paper size match the size set on the tray?	Go to step 4.	Go to step 3.
Step 3 Change the paper size or adjust the size setting in the tray. Does the problem remain?	Go to step 4.	The problem is solved.

Action	Yes	No
Step 4 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Feed Test b Check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF scan)?	Go to step 6.	Go to step 5.
Step 5 Does the leading edge of the paper reach the ADF exit roller?	Go to step 8.	Go to step 6.
Step 6 Check the sensor (ADF scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 8.	Go to step 7.
Step 7 Remove the obstructions along the sensor paper path. Note: Make sure that no fragments are stuck on the gaps on the ADF glass pad. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the ADF exit roller for wear and damage. Is the exit roller free of wear and damage?	Contact the next level of support.	Go to step 9.
Step 9 Remove debris and obstructions from the exit roller. Does the problem remain?	Contact the next level of support.	The problem is solved.

284 paper jams

284 paper jam messages

Error code	Description	Action
284.11	Paper remains detected at the sensor (ADF 2nd scan) after the printer is turned on.	See “Sensor (ADF 2nd scan) static jam service check” on page 119.
284.13	Paper was detected later than expected or was never detected at the sensor (ADF 2nd scan).	See “Sensor (ADF 2nd scan) jam at leading edge service check” on page 120.
284.15	Paper never cleared the sensor (ADF 2nd scan).	See “Sensor (ADF 2nd scan) jam at trailing edge service check” on page 121.

Sensor (ADF 2nd scan) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Restart the printer. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (ADF 2nd scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 5.	Go to step 4.
Step 4 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF 2nd scan). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 6.
Step 6 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF 2nd scan) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Remove the obstructions along the sensor paper path. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Do a duplex scan job, and then check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF 2nd scan)?	Go to step 6.	Go to step 4.
Step 4 Check the ADF rollers for improper installation, wear, and damage. Are the ADF rollers properly installed and free of wear and damage?	Go to step 6.	Go to step 5.
Step 5 Reinstall or replace the ADF roller. See “ADF roller removal” on page 316 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF 2nd scan). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 7.
Step 7 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 8.
Step 8 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF 2nd scan) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the paper size matches the size set on the ADF tray guides. Does the paper size match the size set on the tray?	Go to step 4.	Go to step 3.
Step 3 Change the paper size or adjust the size setting in the tray. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Do a duplex scan job, and then check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF 2nd scan)?	Contact the next level of support.	Go to step 5.
Step 5 Check the ADF exit roller for wear and damage. Is the exit roller free of wear and damage?	Contact the next level of support.	Go to step 6.
Step 6 Remove debris and obstructions from the exit roller. Does the problem remain?	Contact the next level of support.	The problem is solved.

29y paper jams**291-295 paper jam messages**

Error code	Description	Action
291.06	The scanner cover was open before an ADF job.	See “ADF scanner cover jam service check” on page 122.
295.01	An imagepipe error occurred. Gap between scanned pages is too small.	See “ADF page gap jam service check” on page 122.

ADF scanner cover jam service check

Action	Yes	No
Step 1 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF closed). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 2.
Step 2 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 3.
Step 3 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

ADF page gap jam service check

Action	Yes	No
Step 1 Restart the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check if the paper size matches the size set on the ADF tray guides. Does the paper size match the size set on the tray?	Go to step 5.	Go to step 4.
Step 4 Change the paper size or adjust the size setting in the tray. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 Check the ADF separator roller for improper installation, wear, and damage. Is the ADF roller properly installed and free of wear and damage?	Go to step 7.	Go to step 6.
Step 6 Reinstall or replace the separator roller. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check the ADF rollers for improper installation, wear, and damage. Are the ADF rollers properly installed and free of wear and damage?	Contact the next level of support.	Go to step 8.
Step 8 Reinstall or replace the ADF roller. See “ADF roller removal” on page 316 . Does the problem remain?	Contact the next level of support.	The problem is solved.

User attendance messages (0–99.99)

User attendance messages

Error code	Description	Action
31.40	The toner cartridge is missing or unresponsive.	See “Unsupported or unresponsive toner cartridge service check” on page 124 .
31.60	The imaging unit is missing or unresponsive.	See “Unsupported or unresponsive imaging unit service check” on page 126 .
32.40	The toner cartridge is unsupported.	See “Unsupported or unresponsive toner cartridge service check” on page 124 .
32.60	The imaging unit is unsupported.	See “Unsupported or unresponsive imaging unit service check” on page 126 .
41.40	The imaging unit and toner cartridge are mismatched or incompatible.	See “Mismatched supplies error service check” on page 127 .
42.xx	The toner cartridge is incompatible due to printer region mismatch.	
43.40	A toner cartridge shutter error was detected.	
44.40	The toner cartridge and printer are mismatched.	
44.60	The imaging unit and printer are mismatched.	

Error code	Description	Action
80.0x	The remaining life of the fuser is nearly low.	See “Maintenance kit low service check” on page 127.
80.1x	The remaining life of the fuser is low.	
80.2x	The remaining life of the fuser is very low.	
80.3x	The fuser life has ended.	
80.4x	The fuser life has ended. The printer forces a hard stop on the fuser.	
84.0x	The remaining life of the imaging unit is nearly low.	
84.1x	The remaining life of the imaging unit is low.	
84.2x	The remaining life of the imaging unit is very low.	
84.3x	The imaging unit life has ended.	
84.4x	The imaging unit life has ended. The printer forces a hard stop on the imaging unit.	
88.0x	The remaining life of the toner cartridge is nearly low.	
88.1x	The remaining life of the toner cartridge is low.	
88.2x	The remaining life of the toner cartridge is very low.	
88.3x	The toner cartridge life has ended.	
88.4x	The toner cartridge life has ended. The printer forces a hard stop on the toner cartridge.	

Unsupported or unresponsive toner cartridge service check

Action	Yes	No
Step 1 Check whether the toner cartridge installed is genuine. Is the cartridge a genuine and supported Lexmark unit?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported Lexmark toner cartridge. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check the toner cartridge contacts for contamination. b Check the toner cartridge for leaks and damage. Are the toner cartridge and its contacts free of contamination and damage?	Go to step 5.	Go to step 4.

Action	Yes	No
Step 4 Clean or replace the toner cartridge. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Check the toner cartridge smart chip contacts for contamination. b Check if the contacts are bent or damaged. Are the contacts free of contamination and damage?	Go to step 7.	Go to step 6.
Step 6 Clean, repair, or replace the smart chip contact. See “Toner cartridge smart chip contact removal” on page 247 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Reseat the smart chip contact cable on the controller board. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the sensor (cartridge barrel) and its actuator for damage and misalignment. Are the sensor and its actuator properly installed and free of damage?	Go to step 10.	Go to step 9.
Step 9 Replace the sensor. See “Cartridge barrel shutter sensor kit removal” on page 250 . Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 Reseat sensor cable from the controller board. Does the problem remain?	Contact the next level of support.	The problem is solved.

Unsupported or unresponsive imaging unit service check

Action	Yes	No
Step 1 Check whether the imaging unit installed is genuine. Is the imaging unit a genuine and supported Lexmark unit?	Go to step 3.	Go to step 2.
Step 2 Install a genuine and supported Lexmark imaging unit. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check the imaging unit contacts for contamination. b Check the imaging unit for leaks and damage. Are the imaging unit and its contacts free of contamination and damage?	Go to step 5.	Go to step 4.
Step 4 Clean or replace the imaging unit. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Check the imaging unit smart chip contacts for contamination. b Check if the contacts are bent or damaged. Are the contacts free of contamination and damage?	Go to step 7.	Go to step 6.
Step 6 Clean or repair the smart chip contact. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Reseat the smart chip contact cable on the controller board. Does the problem remain?	Contact the next level of support.	The problem is solved.

Mismatched supplies error service check

Action	Yes	No
Step 1 Check whether the supplies installed are genuine. Are the supplies genuine and supported Lexmark units?	Go to step 3.	Go to step 2.
Step 2 Install genuine and supported Lexmark units. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the following: <ul style="list-style-type: none"> • Check if the supplies have matching types. Do not install MICR supplies together with non-MICR supplies. • Check if the supply is supported by the region. • Check if the supply is supported by the specific printer model. Is the affected supply the correct or matching unit?	Contact the next level of support.	Go to step 4.
Step 4 Replace the affected supply with the correct unit. Does the problem remain?	Contact the next level of support.	The problem is solved.

Maintenance kit low service check

Action	Yes	No
Step 1 Print a test page using paper from a newly opened package, and then check the result. Are there print quality defects on the test page?	Go to step 2.	Go to step 3.
Step 2 Identify, and then resolve the print quality defect. See “Fixing print quality issues” on page 42 . Note: If a supply was replaced, then make sure that the maintenance kit count is reset. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check if the printer has feed problems by doing a feed test. Does the printer have a problem feeding during the test?	Go to step 4.	Go to step 5.

Action	Yes	No
Step 4 Resolve the feed problem. Note: If a transfer roller was replaced, then make sure that the maintenance kit count is reset. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the affected maintenance kit with a new supply unit. Does the problem remain?	Contact the next level of support.	The problem is solved.

Printer hardware errors

111 errors

111 error messages

Error code	Description	Action
111.20	Printhead error (mirror motor lock) was detected before the motor was turned on.	See “Printhead error service check” on page 129 .
111.21	No printhead power (+5V) when the laser servo started.	
111.30	The printhead failed during power on tests.	
111.31	Printhead error (no first HSYNC) was detected.	
111.32	Printhead error (lost first HSYNC) was detected.	
111.33	Printhead error (lost first HSYNC) was detected during servo.	
111.34	Printhead error (mirror motor lost lock) was detected.	
111.35	Printhead error (mirror motor no first lock) was detected.	
111.36	Printhead error (mirror motor never stabilized) was detected.	
111.41	Printhead NVRAM read failure occurred.	

Printhead error service check

Action	Yes	No
Step 1 a Remove the top cover. See “Top cover removal” on page 301. b Remove the right cover. See “Right cover removal” on page 236. c Reseat the printhead cable from the printhead and the controller board. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the printhead and its cables for damage and improper installation. Is the printhead free of damage and properly installed?	Contact the next level of support.	Go to step 3.
Step 3 Reinstall or replace the printhead. See “Printhead removal” on page 304. Installation note: Perform all the mechanical and electronic adjustments to the printhead after replacing it. See “Printhead assembly adjustment” on page 220. Does the problem remain?	Contact the next level of support.	The problem is solved.

121 errors

121 error messages



Error code	Description	Action
121.00	Fuser did not reach the required temperature.	See “Fuser low temperature error service check” on page 133.
121.01	During an attempt to heat up, the fuser was not detected.	See “Fuser error service check” on page 131.
121.02	Fuser went over the required temperature (during EWC/line voltage detection).	See “Fuser high temperature error service check” on page 132.
121.03	Fuser hardware and driver are mismatched.	See “Fuser error service check” on page 131.
121.04	During an attempt to heat up, the fuser relay was open and the microcontroller was not reporting an error.	
121.05	During an attempt to heat up, the fuser relay was open and the microcontroller was reporting an error.	

Error code	Description	Action
121.09	Fuser did not reach the required temperature for motors. Note: Error is not applicable to standby mode.	See “Fuser low temperature error service check” on page 133.
121.10	Fuser did not reach the required temperature (during start of EWC/line voltage detection).	
121.11	Fuser reached the required temperature (during final EWC/line voltage detection) too late.	
121.12	Fuser did not reach the required temperature (during final EWC/line voltage detection).	
121.13	Fuser reached the required temperature (during final EWC/line voltage detection) too fast.	See “Fuser high temperature error service check” on page 132.
121.19	Fuser high power trace reached the required temperature (during final EWC/line voltage detection) too fast.	
121.20	Fuser high power trace heating rate went over the limit.	
121.21	Fuser low power trace heating rate (from 165°C to 180°C) went over the limit.	
121.22	Open fuser relay was detected.	See “Fuser error service check” on page 131.
121.28	Fuser did not reach the required temperature (during EP warm-up).	See “Fuser low temperature error service check” on page 133.
121.32	Fuser did not reach the required temperature (on 100% power).	
121.33	Fuser did not reach the required temperature (while page is in the fuser).	
121.34	Fuser did not reach the required temperature (during steady state control).	
121.36	Open fuser relay was detected with very cold or unknown ambient temperature.	
121.41	Fuser mechanism failed to detect the expected cam sensor transition.	
121.50	Fuser went over the required temperature (during global overtemp check).	See “Fuser high temperature error service check” on page 132.
121.52	Main thermistor temperature is out of range.	
121.53	Main thermistor temperature change rate is out of range.	
121.71	Open fuser main heater thermistor was detected.	See “Fuser error service check” on page 131.

Fuser error service check

Action	Yes	No
Step 1 a Turn off the printer, and then unplug the power cord. b Remove the rear door and cover. See “Rear door and cover removal” on page 297 . c Reseat the fuser cable from the power supply and the controller board. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Disconnect the fuser cable from the power supply, and then measure its resistance. Check if the resistance is close to the following values: <ul style="list-style-type: none"> • 220V fuser—43 ohms • 110V fuser—10 ohms • 100V fuser—8 ohms Does the fuser have a normal resistance value?	Go to step 3.	Go to step 5.
Step 3 a Remove the fuser. See “Fuser removal” on page 300 . b Check the fuser gears for wear and damage. Rotate the gears, and then check if they move properly. c Check the fuser cables and connectors for damage. d Check the fuser belts for wear and damage. Is the fuser free of wear and damage?	Go to step 4.	Go to step 5.
Step 4 Reinstall the fuser. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Replace the fuser. See “Fuser removal” on page 300 . Does the problem remain?	Contact the next level of support.	The problem is solved.


Fuser high temperature error service check


Action	Yes	No
Step 1 a Remove the right cover. See “Right cover removal” on page 236. b Reseat the cooling fan cable on the controller board. c Check the cooling fan for damage. Is the fan free of damage?	Go to step 3.	Go to step 2.
Step 2 Replace the fan. See “Cooling fan removal” on page 240. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Remove the rear door and cover. See “Rear door and cover removal” on page 297. b Reseat all the cables from the controller board. c Reseat all the cables from the power supply. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Turn off the printer, and then remove the power cord. b Check if the resistance (between terminals A and D) of the power supply socket is close to 30 ohms. Does the socket have a normal resistance value?	Go to step 5.	Go to step 7.
Step 5 a Disconnect the fuser cable from the power supply, plug the power cord, and then turn on the printer. b <div style="border: 1px solid black; padding: 5px; display: inline-block;">  Check if the voltage output of the fuser cable socket on the power supply is normal (100V, 110V, or 220V). </div> Does the power supply provide the fuser with the normal voltage value?	Go to step 6.	Go to step 7.
Step 6 a Turn off the printer, and then unplug the power cord. b Remove the power supply. See “Power supply removal” on page 280. c <div style="border: 1px solid black; padding: 5px; display: inline-block;">  Check the power supply, including its fuse and capacitors, for damage. </div> Is the power supply free of damage?	Go to step 8.	Go to step 7.

Action	Yes	No
Step 7 Replace the power supply. See “Power supply removal” on page 280. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the fuser for problems. See “Fuser error service check” on page 131. Does the problem remain?	Contact the next level of support.	The problem is solved.

Fuser low temperature error service check

Note: Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Action	Yes	No
Step 1 a Remove the right cover. See “Right cover removal” on page 236. b Remove the rear door and cover. See “Rear door and cover removal” on page 297. c Reseat all the cables from the controller board. d Reseat all the cables from the power supply. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Turn off the printer, and then remove the power cord. b Check if the resistance (between terminals A and D) of the power supply socket is close to 30 ohms. Does the socket have a normal resistance value?	Go to step 3.	Go to step 5.
Step 3 a Disconnect the fuser cable from the power supply, and then turn on the printer. b <div style="border: 1px solid black; padding: 5px; display: inline-block;">  Check if the voltage output of the fuser cable socket on the power supply is normal (100V, 110V, or 220V). </div> Does the power supply provide the fuser with the normal voltage value?	Go to step 4.	Go to step 5.

Action	Yes	No
Step 4 a Turn off the printer, and then unplug the power cord. b Remove the power supply. See “Power supply removal” on page 280. c <div style="border: 1px solid black; padding: 5px; display: inline-block;">  Check the power supply, including its fuse and capacitors, for damage. </div> Is the power supply free of damage?	Go to step 6.	Go to step 5.
Step 5 Replace the power supply. See “Power supply removal” on page 280. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the fuser for problems. See “Fuser error service check” on page 131. Does the problem remain?	Contact the next level of support.	The problem is solved.




126 errors

126 error messages

Error code	Description	Action
126.05	The LVPS power dropped but the printer was not in sleep mode.	See “LVPS service check” on page 134.
126.06	LVPS 25V line error was detected.	
126.07	LVPS 5V rail was down during power-on.	
126.10	No line frequency was detected.	
126.11	Line frequency has gone outside the operating range.	
126.12	LVPS mismatch was detected.	See “LVPS mismatch service check” on page 136.
126.13	LVPS mismatch was detected.	

LVPS service check


Note: Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Action	Yes	No
Step 1 a Turn off the printer, and then unplug the power cord. b Remove the rear door and cover. See “Rear door and cover removal” on page 297 . c Remove the right cover. See “Right cover removal” on page 236 . d Reseat all the cables from the controller board. e <div style="border: 1px solid black; padding: 5px; display: inline-block;">  Reseat all the cables from the power supply. </div> <p>Does the problem remain?</p>	Go to step 2.	The problem is solved.
Step 2 a Turn off the printer, and then remove the power cord. b Check if the resistance (between terminals A and D) of the power supply socket is close to 30 ohms. <p>Does the socket have a normal resistance value?</p>	Go to step 3.	Go to step 5.
Step 3 a Disconnect the fuser cable from the power supply, and then turn on the printer. b <div style="border: 1px solid black; padding: 5px; display: inline-block;">  Check if the voltage output of the fuser cable socket on the power supply is normal (100V, 110V, or 220V). </div> <p>Does the power supply provide the fuser with the normal voltage value?</p>	Go to step 4.	Go to step 5.
Step 4 a Turn off the printer, and then remove the power cord. b Remove the power supply. See “Power supply removal” on page 280 . c <div style="border: 1px solid black; padding: 5px; display: inline-block;">  Check the power supply, including its fuse and capacitors, for damage. </div> <p>Is the power supply free of damage?</p>	Contact the next level of support.	Go to step 5.
Step 5 Replace the power supply. See “Power supply removal” on page 280 . <p>Does the problem remain?</p>	Go to step 6.	The problem is solved.

Action	Yes	No
Step 6 Replace the controller board. See “Controller board removal” on page 243 . Does the problem remain?	Contact the next level of support.	The problem is solved.

LVPS mismatch service check

Note: Make sure that the voltage output of the electrical outlet matches the voltage rating of the printer.

Action	Yes	No
Step 1 a Turn off the printer, and then unplug the power cord. b Remove the rear door and cover. See “Rear door and cover removal” on page 297 . c Remove the right cover. See “Right cover removal” on page 236 . d Reseat all the cables from the controller board. e <div style="border: 1px solid black; padding: 5px; display: inline-block;">  Reseat all the cables from the power supply. </div> Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Check the power rating label of the printer. b Check the LVPS part number. Check if the power rating of this specific LVPS matches with the printer power rating. Do the printer and LVPS have matching power ratings?	Contact the next level of support.	Go to step 3.
Step 3 Replace the power supply. See “Power supply removal” on page 280 . Does the problem remain?	Contact the next level of support.	The problem is solved.

128 errors

128 error messages

Error code	Description	Action
128.01	TDS baseline is too low.	See “Toner density error service check” on page 137.
128.02	TDS baseline is too high.	
128.03	TDS baseline range is excessive.	
128.16	TDS calibration is at maximum.	
128.17	TDS calibration is too low.	
128.18	TDS calibration is too close to baseline.	
128.32	Photoconductor drum measurement is too high.	See “Photoconductor measurement error service check” on page 138.
128.33	Photoconductor drum measurement is too different from calibration.	
128.34	Photoconductor drum measurement is too close to baseline.	
128.35	Photoconductor drum measurement data is not enough.	

Toner density error service check

Action	Yes	No
Step 1 Reseat the toner density sensor cable. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the toner cartridge and imaging unit. b Clean and check both units for toner leaks. Are the toner cartridge and imaging unit free of leaks?	Go to step 3.	Replace the affected toner cartridge and imaging unit, and then go to step 3.
Step 3 a Remove the transfer roller to access the area underneath it. See “Transfer roller removal” on page 268. b Clear the area of dust and toner contamination. c Remove tray 1, and then manually actuate the toner density sensor wiper by moving the pick roller up and down. Does the problem remain?	Go to step 4.	The problem is solved.

Action	Yes	No
Step 4 a Remove the sensor (toner density). See “Sensor (toner density) and media present sensor flag removal” on page 290. b Check the sensor and its wiper bracket for damage. Are the sensor and its wiper bracket free of damage?	Go to step 5.	Go to step 6.
Step 5 a Clean, and then reinstall the sensor and its wiper bracket. Add lubrication to the wiper bracket if necessary. See “Sensor (toner density) and media present sensor flag removal” on page 290. b Check the pick roller cam for damage. Note: The rotation of the pick roller cam triggers the movement of the wiper bracket. Is the pick roller cam free of damage?	Go to step 6.	Go to step 7.
Step 6 Replace the sensor (toner density). See “Sensor (toner density) and media present sensor flag removal” on page 290. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Replace the pick roller cam. See “Pick roller assembly removal” on page 286. Does the problem remain?	Contact the next level of support.	The problem is solved.

Photoconductor measurement error service check

Action	Yes	No
Step 1 a Check the imaging unit contacts for contamination. b Check the imaging unit for leaks and damage. Are the imaging unit and its contacts free of contamination and damage?	Go to step 3.	Go to step 2.
Step 2 Clean or replace the imaging unit. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 a Check the imaging unit smart chip contacts for contamination. b Check if the contacts are bent or damaged. Are the contacts free of contamination and damage?	Go to step 5.	Go to step 4.
Step 4 Clean or repair the smart chip contact. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Remove the right cover. See “Right cover removal” on page 236 . b Reseat the smart chip contact cable on the controller board. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check whether the imaging unit installed is genuine. Is the imaging unit a genuine and supported Lexmark unit?	Go to step 8.	Go to step 7.
Step 7 Install a genuine and supported Lexmark imaging unit. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Check the imaging unit contacts for contamination. b Check the toner delivery mechanism for damage. c Check the photoconductor drum for scratches and damage. Are the imaging unit and its contacts free of contamination and damage?	Contact the next level of support.	Go to step 9.
Step 9 Clean or replace the imaging unit. Does the problem remain?	Contact the next level of support.	The problem is solved.

133 errors

133 error messages

Error code	Description	Action
133.04	CTLS timeout was detected at the imaging unit.	See “Imaging unit CTLS error service check” on page 140.
133.05	CTLS reading at the imaging unit is above the maximum expected value.	
133.06	CTLS reading at the imaging unit is below the minimum expected value.	
133.08	Excessive CTLS noise was detected at the imaging unit.	

Imaging unit CTLS error service check

Action	Yes	No
Step 1 a Check the imaging unit CTLS contacts for contamination. b Check if the contacts are bent or damaged. Are the contacts free of contamination and damage?	Go to step 3.	Go to step 2.
Step 2 Clean or repair the smart chip contact. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Remove the right cover. See “Right cover removal” on page 236. b Reseat the CTLS contact cable on the controller board. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the imaging unit for problems. See “Unsupported or unresponsive imaging unit service check” on page 126. Does the problem remain?	Contact the next level of support.	The problem is solved.

140 errors

140 error messages

Error code	Description	Action
140.80	Motor (main) does not turn on.	See “Main drive failure service check” on page 141.
140.81	Motor (main) does not turn off.	
140.82	Motor (main) speed did not ramp up to the required level.	
140.83	Motor (main) stalled.	
140.84	Motor (main) ran too slow.	
140.85	Motor (main) ran too fast.	
140.86	Motor (main) ran too long.	

Main drive failure service check

Action	Yes	No
Step 1 a Remove the left cover. See “Left cover removal” on page 222. b Remove the right cover. See “Right cover removal” on page 236. c Reseat the cable from the main drive gearbox and the controller board. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests > Transport b Touch Start . Does the motor run?	Contact the next level of support.	Go to step 3.
Step 3 Check the motor and its gears for misalignment, wear, and damage. Is the main drive gearbox properly installed and free of wear and damage?	Contact the next level of support.	Go to step 4.

Action	Yes	No
Step 4 Reinstall or replace the main drive gearbox. See “Main drive gearbox removal” on page 224 . Does the problem remain?	Contact the next level of support.	The problem is solved.

155 errors

155 error messages

Error code	Description	Action
155.80	Motor (cartridge) does not turn on.	See “Cartridge drive failure service check” on page 142 .
155.81	Motor (cartridge) does not turn off.	
155.82	Motor (cartridge) speed did not ramp up to the required level.	
155.83	Motor (cartridge) has stalled.	
155.84	Motor (cartridge) ran too slow.	
155.85	Motor (cartridge) ran too fast.	
155.86	Motor (cartridge) ran too long.	

Cartridge drive failure service check

Action	Yes	No
Step 1 a Open, and then close the front door to check if the door plunger properly presses the cartridge button. b Check the door and the plunger for damage. Is the plunger functional and free of damage?	Go to step 3.	The problem is solved.
Step 2 Replace the MPF with front access cover. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Check if the cartridge button is stuck. b Check the cartridge gear for contamination and damage. Is the cartridge functional, clean, and free of damage?	Go to step 5.	Go to step 4.

Action	Yes	No
Step 4 Clean or replace the cartridge. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Remove the left cover. See “Left cover removal” on page 222. b Remove the right cover. See “Right cover removal” on page 236. c Reseat the cable from the motor (cartridge) and the controller board. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests > K toner add b Touch Start . Does the motor run?	Contact the next level of support.	Go to step 7.
Step 7 Check the motor (cartridge) and its gears for misalignment, wear, and damage. Is the cartridge gearbox properly installed and free of wear and damage?	Contact the next level of support.	Go to step 8.
Step 8 Reinstall or replace the cartridge gearbox. See “Cartridge gearbox removal” on page 233. Does the problem remain?	Contact the next level of support.	The problem is solved.

16y errors

162-164 error messages

Error code	Description	Action
162.80	The motor (tray 2 pick) does not turn on.	See “Optional tray pick drive failure service check” on page 145.
162.81	The motor (tray 2 pick) does not turn off.	
162.82	The motor (tray 2 pick) speed did not ramp up to the required level.	
162.83	The motor (tray 2 pick) stalled.	
162.84	The motor (tray 2 pick) ran too slow.	
162.85	The motor (tray 2 pick) ran too fast.	
162.86	The motor (tray 2 pick) ran too long.	See “Optional tray pick drive failure service check” on page 145.
163.80	The motor (tray 3 pick) does not turn on.	
163.81	The motor (tray 3 pick) does not turn off.	
163.82	The motor (tray 3 pick) speed did not ramp up to the required level.	
163.83	The motor (tray 3 pick) stalled.	
163.84	The motor (tray 3 pick) ran too slow.	
163.85	The motor (tray 3 pick) ran too fast.	See “Optional tray pick drive failure service check” on page 145.
163.86	The motor (tray 3 pick) ran too long.	
164.80	The motor (tray 4 pick) does not turn on.	
164.81	The motor (tray 4 pick) does not turn off.	
164.82	The motor (tray 4 pick) speed did not ramp up to the required level.	
164.83	The motor (tray 4 pick) stalled.	
164.84	The motor (tray 4 pick) ran too slow.	
164.85	The motor (tray 4 pick) ran too fast.	
164.86	The motor (tray 4 pick) ran too long.	

166-168 error messages

Error code	Description	Action
166.80	The motor (tray 2 transport) does not turn on.	See “Optional tray pass-through drive failure service check” on page 146.
166.81	The motor (tray 2 transport) does not turn off.	
166.82	The motor (tray 2 transport) speed did not ramp up to the required level.	
166.83	The motor (tray 2 transport) stalled.	
166.84	The motor (tray 2 transport) ran too slow.	
166.85	The motor (tray 2 transport) ran too fast.	
166.86	The motor (tray 2 transport) ran too long.	
167.80	The motor (tray 3 transport) does not turn on.	See “Optional tray pass-through drive failure service check” on page 146.
167.81	The motor (tray 3 transport) does not turn off.	
167.82	The motor (tray 3 transport) speed did not ramp up to the required level.	
167.83	The motor (tray 3 transport) stalled.	
167.84	The motor (tray 3 transport) ran too slow.	
167.85	The motor (tray 3 transport) ran too fast.	
167.86	The motor (tray 3 transport) ran too long.	
168.80	The motor (tray 4 transport) does not turn on.	See “Optional tray pass-through drive failure service check” on page 146.
168.81	The motor (tray 4 transport) does not turn off.	
168.82	The motor (tray 4 transport) speed did not ramp up to the required level.	
168.83	The motor (tray 4 transport) stalled.	
168.84	The motor (tray 4 transport) ran too slow.	
168.85	The motor (tray 4 transport) ran too fast.	
168.86	The motor (tray 4 transport) ran too long.	

Optional tray pick drive failure service check

Action	Yes	No
Step 1 Check if the optional tray motor (pick) runs. Does the motor run?	Go to step 3.	Go to step 2.
Step 2 Reseat the motor cable, and then reseat the cable on the optional tray controller board. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 a Remove the optional tray. b Under the printer, check the interconnect cable for damage. Is the cable free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the interconnect cable. See “Interconnect cable removal” on page 238 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Reinstall or replace the optional tray. Note: Make sure that the interconnect cable properly fits with the socket on the optional tray. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Remove the tray insert from the affected optional tray. b Check if the lift plate moves properly. c Check the lift plate gears for damage. Is the tray insert functional and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Replace the tray insert. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray pass-through drive failure service check

Action	Yes	No
Step 1 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests > Pass-through (tray [x]) b Touch Start . Does the motor run?	Go to step 3.	Go to step 2.
Step 2 Reseat the motor cable, and then reseat the cable on the optional tray controller board. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 a Remove the optional tray. b Under the printer, check the interconnect cable for damage. Is the cable free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the interconnect cable. See “Interconnect cable removal” on page 238 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Reinstall or replace the optional tray. Note: Make sure that the interconnect cable properly fits with the socket on the optional tray. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Remove the tray insert from the source tray, and then check it for damage. Is the tray insert from the source tray free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Replace the tray insert. Does the problem remain?	Contact the next level of support.	The problem is solved.

171 errors

171 error messages

Error code	Description	Action
171.82	Cooling fan error.	See “Cooling fan failure service check” on page 148 .
171.83	Cooling fan error.	
171.84	Cooling fan error.	
171.85	Cooling fan error.	

Cooling fan failure service check

Action	Yes	No
Step 1 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests > Fan (main) b Touch Start . Does the fan spin?	Contact the next level of support.	Go to step 2.
Step 2 a Remove the right cover. See “Right cover removal” on page 236 . b Reseat the fan cable from the controller board. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Replace the fan. See “Cooling fan removal” on page 240 . Does the problem remain?	Contact the next level of support.	The problem is solved.

6yy errors

600-680 error messages

Error code	Description	Action
600.01	Toner tally from the RIP was not received.	See “Engine error service check” on page 150 .
600.02	Video did not start.	
600.04	Duplex page was not picked.	
600.05	Invalid PH NVRAM Type error was detected.	
600.06	Paperport driver is unresponsive.	
600.07	Page is at image point before EP is ready.	
600.09	EP update error was detected.	
600.10	EP late run-in error was detected.	
600.95	RIP intentionally declared a jam error, usually to prevent a kiosk user from printing free pages.	
602.19	Tray 1 was unable to be ready for picking.	
602.29	Tray 2 was unable to be ready for picking.	
602.39	Tray 3 was unable to be ready for picking.	
602.49	Tray 4 was unable to be ready for picking.	

Error code	Description	Action
611.02	An Input ISR error occurred and the printhead was not ready.	See “Printhead communication error service check” on page 151.
611.32	Lost Hsync errors were detected. Laser safety interlock system may be the cause.	
611.33	Lost Hsync errors were detected during servo.	See “Printhead error service check” on page 129.
611.34	A mirror motor lock error was detected.	See “Printhead communication error service check” on page 151.
655.80	Motor (cartridge) does not turn on.	See “Cartridge drive failure service check” on page 142.
655.81	Motor (cartridge) does not turn off.	
655.82	Motor (cartridge) speed did not ramp up to the required level.	
655.83	Motor (cartridge) has stalled.	
655.84	Motor (cartridge) ran too slow.	
655.85	Motor (cartridge) ran too fast.	
655.86	Motor (cartridge) ran too long.	
662.80	Motor (tray 2 pick) does not turn on.	See “Optional tray pick drive failure service check” on page 145.
662.81	Motor (tray 2 pick) does not turn off.	
662.82	Motor (tray 2 pick) speed did not ramp up to the required level.	
662.83	Motor (tray 2 pick) has stalled.	
662.84	Motor (tray 2 pick) ran too slow.	
662.85	Motor (tray 2 pick) ran too fast.	
662.86	Motor (tray 2 pick) ran too long.	
663.80	Motor (tray 3 pick) does not turn on.	See “Optional tray pick drive failure service check” on page 145.
663.81	Motor (tray 3 pick) does not turn off.	
663.82	Motor (tray 3 pick) speed did not ramp up to the required level.	
663.83	Motor (tray 3 pick) has stalled.	
663.84	Motor (tray 3 pick) ran too slow.	
663.85	Motor (tray 3 pick) ran too fast.	
663.86	Motor (tray 3 pick) ran too long.	

Error code	Description	Action
664.80	Motor (tray 4 pick) does not turn on.	See “Optional tray pick drive failure service check” on page 145.
664.81	Motor (tray 4 pick) does not turn off.	
664.82	Motor (tray 4 pick) speed did not ramp up to the required level.	
664.83	Motor (tray 4 pick) has stalled.	
664.84	Motor (tray 4 pick) ran too slow.	
664.85	Motor (tray 4 pick) ran too fast.	
664.86	Motor (tray 4 pick) ran too long.	See “ADF cover error service check” on page 151.
680.10	ADF cover was open during an ADF job.	

Engine error service check

Action	Yes	No
Step 1 Restart the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the right cover. See “Right cover removal” on page 236. b Reseat all the cables on the controller board. c Check the controller board contacts and pins for damage. Is the controller board free of damage?	Contact the next level of support.	Go to step 3.
Step 3 Replace the controller board. See “Controller board removal” on page 243. Does the problem remain?	Contact the next level of support.	The problem is solved.

Printhead communication error service check

Action	Yes	No
Step 1 Restart the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the top cover. See “Top cover removal” on page 301. b Remove the right cover. See “Right cover removal” on page 236. c Reseat the printhead cable from the printhead and the controller board. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Update the firmware to the latest version. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the printhead and its cables for damage and improper installation. Is the printhead free of damage and properly installed?	Contact the next level of support.	Go to step 5.
Step 5 Reinstall or replace the printhead. See “Printhead removal” on page 304. Installation note: Perform all the mechanical and electronic adjustments to the printhead after replacing it. See “Printhead assembly adjustment” on page 220. Does the problem remain?	Contact the next level of support.	The problem is solved.

ADF cover error service check

Action	Yes	No
Step 1 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF top door interlock). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 2.

Action	Yes	No
Step 2 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 3.
Step 3 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Procedure before starting the 9yy service checks

Retrieve certain information that helps your next level of support in diagnosing the problem before replacing the controller board.

Warning—Potential Damage: Do not replace the controller board unless instructed by your next level of support.

- 1 Collect the history information and firmware logs (Fwdebug and logs.tar.gz) from the SE menu.
- 2 Collect the settings from the Menu Settings Page.
- 3 Collect information from the user.

Note: Not all of the items are retrievable from the printer that you are working on.

A. Collecting the history information from the SE menu

Note: Make sure that your printer is connected to a network or to a print server.

- 1 Open a web browser, type **http://printer_IP_address/se**, and then press **Enter**.

Notes:

- **printer_IP_address** is the TCP/IP address of the printer.
- **se** is required to access the printer diagnostic information.

- 2 Click **History Information**, copy all information, and then save it as a text file.
- 3 E-mail the text file to your next level of support.

B. Collecting the firmware logs (Fwdebug and logs.tar.gz) from the SE menu

Notes:

- Make sure that your printer is connected to a network or to a print server.

- Some printers are designed to restart automatically after a 9yy error. On these printers, you can retrieve the secondary crash code information using the SE menu.

1 Open a web browser, type **http://printer_IP_address/se**, and then press **Enter**.

2 Click **Logs Gzip Compressed**.

Note: A logs.tar.gz file is saved to the Downloads folder. The file may take several minutes to save. You may rename the file if a logs.tar.gz already exists in the Downloads folder.

3 E-mail the logs to your next level of support.

Note: To download the FWdebug log to a flash drive, see [“General SE Menu” on page 191](#).

C. Collecting the settings from the Menu Settings Page

Note: The Menu Settings Page is different for each printer. For more information, see the *User's Guide*. Your next level of support will tell you which page they want to see.

Copying the Menu Settings Page from the Embedded Web Server (EWS)

Note: Make sure that your printer is connected to a network or to a print server.

- 1** Open a web browser, type **http://printer_IP_address**, and then press **Enter**.
- 2** Click Settings, and then select one of the settings pages from the links shown on the page.
- 3** Copy all the information, and then save it as a text file.
- 4** E-mail the text file to your next level of support.

Printing the Menu Settings Page

- 1** From the home screen, navigate to:
Reports > Menu Settings Page
- 2** Print the Menu Settings Page, and then use Scan to E-mail to send it to your next level of support.

D. Collecting information from the user

Ask the user for information about the following:

- Print job being run
- Operating system being used
- Print driver being used
- Other information on what was happening when the 9yy error occurred

900 errors

900 error messages

Error code	Description	Action
900.xx	RIP firmware errors	Go to “900 error service check” on page 154 .

900 error service check

Action	Yes	No
Step 1 a Perform a POR. b Check if a 900.xx error code appears on the display. Does a 900.xx error code appear?	Go to step 4.	Go to step 2.
Step 2 Check if another type of error code appears instead of the 900.xx error code. Does a different error code appear?	Go to step 3.	Go to step 4.
Step 3 See the error code and its service instructions in the printer <i>Service Manual</i> . Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Turn off the printer. b At the rear of the printer, disconnect the network cable, USB cable, and fax line. c Turn on the printer. Does the problem remain?	Go to step 12.	Go to step 5.
Step 5 a From the control panel, navigate to the Reports menu. b Select Device Statistics and Device Settings . Does the problem remain?	Go to step 12.	Go to step 6.
Step 6 Check if the printer has a scanner. Does the printer have a scanner?	Go to step 7.	Go to step 8.
Step 7 Using the scanner, perform a one-page copy job in color. Does the problem remain?	Go to step 12.	Go to step 8.
Step 8 a Turn off the printer. b At the rear of the printer, connect the network cable, USB cable, and fax line. c Turn on the printer. Does the problem remain?	Go to step 9.	Go to step 10.

Action	Yes	No
Step 9 a Start the printer in Invalid engine mode . See “Entering Invalid engine mode” on page 189 . b Check if an Invalid Engine Code message appears. Does an Invalid Engine Code message appear?	Go to step 10.	Contact the next level of support.
Step 10 Using the Device Settings report that is printed in step 5, check if the firmware level is older than the latest available version. Is the firmware version older, and does the customer agree to update the firmware?	Go to step 11.	Contact the next level of support.
Step 11 Update the firmware to the latest version. Does the problem remain?	Go to step 12.	The problem is solved.
Step 12 a Turn off the printer. b Make sure that all the cables on the controller board and scanner are properly connected. c Turn on the printer. d From the control panel, navigate to the Reports menu, and then select Device Statistics and Device Settings . e For MFPs, perform a one-page copy and scan job in color. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check if the printer has any of the following components installed: <ul style="list-style-type: none"> • Memory options • Fax card • Modem • Wireless and network option cards Is any of the components installed?	Go to step 14.	Go to step 17.
Step 14 a Turn off the printer. b Remove all the installed components. c Turn on the printer. Does the problem remain?	Go to step 17.	Go to step 15.

Action	Yes	No
Step 15 a Turn off the printer. b Install the following components one at a time: <ul style="list-style-type: none"> • Memory options • Fax card • Modem • Wireless and network option cards Note: Make sure to perform a POR after installing each component. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 a Turn off the printer. b Replace the components that caused the error. c Turn on the printer. Does the problem remain?	Go to step 17.	The problem is solved.
Step 17 Replace the controller board. See “Controller board removal” on page 243 . Does the problem remain?	Contact the next level of support.	The problem is solved.

95y errors

950–953 error messages

Error code	Description	Action
950.10	An NVRAM mismatch error occurred.	See “NVRAM mismatch failure service check” on page 156 .
953.99	A control panel NVRAM error occurred.	

NVRAM mismatch failure service check

Warning—Potential Damage: To avoid NVRAM mismatch issues, replace only one of the following components at a time:

- Control panel
- Controller board

To replace a component and to test whether the problem is resolved:

1 Replace the affected component.

Warning—Potential Damage: Do not perform a Power-On Reset (POR) until the problem is resolved. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

2 Enter the Diagnostics menu. The Diagnostics menu allows you to use temporarily the replacement part.

Warning—Potential Damage: Some printers perform automatically a POR if the Diagnostics menu is not opened within five seconds. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

3 Use the Diagnostics menu to test the replacement part. Perform a feed test to check if the problem is resolved.

- If the problem is not resolved—Turn off the printer, and then install the old part.
- If the problem is resolved—Perform a POR.

Action	Yes	No
Step 1 Check if the control panel was recently replaced. Was the control panel recently replaced?	Go to step 2.	Go to step 4.
Step 2 Replace the current control panel with the original control panel. See “Control panel cover and board removal” on page 265. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Replace the original control panel with a new control panel. Note: Make sure that the new control panel is not previously installed from another printer. Does the problem remain?	Contact the next level of support.	The problem is solved.
Step 4 Check if the controller board was recently replaced. Was the controller board recently replaced?	Go to step 5.	Contact the next level of support.
Step 5 Replace the current controller board with the original controller board. See “Controller board removal” on page 243. Does the problem remain?	Go to step 6.	The problem is solved.

Action	Yes	No
Step 6 Replace the original controller board with a new controller board. Note: Make sure that the new controller board is not previously installed from another printer. Does the problem remain?	Contact the next level of support.	The problem is solved.

ADF/Scanner hardware errors

84y errors

840-843 error messages

Error code	Description	Action
840.01	The scanner was manually disabled by the Admin or user.	See “Scanner disabled error service check” on page 159.
840.02	The scanner was automatically disabled by the printer due to too many errors.	
842.00	There was a scanner communication failure (No Response) error detected.	See “Flatbed scanner failure service check” on page 159.
842.01	There was a scanner communication failure (HW protocol) error detected.	
842.02	There was a scanner communication failure (Logical protocol) error detected.	
843.00	The flatbed scanner failed to reach its home position.	
843.01	A scanner mechanical failure was detected at the ADF.	See “ADF scanner failure service check” on page 160.

Scanner disabled error service check

Action	Yes	No
Step 1 From the control panel, navigate to Settings > Maintenance > Configuration menu > Scanner Configuration . Set Disable Scanner to Enabled. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the right cover. See “Right cover removal” on page 236 . b Check the ADF and scanner cables for damage. Are the cables free of damage?	Go to step 3.	Contact the next level of support.
Step 3 Reseat the ADF and scanner cables from the controller board. Does the problem remain?	Contact the next level of support.	The problem is solved.

Flatbed scanner failure service check

Action	Yes	No
Step 1 Restart the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the right cover. See “Right cover removal” on page 236 . b Check the scanner cables for damage. Are the cables free of damage?	Go to step 3.	Contact the next level of support.
Step 3 Reseat the scanner cables from the controller board. Does the problem remain?	Contact the next level of support.	The problem is solved.

ADF scanner failure service check

Action	Yes	No
Step 1 Restart the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove the right cover. See “Right cover removal” on page 236 . b Check the ADF cables for damage. Are the cables free of damage?	Go to step 3.	Contact the next level of support.
Step 3 Reseat the ADF cables from the controller board. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Replace the ADF assembly. Does the problem remain?	Contact the next level of support.	The problem is solved.

Other symptoms

Fax symptoms

Fax symptoms

Symptom	Action
No dial tone.	See “Modem/fax card service check” on page 161 .
The printer does not connect to a fax machine.	The fax machine is turned off. Ask the fax recipient to check the machine.
Incoming fax has blank spaces or poor quality.	See “Blank spaces on incoming fax service check” on page 162 .
Incoming fax has stretched words.	See “Stretched words on incoming fax service check” on page 162 .
The printer does not transmit faxes.	See “Fax transmission service check” on page 163 .
The printer does not receive faxes.	See “Fax reception service check” on page 165 .

Modem/fax card service check

Action	Yes	No
Step 1 Check if the telephone cable is properly connected to the modem card and electrical outlet. Is the cable properly connected to the modem card and electrical outlet?	Go to step 2.	Go to step 3.
Step 2 Connect the telephone cable to the modem card and electrical outlet. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check if the telephone cable can make and receive calls. Is the phone line properly working?	Go to step 5.	Go to step 4.
Step 4 Connect the printer to a properly functioning telephone jack. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Make sure that the modem cable is properly connected to the modem card and to the JFAX2 connector on the controller board. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Replace the fax card. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check the voltages values of the following pins on the JFAX2 connector on the controller board: <ul style="list-style-type: none"> • Pin 2: +3.3 V dc • Pin 3: +3.3 V dc • Pin 5: +5 V dc • Pin 7: Ground • Pin 9: Ground • Pin 11: Ground • Pin 13: Ground Are the voltage values approximately the same?	Contact the next level of support.	Go to step 8.

Action	Yes	No
Step 8 Replace the controller board. See “Controller board removal” on page 243 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Blank spaces on incoming fax service check

Actions	Yes	No
Step 1 Receive fax from another machine. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Attach the printer to a different telephone line. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Print a test page. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Install a new toner cartridge. Does the problem remain?	Contact the next level of support.	The problem is solved.

Stretched words on incoming fax service check

Actions	Yes	No
Receive fax from another machine. Does the problem remain?	Contact the next level of support.	The problem is solved.

Fax transmission service check

Actions	Yes	No
Step 1 Reseat the telephone cable on the LINE port of the printer and on the wall jack. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check for a dial tone. Is there a dial tone?	Go to step 3.	Go to step 5.
Step 3 Check if the telephone line can send and receives calls. Is the phone line properly working?	Go to step 6.	Go to step 4.
Step 4 Check if the telephone line is free of static or external noise. Is the line free of static or external noise?	Go to step 6.	Go to step 5.
Step 5 Connect the telephone cable to a working wall jack. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a From the home screen, navigate to Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls > Enable Fax Receive . b Select On . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a From the home screen, navigate to Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls > Answer on . b Select a ring pattern. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check if the telephone line is analog. Is the line analog?	Go to step 11.	Go to step 9.

Actions	Yes	No
Step 9 Check if the telephone line is a VOIP line. Is the line VOIP?	Go to step 11.	Go to step 10.
Step 10 Ask the system administrator to check if the VOIP server is configured to receive faxes. Is the server configured to receive faxes?	Go to step 11.	Contact the next level of support.
Step 11 Check if the printer receives a fax from one specific remote device. Does the printer receive a fax from one specific remote device?	Go to step 13.	Go to step 12.
Step 12 Check if a different device can send a fax. Can the device send a fax?	Contact the next level of support.	Go to step 13.
Step 13 a From the home screen, navigate to Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls > Block No Name Fax . b Select Off . Does the problem remain?	Go to step 14.	The problem is solved.
Step 14 a From the home screen, navigate to Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls > Banned Fax List . b Check if the remote device number is on the list. Is the number on the list?	Go to step 15.	Go to step 16.
Step 15 Remove the remote device number from the list. Does the problem remain?	Go to step 16.	The problem is solved.
Step 16 a Enter the Service Engineer menu, and then navigate to: Fax SE > Modem Settings > Receive Thresh b Adjust the setting in steps of 2 dB. Note: The recommended adjustment range is between -33 dB and -48 dB. Does the problem remain?	Go to step 17.	The problem is solved.

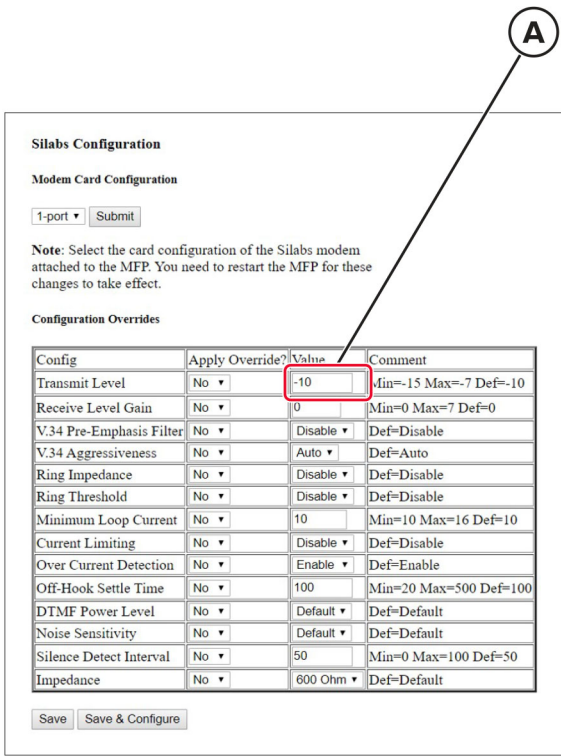
Actions	Yes	No
Step 17 a Enter the Service Engineer menu, and then navigate to: Fax SE > Fax Settings > AutoPrint T30 Logs b Check the reported error code. See “Fax error log codes” on page 167 . c Perform the action suggested for the error. Does the problem remain?	Contact the next level of support.	The problem is solved.

Fax reception service check

Note: Before performing this service check, make sure that the correct country code is selected.

Actions	Yes	No
Step 1 Reseat the telephone cable on the LINE port of the printer and on the wall jack. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the telephone line can send and receive calls. Is the phone line properly working?	Go to step 4.	Go to step 3.
Step 3 Connect the telephone cable to a working wall jack. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check if the telephone line is analog. Is the telephone line analog?	Go to step 7.	Go to step 5.
Step 5 Check if the telephone line is a VOIP line. Is the line VOIP?	Go to step 6.	Go to step 7.
Step 6 Ask the system administrator to verify if the VOIP server is configured to receive faxes. Is the server configured to receive faxes?	Go to step 7.	Contact the next level of support.

Actions	Yes	No
Step 7 Check if the printer is on a PABX. Is the printer on a PABX?	Go to step 9.	Go to step 8.
Step 8 a From the home screen, navigate to Settings > Fax > Analog Fax Setup > Fax Send Settings > Behind a PABX . b Select Yes . Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a From the home screen, navigate to Settings > Fax > Analog Fax Setup > Fax Send Settings > Behind a PABX . b Select No . c Check if access to an outside line needs a dial prefix. Does access to an outside line need a dial prefix?	Go to step 10.	Go to step 11.
Step 10 Send a fax using a dial prefix. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Check if the printer sends a fax to one specific destination. Does the printer send a fax to one specific destination?	Go to step 13.	Go to step 12.
Step 12 Check if the device that does not receive a fax can send a fax. Can the device send a fax?	Go to step 13.	Contact the next level of support.
Step 13 a Enter the Service Engineer menu, and then navigate to: Fax SE > Fax Settings > AutoPrint T30 Logs b Check the reported error code. See “Fax error log codes” on page 167 . c Perform the action suggested for the error. Does the problem remain?	Go to step 14.	The problem is solved.

Actions	Yes	No
<p>Step 14</p> <p>a Open a web browser and then type https://<IP address>/se.</p> <p>b Navigate to: Fax > Settings > Silabs Configuration</p> <p>c Adjust the Transmit Level setting (A) in steps of ± 1 dB.</p>  <p>The screenshot shows the 'Silabs Configuration' page. Under 'Modem Card Configuration', there is a dropdown set to '1-port' and a 'Submit' button. A note states: 'Note: Select the card configuration of the Silabs modem attached to the MFP. You need to restart the MFP for these changes to take effect.' Below this is the 'Configuration Overrides' table. The first row, 'Transmit Level', has 'Apply Override?' set to 'No', and the 'Value' field is highlighted with a red box and labeled 'A'. The 'Value' field contains '-10'. The 'Comment' column for this row says 'Min=-15 Max=-7 Def=-10'. Other rows include 'Receive Level Gain', 'V.34 Pre-Emphasis Filter', 'V.34 Aggressiveness', 'Ring Impedance', 'Ring Threshold', 'Minimum Loop Current', 'Current Limiting', 'Over Current Detection', 'Off-Hook Settle Time', 'DTMF Power Level', 'Noise Sensitivity', 'Silence Detect Interval', and 'Impedance'.</p>	Contact the next level of support.	The problem is solved.
Does the problem remain?		

Fax error log codes

Error code	Description	Action
000	No error occurred during a fax transmission.	No action is needed.
200	An error occurred when transmitting training.	<ul style="list-style-type: none"> Check the line quality. Select a lower Max Speed value under the Fax Send settings. Adjust the transmit level.
3XX	An error occurred when receiving an image data.	<ul style="list-style-type: none"> Check the line quality. Adjust the Receive Threshold. Select a lower Max Speed value under the r Fax Receive settings.

Error code	Description	Action
4XX	An error occurred when sending an image data.	<ul style="list-style-type: none"> • Check the line quality. • Adjust the Transmit Level. • Select a lower Max Speed value under the Fax Receive settings.
5XX	An unknown response is received from a remote fax device.	No action is needed. The issue is with the other device.
6XX	An error occurred when receiving a frame.	<ul style="list-style-type: none"> • Check the line quality. • Adjust the Receive Threshold.
7XX	An error occurred when sending a frame.	<ul style="list-style-type: none"> • Check the line quality. • Adjust the Transmit Level. • Select a lower Max Speed value under the Fax Send settings.
800	An EOT was unexpectedly received from the modem in V34 mode.	If the error persists, then disable the V34 modulation scheme.
802	Too many time-outs occurred during ECM reception.	If the error persists, then disable the ECM mode.
803	Fax cancelled by the user.	No action is needed.
804	Unexpectedly received a disconnect command from the remote end.	<ul style="list-style-type: none"> • Check the line quality. • Adjust the Transmit Level or Receive Threshold setting. • The remote device could be requesting an unsupported feature.
805	The remote fax device failed to respond to the DCS command.	<ul style="list-style-type: none"> • Adjust the Transmit Level or Receive Threshold setting. • The remote device could be malfunctioning.
808	T1 timeout occurred when trying to establish a connection with a remote fax device.	Adjust the Transmit Level or Receive Threshold setting.
809	T2 Timeout occurred due to loss of command/response synchronization.	Adjust the Transmit Level or Receive Threshold setting.
80A	T5 Timeout occurred when transmitting image data to remote fax device.	<ul style="list-style-type: none"> • Check line quality. • Adjust the Transmit Level setting • Decrease the Max Speed setting under Fax Send settings.
80B	Too many errors when transmitting in ECM mode.	<ul style="list-style-type: none"> • Check line quality. • Adjust the Transmit Level setting • Select a lower 'Max Speed' value under Fax Send settings.

Error code	Description	Action
80C	Remote device failed to respond to the CTC command.	<ul style="list-style-type: none"> Decrease the Max Speed setting under Fax Send settings. Adjust the Transmit Level setting
80D	Received too many requests from remote end to repeat the previous command sent.	<ul style="list-style-type: none"> Check line quality. Adjust the Transmit Level setting Check if line conditions on remote end will facilitate a good connection.
80E	Functional limitation-Remote fax device does not support G3 receive capability.	No action needed. Issue with the remote device.
811	Failed to detect a fax device at the remote end.	<ul style="list-style-type: none"> Verify MFD is answering to fax call and not a voice call. Decrease the Rings To Answer setting.
812	No more data rates available in V34 modulation scheme.	Decrease the modulation scheme.
813	Timeout occurred after waiting too long to receive a good frame.	Adjust the Receive Threshold setting.
814	Tried too many times at selected speed using V34 modulation scheme.	<ul style="list-style-type: none"> Adjust the Transmit Level setting. Decrease the modulation scheme.
815	Fax transmission was interrupted due to power failure.	Troubleshoot MFP if error persists. See “Modem/fax card service check” on page 161.
818	Fax transmission failed due to insufficient memory to store scanned image.	Adjust the Memory Use setting to allocate more memory for send jobs.
819	Fax transmission failed due to insufficient memory to store received image.	Adjust the Memory Use setting to allocate more memory for receive jobs.
81A	A timeout occurred during transmission of a page in ECM mode.	Decrease the Max Speed setting under Fax Send settings.
880	Failure to transmit training successfully in V17, V29, V27 terminal modulation schemes.	<ul style="list-style-type: none"> Decrease the Max Speed setting under Fax Send settings. Adjust the Transmit Level setting. Check line quality.
881	Failure to transmit training successfully in V33, V29, V27 terminal modulation schemes.	<ul style="list-style-type: none"> Decrease the Max Speed setting under Fax Send settings. Adjust the Transmit Level setting. Check line quality.
882	Failure to transmit training successfully in V17, V29 terminal modulation schemes.	<ul style="list-style-type: none"> Decrease the Max Speed setting under Fax Send settings. Adjust the Transmit Level setting. Check line quality.

Error code	Description	Action
883	Failure to transmit training successfully in V17, V27 terminal modulation schemes.	<ul style="list-style-type: none"> • Decrease the Max Speed setting under Fax Send settings. • Adjust the Transmit Level setting. • Check line quality.
884	Failure to transmit training successfully in V29, V27 terminal modulation schemes.	<ul style="list-style-type: none"> • Decrease the Max Speed setting under Fax Send settings. • Adjust the Transmit Level setting. • Check line quality.
885	Failure to transmit training successfully in V17 terminal modulation scheme.	<ul style="list-style-type: none"> • Decrease the Max Speed setting under Fax Send settings. • Adjust the Transmit Level setting. • Check line quality.
886	Failure to transmit training successfully in V29 terminal modulation scheme.	<ul style="list-style-type: none"> • Decrease the Max Speed setting under Fax Send settings. • Adjust the Transmit Level setting. • Check line quality.
887	Failure to transmit training successfully in V27 terminal modulation scheme.	<ul style="list-style-type: none"> • Decrease the Max Speed setting under Fax Send settings. • Adjust the Transmit Level setting. • Check line quality.
888	Failure to transmit training successfully at 2400 bps in V27 terminal modulation scheme.	<ul style="list-style-type: none"> • Adjust the Transmit Level setting. • Check line quality.
889	Failed to connect at the minimum speed supported by the MFP.	<ul style="list-style-type: none"> • Adjust the Transmit Level setting. • Incompatible connection.
88A	Failed to connect using V.34 modulation scheme.	<ul style="list-style-type: none"> • Check line quality. • Decrease the modulation scheme. • Adjust the Transmit Level or Receive Threshold settings.
901	No fax tones detected from remote end.	<ul style="list-style-type: none"> • Verify destination phone number. • Verify that the remote fax is authorized to receive faxes.
902	No dial tone detected.	<ul style="list-style-type: none"> • Check by enabling Behind a PABX setting. • Check phone line. • Check MFD modem hardware.
903	Busy tone detected.	Check with remote end if successive attempts fail.
904	Hardware error detected.	See “Modem/fax card service check” on page 161.

Error code	Description	Action
905	A timeout occurred after dialing the number and waiting for a response.	Check with remote end if successive attempts fail.
906	Fax cancelled by user.	No action needed.
907	Modem detected a digital line connection.	Verify that the MFP is connected to an analog line. See “Fax transmission service check” on page 163 .
908	Phone line was disconnected	Restore phone line connection.
A00	Received request for unsupported function from remote fax device.	No action needed.
A01	Received request for unsupported image width from remote fax device.	No action needed.
A02	Received request for unsupported image resolution from remote fax device.	No action needed.
A03	Received request for unsupported compression type from remote fax device.	No action needed.
A04	Received request for unsupported image length from remote fax device.	No action needed.
F00	Unknown error occurred.	No action needed.

Base printer symptoms

Base printer symptoms

Symptom	Action
The printer does not turn on even when powered on from a proper electrical outlet.	See “Dead printer service check” on page 171 .
The display does not respond when touching the icons.	See “Unresponsive control panel or display service check” on page 172 .
The display shows a blank screen.	

Dead printer service check

A dead printer is a printer that when powered on from a well-grounded electrical outlet, does not show any light indication in the display or any movement of the fans or motors.

Warning—Potential Damage: Observe all necessary ESD precautions when removing and handling the controller board or any installed optional cards or assemblies.

Note: Before performing the check, remove any input or output option from the printer.

Action	Yes	No
Step 1 Turn on the printer. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check the power voltage. Is the proper line voltage used?	Go to step 4.	Go to step 3.
Step 3 Plug the power cord into the correct line voltage socket. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the power cord for damage. Is the power cord free of damage?	Go to step 6.	Go to step 5.
Step 5 Replace the power cord. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Turn off the printer. Check the power supply connector on the controller board for damage and improper connection. Is the power supply connector free of damage and properly connected?	Go to step 8.	Go to step 7.
Step 7 Reseat or replace the cable. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Perform the power supply service check. See “LVPS service check” on page 134 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Unresponsive control panel or display service check

Warning—Potential Damage: Observe all necessary ESD precautions when removing and handling the controller board or any installed optional cards or assemblies.

Note: Before performing the check, make sure that the printer is not in Sleep Mode..

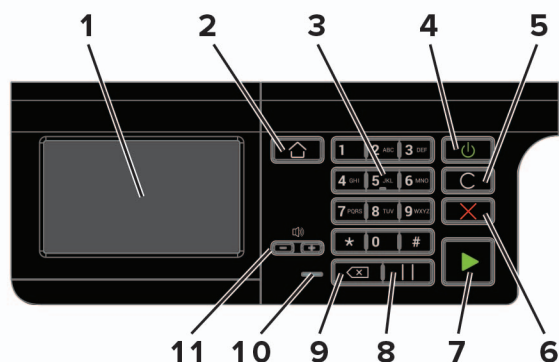
Action	Yes	No
Step 1 Wake the printer from Sleep Mode. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 If the control has a LED indicator, check the LED indicator. Is the LED indicator blinking red or blue?	Go to step 3.	Go to “LVPS service check” on page 134
Step 3 Turn off the printer. Check the control panel cable for proper connection to the controller board. Is the control panel cable properly connected?	Go to step 5.	Go to step 4.
Step 4 Reseat the cable. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Remove the control panel without removing the cable. Check the cable for improper connection to the control panel. Is the cable properly connected?	Go to step 7.	Go to step 6.
Step 6 Reseat the cable. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check the control panel cable for damage. Is the control panel cable free of damage?	Go to step 9.	Go to step 8.
Step 8 Replace the cable. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 Check the display card (UICC) cable for proper connection to the control panel board. Is the display card cable properly connected?	Go to step 11.	Go to step 10.

Action	Yes	No
Step 10 Reseat the cable. Does the problem remain?	Go to step 11.	The problem is solved.
Step 11 Check the display card cable for damage. Is the display card cable free of damage?	Contact the next level of support.	Go to step 12.
Step 12 Replace the control panel. Does the problem remain?	Contact the next level of support.	The problem is solved.

Service menus

Understanding the printer control panel

Using the printer control panel



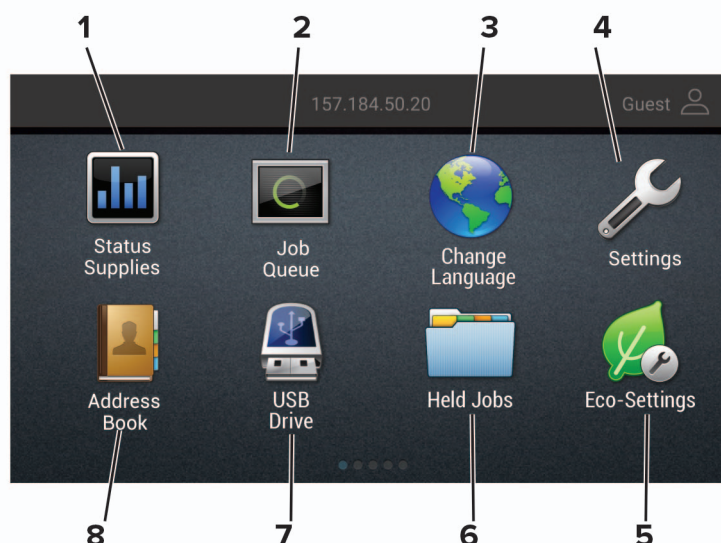
	Use the	To
1	Display	<ul style="list-style-type: none"> View the printer messages and supply status. Set up and operate the printer.
2	Home button	Go to the home screen.
3	Numeric keypad	Enter numbers or symbols in an input field.
4	Power button	Turn on or turn off the printer. Note: To turn off the printer, press and hold the power button for five seconds.
5	Clear all or Reset button	Reset the default settings of a function such as copying, faxing, or scanning.
6	Stop or Cancel button	Stop the current printer task.
7	Start button	Start a printer task, depending on which mode is selected.
8	Pause button	Place a dial pause in a fax number.
9	Backspace button	Move the cursor backward and delete a character in an input field.
10	Indicator light	Check the printer status.
11	Volume buttons	Adjust the speaker volume.

Understanding the status of the power button and indicator light

Indicator light	Printer status
Off	The printer is off or in Hibernate mode.
Blue	The printer is ready or processing data.
Red	The printer requires user intervention.
Power button light	Printer status
Off	The printer is off, ready, or processing data.
Solid amber	The printer is in sleep mode.
Blinking amber	The printer is in hibernate mode.

Using the home screen

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



Touch	To
1	Status/Supplies <ul style="list-style-type: none"> • Show a warning or error message whenever the printer requires intervention to continue processing. • View more information on the printer warning or message, and on how to clear it. Note: You can also access this setting by touching the top section of the home screen.
2	Job Queue <p>Show all the current print jobs.</p> Note: You can also access this setting by touching the top section of the home screen.
3	Change Language
4	Settings
5	Eco-Settings
6	Held Jobs
7	USB Drive
8	Address Book

Diagnostics menu

Entering the Diagnostics menu

The Diagnostics menu contains tests that are used to help isolate issues with the printer. To access some of these tests, avoid POST tests that run at POR. Some POST tests can generate errors that prevent a diagnostic test from running.

To access the Diagnostics menu from the home screen, press **** 3 6** on the control panel.

For 2-line control panels, press the left arrow button twice, press **OK**, and then press the right arrow button.

Reports

Device Settings

This report lists all the current printer settings.

Enter the Diagnostics menu, and then navigate to:

Reports > Device > Device Settings

For non-touch-screen printer models, press  to navigate through the settings.

Installed Licenses

This setting lists all the installed licenses and their feature data.

Enter the Diagnostics menu, and then navigate to:

Reports > Licenses > Installed Licenses

For non-touch-screen printer models, press  to navigate through the settings.

Advanced Print Quality Samples

This setting prints a list of the printer settings and sample pages to check print quality.

Enter the Diagnostics menu, and then navigate to:

Advanced Print Quality Samples > Advanced Print Quality Test Pages

For non-touch-screen printer models, press  to navigate through the settings.

Format Fax Storage

This setting deletes stored fax jobs.

- 1 Enter the Diagnostics menu, and then navigate to:

Format Fax Storage > Format Fax Storage

For non-touch-screen printer models, press  to navigate through the settings.

- 2 Press  or touch **Start**.

Event log

Display Log

This setting displays the panel text that appears when the event occurs.

Enter the Diagnostics menu, and then navigate to:

Event Log > Display Log

Print Log

This setting lists an extended version of the various printer events.

- 1 Enter the Diagnostics menu, and then navigate to:

Event Log > Print Log

- 2 Touch **Start**.

Note: The events that appear in the report vary depending on the operational history of the printer.

Print Log Summary

This setting lists a brief summary of the various printer events.

- 1 Enter the Diagnostics menu, and then navigate to:

Event Log > Print Log Summary

- 2 Touch **Start**.

Note: The events that appear in the report vary depending on the operational history of the printer.

Mark Log

This setting allows you to create a service, maintenance, or custom log entry. Each log entry is added in the printer event log.

- 1 Enter the Diagnostics menu, and then navigate to:

Event Log > Mark Log

- 2 Select a log that you want to create, and then touch **Start**.

Input tray quick print

This setting lets you print a single or continuous Quick Test page in either duplex or simplex mode.

- 1 Enter the Diagnostics menu, and then touch **Input tray quick print**.
- 2 Select where you want to print the pages from.
- 3 Select whether to print a single or continuous test page, and then touch **Start**.

Output bin quick feed

This setting allows you to send a single or continuous test page to a bin.

For non-touch-screen printer models, press  to navigate through the settings.

- 1 Enter the Diagnostics menu, and then touch **Output bin quick feed**.
- 2 Select where you want to send the test page.
- 3 Select whether to send a single or continuous test page, and then touch **Start**.

Printer Setup

Printed page count (mono)

This setting displays the amount of pages printed in mono.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the printed page count for mono.

Permanent page count

This setting displays the total number of pages printed in mono and color. After all the print tests are completed, this value resets to zero.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the permanent page count.

Enable edge-to-edge (printing)

This setting shifts all four margins to the physical edges of the page.

Note: Contamination of the second transfer roller may result from printing up to the physical edges of the page.

- 1 Enter the Diagnostics menu, and then navigate to:
Printer Setup > Enable edge-to-edge (printing)
- 2 Select a setting to adjust.

Note: This feature does not work in PPDS emulation.

Enable edge-to-edge (copy)

This setting determines whether the printer accepts the ADF or flatbed edge erase value when performing an ADF or flatbed copy.

- 1 Enter the Diagnostics menu, and then navigate to:
Printer Setup > Enable edge-to-edge (copy)
- 2 Select a setting to adjust.

Processor ID

This setting indicates the ID of the processor on the controller board.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the processor ID.

Serial number

This setting displays a read-only value of the serial number.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the serial number.

Model name

This setting displays the model name of the printer.

- 1 Enter the Diagnostics menu, and then touch **Printer Setup**.
- 2 View the model name.

Engine setting [x]

Warning—Potential Damage: Do not change this setting without specific instructions from the next level of support.

This setting allows you to select a printer engine setting. Possible values are 0–255. 0 is the default.

- 1 Enter the Diagnostics menu, and then navigate to:
Printer Setup > Engine setting [x]
- 2 Select a setting, enter a value, and then touch **OK**.

EP setup

Warning—Potential Damage: Do not change this setting without specific instructions from the next level of support.

This setting allows you to adjust the EP setup of the printer.

- 1 Enter the Diagnostics menu, and then navigate to:

Printer Setup > EP setup

- 2 Select a setting.

Printer diagnostics and adjustments

Sensor tests

- 1 Enter the Diagnostics menu, and then touch **Printer diagnostics & adjustments**.

- 2 From the Sensor tests section, touch **Start**.

A dialog listing the sensor tests appears.

- 3 Find, and then manually toggle the sensor.

Notes:

- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.

Motor tests

- 1 Enter the Diagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Motor tests

- 2 Select a motor, and then touch **Start**.

Notes:

- If the motor is activated, then it is properly working.
- Some motors require automatic deactivation in order to avoid secondary issues such as possible damage and contamination.
- Some tests require a special action to activate a motor such as removing a major component.
- If the motor fails, the test failure may not indicate a failed motor. Further troubleshooting may be required. Check the boards and cables for possible issues.

Registration adjust

This setting lets you adjust the skew, margins, or perform a Quick Test.

- 1 Enter the Diagnostics menu, and then navigate to:

Printer diagnostics & adjustments > Registration adjust

- 2 Select a setting to adjust.

Memory tests

This setting lets you test or flash the printer memory or test or format the printer hard disk.

- 1 Enter the Diagnostics menu, and then navigate to:
Printer diagnostics & adjustments > Memory tests

- 2 Select a setting.

Add-on cards tests

This setting allows you to test the add-on cards installed on the printer.

- 1 Enter the Diagnostics menu, and then navigate to:
Printer diagnostics & adjustments > Add-on cards tests

- 2 Select a card.

Universal Override

This setting allows the user to feed custom media sizes to a Custom Media Tray.

For non-touch-screen printer models, press  to navigate through the settings.

- 1 Enter the Diagnostics menu, and then navigate to:
Printer diagnostics & adjustments > Universal Override

- 2 Select a setting to adjust.

Scanner diagnostics

Feed Test

This test allows for a continuous feed from the ADF or flatbed.

- 1 Enter the Diagnostics menu, and then navigate to:
Scanner diagnostics > Feed Test

- 2 Select a paper size.

- 3 From the Feed Test section, touch **Start**.

Sensor tests

This test verifies the status of the scanner sensors.

- 1 Enter the Diagnostics menu, and then touch **Scanner diagnostics**.

- 2 From the Sensor tests section, touch **Start**.

A dialog listing the sensor tests appears.

- 3 Find, and then manually toggle the sensor.

Notes:

- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.

List of sensor tests

Test	Procedure to perform before the test
FB CCD home	--
ADF closed	Open the ADF.
ADF media present	Open the ADF top cover.
ADF pick	
ADF deskew	
ADF 1st scan	
ADF 2nd scan	--
ADF top door interlock	Open the ADF top cover.
ADF calibration strip home	--


Motor tests

1 Enter the Diagnostics menu, and then select navigate to:

Scanner diagnostics > Motor tests

2 Select a motor, and then touch **Start**.

Notes:

- If the motor is activated, then it is properly working.
- Some motors require automatic deactivation in order to avoid secondary issues such as possible damage and contamination.
- Some tests require a special action to activate a motor such as removing a major component.
- If the motor fails, the test failure may not indicate a failed motor. Further troubleshooting may be required. Check the boards and cables for possible issues.
- To stop a running motor in non-touch-screen printer models, press .

List of motor tests

Test	Procedure to perform before the test	What to check if the motor is properly working
FB Scanner	Open the top cover.	The CCD moves to the selected paper size.
Run ADF transport Forward	Open the ADF top cover.	The ADF transport roller turns.
Stop ADF transport		The ADF transport roller stops turning.
ADF pick		The ADF pick roller turns.

Scanner Calibration Reset

Before starting the test, make sure that the scanner glass and backing material are clean. For more information, go to [“Cleaning the scanner” on page 344](#).

- 1 Enter the Diagnostics menu, and then touch **Scanner diagnostics**.
- 2 From the Sensor Calibration Test section, touch **Start**.

To verify the result, do the following:

- 1 Load the ADF with a document containing light and dark content.
- 2 Print a two-sided copy of the document.

Notes:

- If the back side of the copy has vertical streaks, then clean the scanner glass and backing material, and then print another copy.
- If the streaks still appear, then repeat the cleaning and verification procedure or replace the ADF.

Controller Calibration

This test must be done when the scanner controller or flatbed scanner is changed.

For non-touch-screen printer models, press  to navigate through the settings.

- 1 Enter the Diagnostics menu, and then navigate to:

Scanner Diagnostics > Controller Calibration

- 2 Press  or touch **Start**.

Additional input tray diagnostics

Sensor tests

- 1 Enter the Diagnostics menu, and then touch **Additional input tray diagnostics**.
- 2 From the Sensor tests section, touch **Start**.
A dialog listing the sensor tests appears.
- 3 Find, and then manually toggle the sensor.

Notes:


- The sensor status on the screen toggles between **1** and **0** when the sensor is properly working.
- If a sensor test fails, the test failure may not indicate a failed sensor. Further troubleshooting may be required. Check the boards and cables for possible issues.

Motor tests

For non-touch-screen printer models, press  to navigate through the settings.

1 Enter the Diagnostics menu, and then navigate to:

Additional input tray diagnostics > Motor tests

2 Select a motor, and then press  or touch **Start**.

Notes:

- If the motor is activated, then it is properly working.
- Some motors require automatic deactivation in order to avoid secondary issues such as possible damage and contamination.
- Some tests require a special action to activate a motor such as removing a major component.
- If the motor fails, the test failure may not indicate a failed motor. Further troubleshooting may be required. Check the boards and cables for possible issues.

Configuration Menu

Menu item	Description
USB Configuration USB PnP 1* 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer.
USB Configuration USB Scan to Local On* Off	Set whether the USB device driver enumerates as a USB Simple device (single interface) or as a USB Composite device (multiple interfaces).
USB Configuration USB Speed Full Auto*	Set the USB port to run at full speed and disable its high-speed capabilities.
Tray Configuration Tray Linking Automatic* Off	Set the printer to link the trays that have the same paper type and paper size settings.
Tray Configuration Show Tray Insert Message Off Only for unknown sizes* Always	Show the Tray Insert message.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Tray Configuration A5 Loading Short Edge* Long Edge	Specify the page orientation when loading A5-size paper.
Tray Configuration Paper Prompts Auto* Multipurpose Feeder Manual Paper Envelope Prompts Auto* Multipurpose Feeder Manual Envelope	Set the paper source that the user fills when a prompt to load paper or envelope appears. Note: For Multipurpose Feeder to appear, set Configure MP to Cassette from the Paper menu.
Tray Configuration Action for Prompts Prompt user* Continue Use current	Set the printer to resolve paper- or envelope-related change prompts.
Reports Menu Settings Page Event Log Event Log Summary	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters Clear Supply Usage History Reset Black Cartridge Counter Reset Black Imaging Unit Counter Reset Maintenance Counter	Reset the supply page counter or view the total printed pages.
Printer Emulations PPDS Emulation Off* On	Set the printer to recognize and use the PPDS data stream.
Fax Configuration Fax Low Power Support Disable Sleep Permit Sleep Auto*	Set the fax chip to enter low-power mode whenever the printer determines that it should.
Print Configuration Font Sharpening 0–150(24*)	Set a text point-size value below which the high-frequency screens are used when printing font data. For example, if the value is 24, then all fonts sized 24 points or less use the high-frequency screens.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Print Configuration Print Density 1–5 (3*) Copy Density 1–5 (3*)	Adjust the toner density when printing or copying documents.
Device Operations Quiet Mode Off* On	Set the printer to operate in Quiet Mode.
Device Operations Panel Menus Enable* Disable	Enable access to the control panel menus.
Device Operations Safe Mode Off* On	Set the printer to operate in a special mode, in which it attempts to continue offering as much functionality as possible, despite known issues. For example, when set to On and the duplex motor is nonfunctional, the printer performs one-sided printing for a two-sided print job.
Device Operations Minimum Copy Memory 20MB* 30MB 50MB 80MB 100MB	Set the memory allocation for storing copy jobs. Note: The values appear only if the amount of installed DRAM is at least twice the amount of the value.
Device Operations Clear Custom Status	Erase user-defined strings for the Default or Alternate custom messages.
Device Operations Clear all remotely-installed messages	Erase messages that were remotely installed.
Device Operations Automatically Display Error Screens On* Off	Show existing error messages on the display after the printer remains inactive on the home screen for a length of time equal to the Screen Timeout setting.
Device Operations Honor orientation on fast path copy Off* On	Enable the printer to use the Orientation setting under the Copy menu when sending quick copy jobs.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Scanner Configuration Scanner Manual Registration Front ADF Registration Rear ADF Registration Flatbed Registration	Manually register the flatbed and ADF after replacing the ADF, scanner glass, or controller board.
Scanner Configuration Edge Erase ADF Edge Erase 0–6 (3*) Flatbed Edge Erase 0–6 (3*)	Set the size, in millimeters, of the no-print area around an ADF or flatbed scan job.
Scanner Configuration Disable Scanner Enabled* Disabled ADF Disabled	Disable the scanner if it is not working properly.
Scanner Configuration Scanner Manual Registration Print Quick Test	Print a test page that shows the scanner margin settings.
Scanner Configuration Tiff Byte Order CPU Endianness* Little Endian Big Endian	Determine the byte order of a TIFF-formatted scan output.
Scanner Configuration Exact Tiff Rows Per Strip On* Off	Set the RowsPerStrip tag value of a TIFF-formatted scan output.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Entering Invalid engine mode

This mode allows the printer to load the correct firmware code.

- 1 Turn off the printer.
- 2 From the control panel, press and hold the **3**, **4**, and **6** while turning on the printer.
- 3 Release the buttons after 10 seconds.

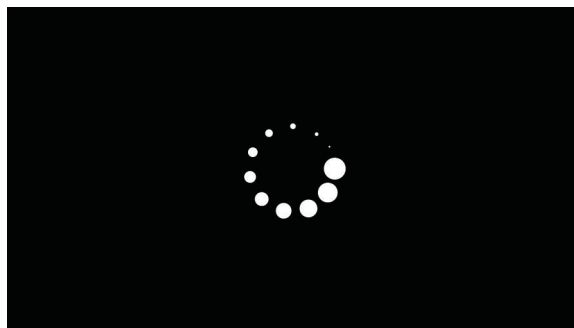
Entering Recovery mode

This mode allows the printer to boot from a secondary set of instructions and flash firmware code. While in this mode, you can only flash firmware code through a USB cable directly connected to a PC.

Depending on your printer model, do any of the following:

For 4.3-inch displays with number pads

- 1** Turn off the printer.
- 2** Press and hold the **2**, **7**, and **8** buttons.
- 3** Turn on the printer.
- 4** When the display shows the following icon, release the buttons.



Service Engineer menu

Entering the Service Engineer (SE) menu

To access the Service Engineer (SE) menu:

- 1 Turn on the printer.
- 2 When the home screen appears, press ** **411** on the control panel.
For 2-line control panels, press the right arrow button twice, press **OK**, and then press the left arrow button.

General SE Menu

- Capture Logs to USB Drive
Note: This setting allows you to save a log file to a USB drive.
- Code Versions
- Debug Level

Network SE Menu

Enter the SE menu, and then select **Network SE Menu**.

Note: Use these settings as directed by the next level of support.

Top-level menu	Intermediate menu
HISTORY	<ul style="list-style-type: none"> • Print History • Mark History
MAC	<ul style="list-style-type: none"> • Set Card Speed • LAA • Keep Alive
NPAP	Print Alerts

Top-level menu	Intermediate menu
TCP/IP	<ul style="list-style-type: none"> • DHCP Request Options • netstat • arp • Allow SNMP Set • MTU • Meditech Mode • RAW LPR Mode • Garp Interval
Wireless Settings	<ul style="list-style-type: none"> • Wireless Performance Enhancement • Unset Wireless Region
Ping Test	<ul style="list-style-type: none"> • Ping Address • Attempts • Packet Size • Ping
Other Actions	<ul style="list-style-type: none"> • ifconfig • IPtables [Firewall Dump] • IP6tables [Firewall Dump] • IPsec Dump
Enable DHCPD Debugging	N/A
Enable wpa-suplicant Debugging	N/A
Enable Ethernet Gigabit	N/A

Fax SE Menu

Use this menu to help resolve fax transmission and reception issues.

Enter the SE menu, and then touch **Fax SE Menu**.

Note: Use these settings as directed by the next level of support.

Note: For printers with firmware version FW7.1 and up, adjust the Transmit Level setting via EWS SE. See [“EWS SE Menu” on page 193](#)

Top-level menu	Intermediate menu
Agency Test Menu	<ul style="list-style-type: none"> • Go Off Hook • Ring Detect • Generate Tones • Modulations
Fax Settings	<ul style="list-style-type: none"> • Fax Modulations • FOIP Settings • Miscellaneous Settings • Reset Fax Settings

Top-level menu	Intermediate menu
Modem Settings	<ul style="list-style-type: none"> • Caller ID Pattern <p>Note: Changing the value of this setting also changes the value of the Caller ID setting in the Fax Settings.</p> <ul style="list-style-type: none"> • Pulse Dial Type • Disable Sending CRP
Fax logs	<ul style="list-style-type: none"> • Print all T30 Logs • Print CallerID Log • Print Call Log • Print Fax Settings • Print Job Log • Print All T30 Log Errors • Print All Auto Captured Logs On • Print T38 Trace Log • Clear T38 Trace Log
Reboot System	N/A

Scanner SE Menu

Enter this setting to view the calibration data.

EWS SE Menu






Enter this setting to help resolve customer communication related printing issues.

To access the Silabs configuration:






- 1 Open a web browser and then type **https://<IP address>/se** .
- 2 Navigate to:
Fax > Settings > Silabs Configuration

Parts removal


Removal precautions





-  **CAUTION—SHOCK HAZARD:** The low-voltage power supply (LVPS) and the high-voltage power supply (HVPS) may have residual voltage present. To avoid the risk of electrical shock, do not touch their circuit components or the solder side of the board. Only handle them by their outer edges or metal housing.
-  **CAUTION—SHOCK HAZARD:** This product uses a soft power switch. It does not physically disconnect the input AC voltage. To avoid the risk of electrical shock, always remove the power cord from the printer when removal of the input AC voltage is required.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock and to prevent damage to the printer, remove the power cord from the electrical outlet and disconnect all connections to any external devices before you connect or disconnect any cable, electronic board, or assembly.
-  **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
-  **CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.

Précautions de retrait






-  **ATTENTION—RISQUE D'ELECTROCUTION :** Une tension résiduelle peut être présente dans le bloc d'alimentation basse tension (LVPS) et le bloc d'alimentation haute tension (HVPS). Pour éviter tout risque d'électrocution, ne touchez pas les composants du circuit ou le côté soudure de la carte. Tenez-les uniquement par leurs extrémités ou le boîtier en métal.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Ce produit utilise un commutateur d'alimentation logiciel. Il ne déconnecte pas physiquement la tension d'alimentation CA. Pour éviter tout risque d'électrocution, débranchez toujours le cordon d'alimentation de l'imprimante lorsque vous devez déconnecter la tension d'alimentation CA.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** Pour éviter tout risque d'électrocution et éviter d'endommager l'imprimante, débranchez le cordon d'alimentation de la prise électrique et déconnectez toute connexion à tout périphérique externe avant de brancher ou débrancher des câbles ou circuits et assemblages électroniques.
-  **ATTENTION—SURFACE CHAUDE :** L'intérieur de l'imprimante risque d'être brûlant. pour réduire le risque de brûlure, laissez la surface ou le composant refroidir avant d'y toucher.
-  **ATTENTION : RISQUE DE PINCEMENT :** Pour éviter tout risque de blessure par pincement, agissez avec précaution au niveau des zones signalées par cette étiquette. Les blessures par pincement peuvent se produire autour des pièces mobiles telles que les engrenages, portes, tiroirs et capots.

Precauciones durante la extracción

-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** La fuente de alimentación de bajo voltaje (LVPS) y la fuente de alimentación de alto voltaje (HVPS) pueden presentar voltaje residual. Para evitar el riesgo de descarga eléctrica, no toque los componentes del circuito ni el lateral soldado de la placa. Manipule solo los bordes exteriores o la carcasa metálica.

-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Este producto utiliza un interruptor de corriente de software. No desconecta físicamente la entrada de voltaje de CA. Para evitar el riesgo de descarga eléctrica, desenchufe siempre el cable de alimentación de la impresora cuando sea necesario retirar la entrada de voltaje de CA.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Para evitar el riesgo de descargas eléctricas y daños en la impresora, retire el cable de alimentación de la toma eléctrica y desconecte todas las conexiones a dispositivos externos antes de conectar o desconectar cualquier cable, placa electrónica o conjunto.
-  **PRECAUCIÓN: SUPERFICIE CALIENTE:** El interior de la impresora podría estar caliente. Para evitar el riesgo de heridas producidas por el contacto con un componente caliente, deje que la superficie se enfríe antes de tocarlo.
-  **PRECAUCIÓN: PELIGRO DE ATRAPAMIENTO:** Para evitar el riesgo de lesión por atrapamiento, preste atención en las áreas marcadas con esta etiqueta. Las lesiones por atrapamiento se pueden producir en torno a partes móviles, tales como engranajes, puertas, bandejas y cubiertas.

Vorsichtsmaßnahmen bei der Demontage

-  **VORSICHT – STROMSCHLAGGEFAHR:** Im Niederspannungsnetzteil (LVSP) und Hochspannungsnetzteil (HVPS) liegt unter Umständen Restspannung vor. Um das Risiko eines elektrischen Schlags zu vermeiden, berühren Sie keine umliegenden Bauteile oder die Lötseite der Platine. Fassen Sie sie nur an den Außenkanten oder am Metallgehäuse an.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Dieses Produkt verwendet einen weichen Netzschalter. Er trennt die Eingangswechselspannung nicht physisch. Um das Risiko eines elektrischen Schlags zu vermeiden, ziehen Sie stets das Netzkabel vom Drucker ab, wenn eine Abtrennung der Eingangswechselspannung erforderlich ist.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Um das Risiko eines elektrischen Schlags und Schäden am Drucker zu vermeiden, ziehen Sie das Netzkabel aus der Steckdose und trennen Sie alle Verbindungen zu jeglichen externen Geräten, bevor Sie Kabel, Elektronikplatinen oder Baugruppen einstecken oder abziehen.
-  **VORSICHT – HEISSE OBERFLÄCHE:** Das Innere des Druckers kann sehr heiß sein. Vermeiden Sie Verletzungen, indem Sie heiße Komponenten stets abkühlen lassen, bevor Sie ihre Oberfläche berühren.
-  **VORSICHT – QUETSCHGEFAHR:** Um das Risiko einer Quetschung zu vermeiden, gehen Sie in Bereichen, die mit diesem Etikett gekennzeichnet sind, mit Vorsicht vor. Quetschungen können im Bereich von beweglichen Komponenten auftreten, wie z. B. Zahnrädern, Klappen, Fächern und Abdeckungen.

Data security notice

Identifying printer memory

- **Volatile memory**—The printer uses standard random access memory (RAM) to buffer user data temporarily during simple print and copy jobs.
- **Nonvolatile memory**—The printer may use two forms of nonvolatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, printer settings, network information, scanner and bookmark settings, and embedded solutions.

- **Hard disk memory**—Some printers have a hard disk drive installed. The hard disk is designed for printer-specific functionality and cannot be used for long-term storage of data that is not print-related. The hard disk does not let users extract information, create folders, create disk or network file shares, or transfer FTP information directly from a client device. The hard disk can retain buffered user data from complex print jobs, form data, and font data.

The following parts can store memory:

- Printer control panel
- User interface controller card (UICC)
- Controller board
- Optional hard disks

Note: The printer control panel and controller board contain NVRAM.

Erasing printer memory

To erase volatile memory, turn off the printer.

To erase nonvolatile memory, do the following:

- 1 From the control panel, navigate to **Settings > Device > Maintenance > Out of Service Erase > Sanitize all information on nonvolatile memory**.
- 2 Select **Sanitize all information on nonvolatile memory**, and then select **ERASE**.
- 3 Follow the instructions on the screen.

To erase hard disk memory, do the following:

- 1 From the control panel, navigate to **Settings > Device > Maintenance > Out of Service Erase > Sanitize all information on hard disk**.
- 2 Select **Sanitize all information on hard disk**, and then select **ERASE**.
- 3 Follow the instructions on the screen.

Note: This process can take from several minutes to more than an hour, making the printer unavailable for other tasks.


Handling ESD-sensitive parts


Many electronic products use parts that are known to be sensitive to electrostatic discharge (ESD). To prevent damage to ESD-sensitive parts, do the following:


- Turn off the printer before removing logic boards.
- Keep the parts in their original packing material until you are ready to install them into the printer.


- Make the least possible movements with your body to prevent an increase of static electricity from clothing fibers, carpets, and furniture.
- Put the ESD wrist strap on your wrist. Connect the wrist band to the system ground point. This action discharges any static electricity in your body to the printer.
- Hold the parts by their edge connector shroud. Do not touch its pins. If you are removing a pluggable module, then use the correct tool.
- If possible, keep all parts in a grounded metal cabinet.
- Do not place the parts on the printer cover or on a metal table. If you need to put down the parts, then put them into their packing material.
- Prevent parts from being accidentally touched by other personnel. Cover the printer when you are not working on it.
- Be careful while working with the parts when cold-weather heating is used. Low humidity increases static electricity.

Critical information for controller board or control panel replacement

 **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

 **ATTENTION—RISQUE DE BLESSURE :** La batterie lithium de ce produit n'est pas destinée à être remplacée. Il existe un risque d'explosion si une batterie lithium est placée de façon incorrecte. Ne rechargez pas, ne démontez pas et n'incinerez pas une batterie lithium. Mettez les batteries lithium usagées au rebut selon les instructions du fabricant et les réglementations locales.

 **PRECAUCIÓN: POSIBLES DAÑOS PERSONALES:** La batería de litio de este producto no debe reemplazarse. Existe riesgo de explosión si se sustituye incorrectamente una batería de litio. No recargue, desmonte ni incinere una batería de litio. Deseche las baterías de litio según las instrucciones del fabricante y las normativas locales.

 **VORSICHT – MÖGLICHE VERLETZUNGSGEFAHR** Die Lithiumbatterie in diesem Produkt darf nicht ausgetauscht werden. Wird eine Lithiumbatterie nicht ordnungsgemäß ausgetauscht, besteht Explosionsgefahr. Lithiumbatterien dürfen auf keinen Fall wieder aufgeladen, auseinander genommen oder verbrannt werden. Befolgen Sie zum Entsorgen verbrauchter Lithiumbatterien die Anweisungen des Herstellers und die örtlichen Bestimmungen.

Warning—Potential Damage: Observe all precautions when handling ESD sensitive parts. See [“Handling ESD-sensitive parts” on page 197](#).

Warning—Potential Damage: Carefully remove cables and connectors. Make sure they are not damaged.

Note: Some models have eSF solutions, it is recommended to back up the eSF solutions and settings before replacing the controller board. See [“Backing up eSF solutions and settings” on page 204](#).

Warning—Potential Damage: To avoid damaging the part or experience NVRAM mismatch issues, replace only one of the following components at a time:

- Control panel
- Controller board

To replace a component and to test whether the problem is resolved:

- 1 Replace the affected component.

Warning—Potential Damage: Do not perform a Power-On Reset (POR) until the problem is resolved. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 2 Enter the Diagnostics Menu. The Diagnostics Menu allows you to temporarily use the replacement part.

Warning—Potential Damage: Some printers will perform a POR automatically if the Diagnostics Menu is not opened within five seconds. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 3 Use the Diagnostics Menu to test the replacement part. Do a feed test to check if the problem is resolved.

- If the problem is not resolved—Turn off the printer, and then reinstall the old part.
- If the problem is resolved—Perform a POR.
- If NVRAM error occurs during the replacement, go to [“NVRAM mismatch failure service check” on page 156](#)

Restoring the printer configuration

Restore the printer to its correct configuration to complete the replacement service. Use the Service Restore Tool to download the software bundle, and then flash the printer settings and embedded solutions.

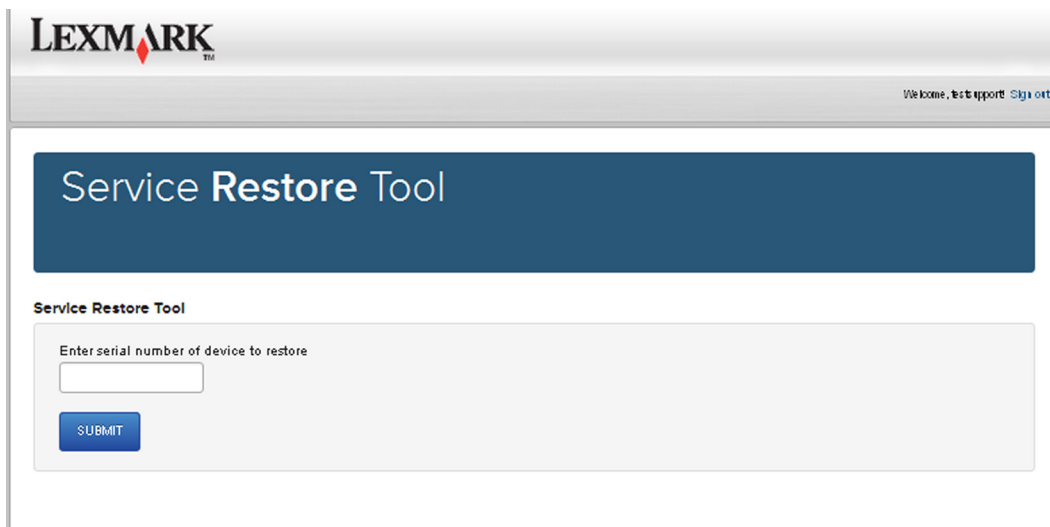
Note: If you do not have access to Service Restore Tool, then contact your next level of support.

Note: The software bundle contains the latest version of the firmware, applications, and software licenses from the Lexmark CFM and Package Builder. The printer firmware may be at a different level from what is used before replacement of the part.

Using the Service Restore Tool

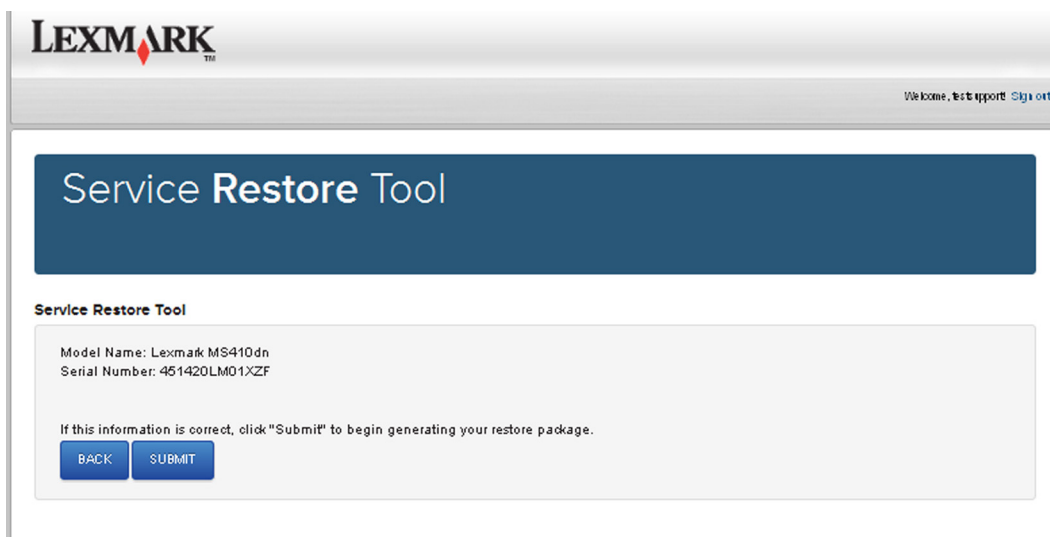
- 1 Go to <https://cdp.lexmark.com/service-restore-tool/> to access the tool.
- 2 Log in using your Lexmark or partner login.
If your login fails, then contact your next level of support.

- 3 Enter the printer serial number, and then submit the information.



The screenshot shows the Lexmark Service Restore Tool web interface. At the top is the Lexmark logo and a navigation bar with "Welcome, test support" and a "Sign out" link. Below this is a large blue header with the text "Service Restore Tool". Underneath the header, the title "Service Restore Tool" is repeated. The main content area contains a form with the label "Enter serial number of device to restore" above a text input field. Below the input field is a blue "SUBMIT" button.

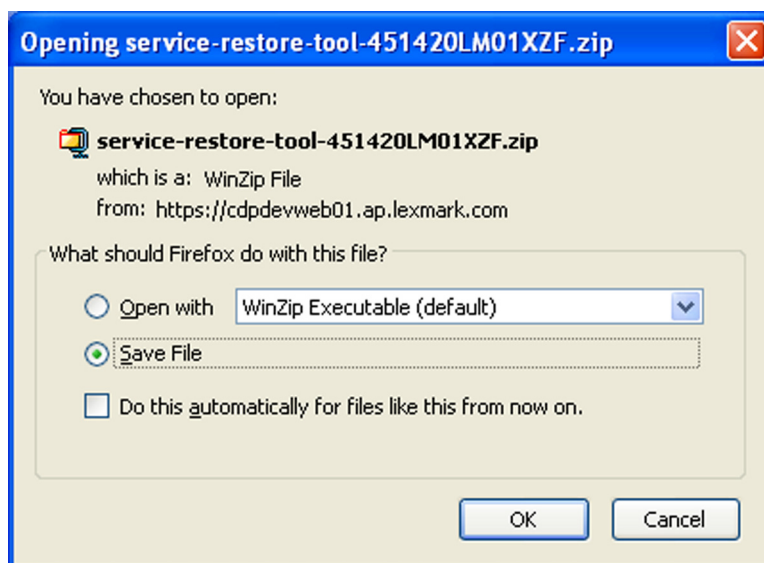
Note: Make sure that the serial number that appears on the verification screen is correct.



This screenshot shows the next step in the Lexmark Service Restore Tool. The interface is identical to the previous one, but the form now displays the following information: "Model Name: Lexmark MS410dn" and "Serial Number: 451420LM01XZF". Below this information, a message states: "If this information is correct, click 'Submit' to begin generating your restore package." At the bottom of the form are two buttons: a blue "BACK" button and a blue "SUBMIT" button.

- 4 Save the zip file.

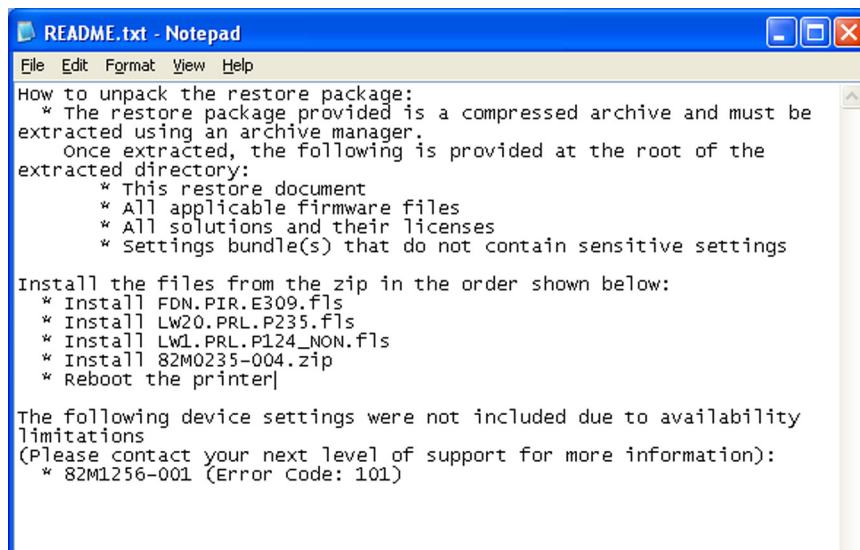
Note: Make sure that the serial number in the zip file matches the serial number of the printer being restored.



- 5 Extract the contents of the zip file, open the *Readme* file, and then follow the instructions in the file.

Notes:

- Perform the install instructions on the *Readme* file in the exact order shown. Restart the printer only if the file says so.
- For more information on how to flash the downloaded files, see [“Updating the printer firmware” on page 203](#).
- To load the zip files that are extracted from the Service Restore Tool, see [“Restoring solutions, licenses, and configuration settings” on page 202](#).



- 6 If the printer had eSF apps previously installed, then confirm from the customer if all the eSF apps have been installed after performing the installation instructions in the *Readme* file.

Notes:

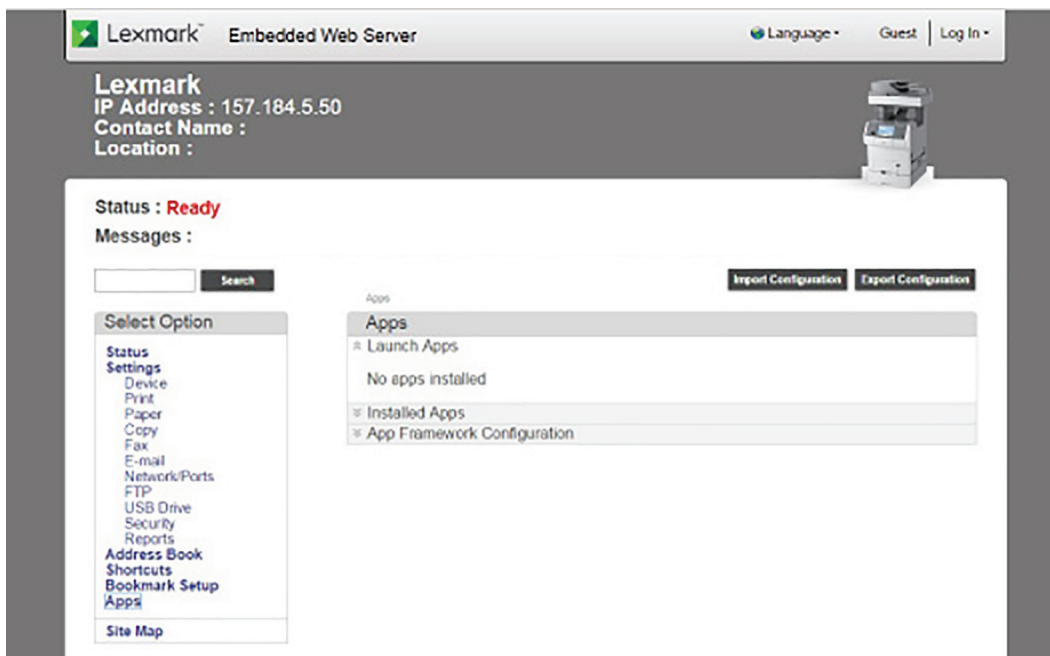
- If you are unable to access the administrative menus to verify that the printer is restored, then ask the customer for access rights.

- If a 10.00 error appears after you restart the printer, then contact the next level of support.

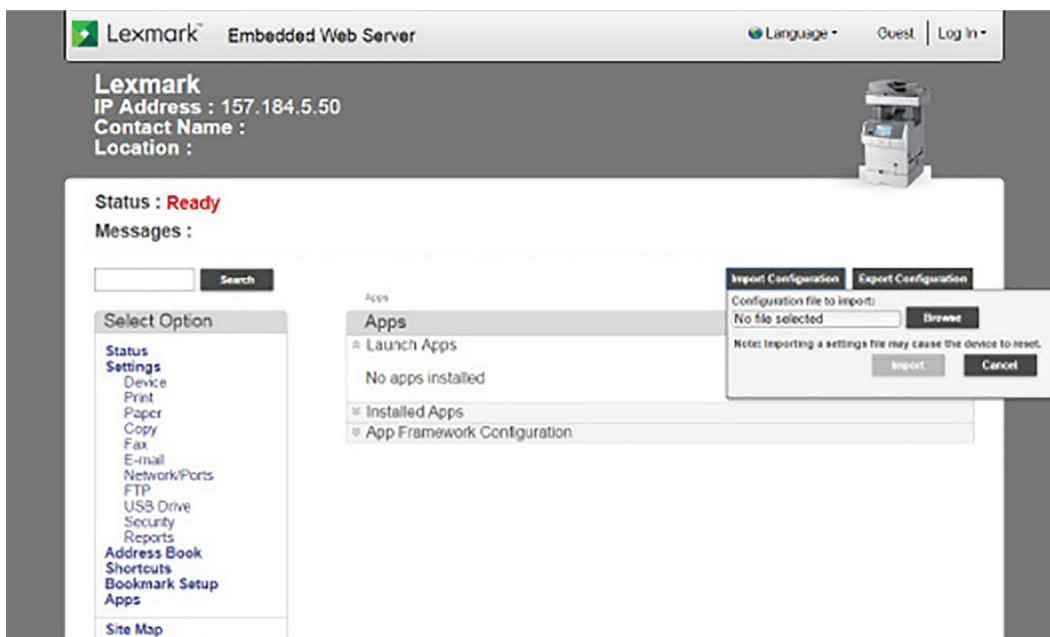
Restoring solutions, licenses, and configuration settings

To load the zip files that are extracted from the Service Restore Tool, do the following:

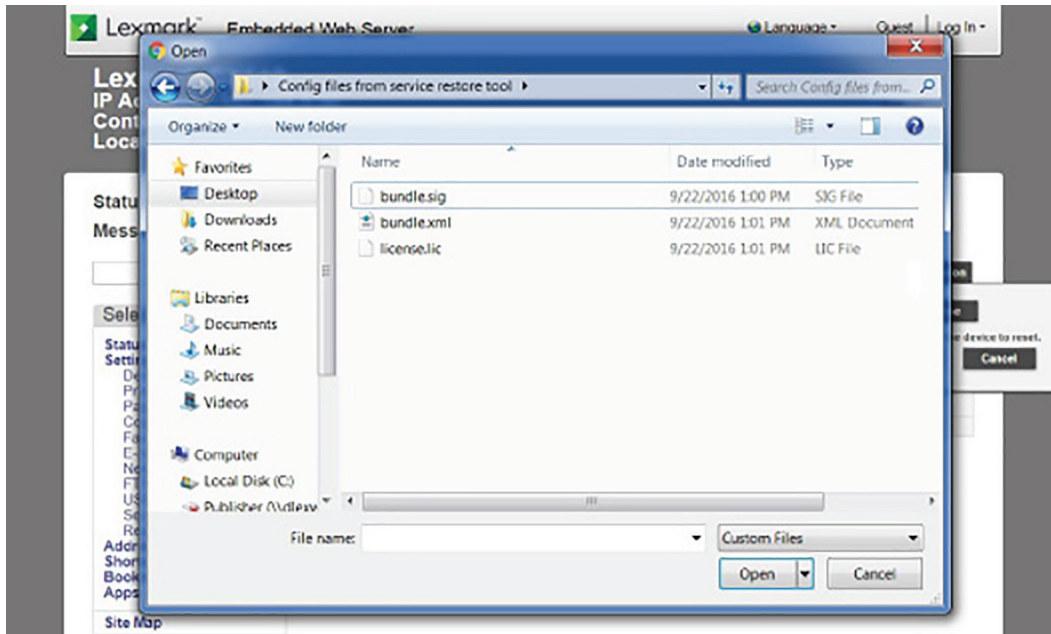
- 1 Open a web browser, and then type the printer IP address.



- 2 Click **Import Configuration**, and then click **Browse**.



- 3 Navigate to the folder where the zip files are extracted from the Service Restore Tool.



- 4 Select the file to import, and then click **Import**.
- 5 Repeat step 2 through step 4 for the other files that are included in the extracted zip file.

Updating the printer firmware

Warning—Potential Damage: Before updating the printer firmware, ask the next level of support for the correct code. Using an incorrect code level may damage the printer.

Using a flash drive

Note: The printer must be in ready state to update the firmware.

This option is available only in printer models with front USB port.

- 1 Insert the flash drive into the USB port.
- 2 Depending on the printer model, do any of the following:
 - From the control panel, navigate to **USB Menu: Print from USB > Accept** or **OK**, and then select the file that you need to flash.
 - Select the firmware file.

Note: Do not turn off the printer while the update is going on.

Using a network computer

Using the File Transfer Protocol (FTP)

Note: The printer must be in ready state to update the firmware.

- 1 Turn on the printer.
- 2 Obtain the IP address from the home screen.

- 3 From the command prompt of a network computer, open an FTP session to the printer IP address.
 - 4 Use a PUT command to place the firmware file on the printer.
- The printer performs a POR sequence and terminates the FTP session.

Using the Embedded Web Server

Note: The printer must be in ready state to update the firmware.

- 1 Open a web browser, and then type the printer IP address.
- 2 Click **Settings > Device > Update Firmware**.
- 3 Select the file to use.

The printer performs a POR sequence and terminates the EWS session.

Using a USB cable connection

Note: Make sure that the cable is connected to the rear USB port.

Using USB Flash Utility

- 1 Go to support.lexmark.com, and then download USB Flash Utility.
- 2 Extract, and then run the utility.
- 3 Click **Browse Files**, and then browse to the firmware file directory.
- 4 Select the firmware file.
- 5 Select the source printer.
- 6 Click **Start**.

Using USButil

- 1 Go to support.lexmark.com, and then download USButil.
- 2 Extract, and then drag and drop the firmware file onto the USButil icon.
- 3 A command prompt window appears briefly.

Note: Make sure to disconnect other USB devices when using USButil.

Backing up eSF solutions and settings

Note: Export the eSF solutions and settings from the printer before replacing the controller board.

Exporting eSF solutions and settings file

- 1 Reset the printer into Invalid engine mode. See [“Entering Invalid engine mode” on page 189](#).
- 2 Open a web browser, and then type the printer IP address.

Note: If the web page cannot be accessed or an error occurs when starting the printer into Invalid engine mode, then data backup is not an option. Inform the customer that the data cannot be saved.

- 3 Navigate to **Settings > Solutions > Embedded Solutions**.

4 From the Embedded Solutions page, select the applications that you want to export.

5 Click **Export**.

Note: The size limit of the export file is 128 KB.

Importing eSF solutions and settings file

After replacing the controller board, import back to the printer the eSF solutions and settings that were exported.

1 Reset the printer into Invalid engine mode. See [“Entering Invalid engine mode” on page 189](#).

2 Open a web browser, and then type the printer IP address.

Note: If the web page cannot be accessed or an error occurs when starting the printer into Invalid engine mode, then data backup is not an option. Inform the customer that the data cannot be saved.

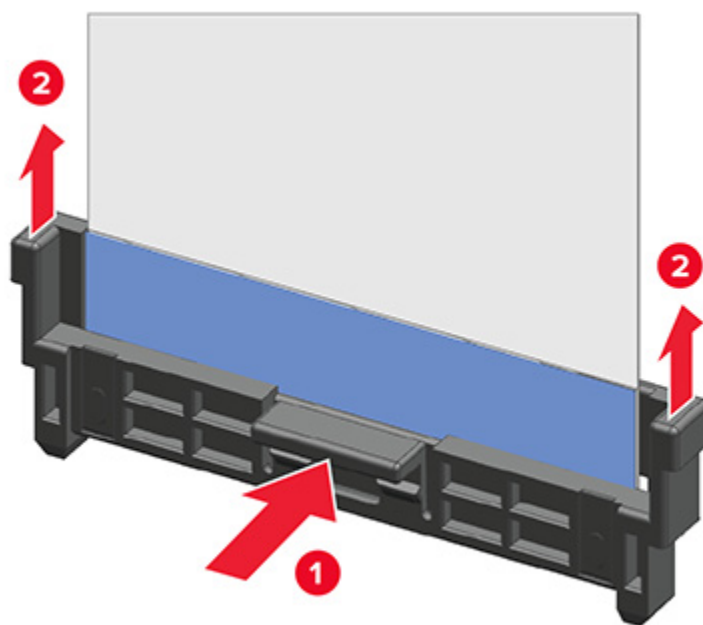
3 Navigate to **Settings > Solutions > Embedded Solutions**.

4 From the Embedded Solutions page, select the applications that you want to import.

5 Click **Import**.

Disconnecting ribbon cables

Warning—Potential Damage: The ribbon cable and its socket may get damaged if it is not properly disconnected. When disconnecting the cable, hold its connector and press its tab before unplugging it.



Ribbon cable connectors

Zero Insertion Force (ZIF) connectors

Zero Insertion Force (ZIF) connectors are used on the boards and cards used in this printer. Before inserting or removing a cable from these connectors, read this entire section. Great care must be taken to avoid damaging the connector or cable when inserting or removing the cable.

Warning—Potential Damage: Do not insert the cable so that the contacts are facing the locking actuator. The contacts always face away from the actuator.

Warning—Potential Damage: Do not insert the cable diagonally into the ZIF socket. This can cause damage to the contacts on the cable.

Warning—Potential Damage: Avoid using a fingernail, or sharp object to open the locking mechanism. This could damage the cable.

Warning—Potential Damage: Avoid pressing against the cable when opening the locking mechanism. This can also damage the cable.

These are the types of ZIF connectors used in this printer:

- Horizontal top contact connector
- Horizontal bottom contact connector
- Vertical mount contact connector
- Horizontal sliding connector

Horizontal top contact connector

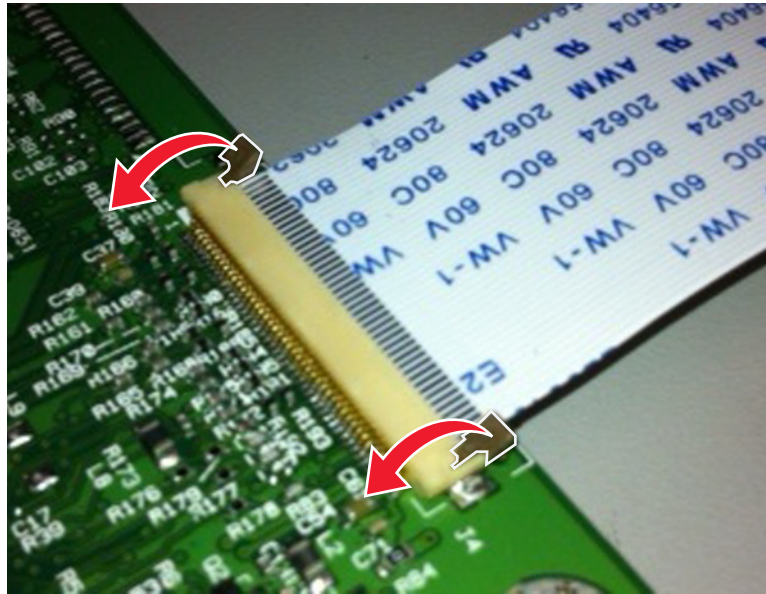
This FRU contains a horizontal top contact cable connector. Read the instructions before proceeding.

The horizontal top contact connector uses a back flip locking actuator to lock the ribbon cable into the Zero Insertion Force (ZIF) connector. The cable is inserted horizontally into the connector.

Warning—Potential Damage: When opening or closing this type of actuator, gently lift or close the two tabs located on each end of the actuator. The two tabs should be moved simultaneously. Do not close the actuator from the center of the actuator.

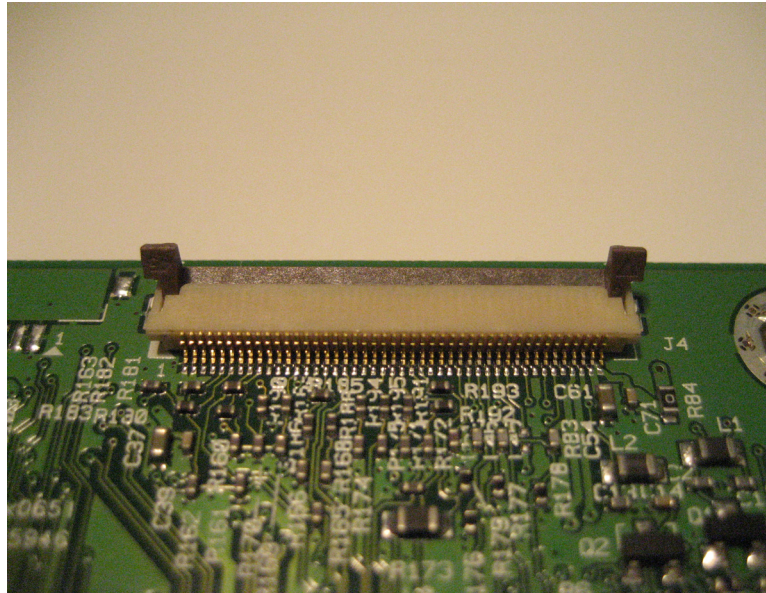
Removing a cable from the horizontal top contact connector

- 1 Place a finger at each end of the locking actuator, and then gently lift the actuator to the unlocked position.



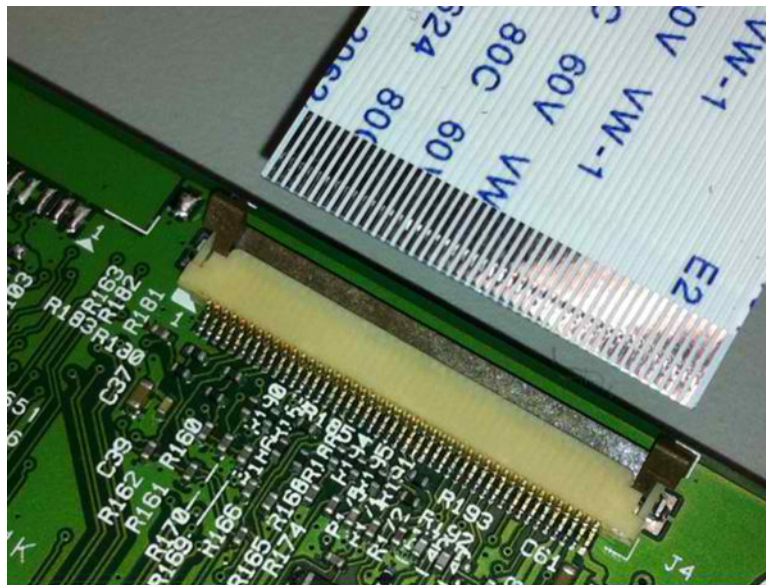
Inserting a cable into the horizontal top contact connector

- 1 When installing the cable, check the locking actuator to ensure it is in the unlocked position. The tabs on the ends of the actuator are vertical when the actuator is unlocked.

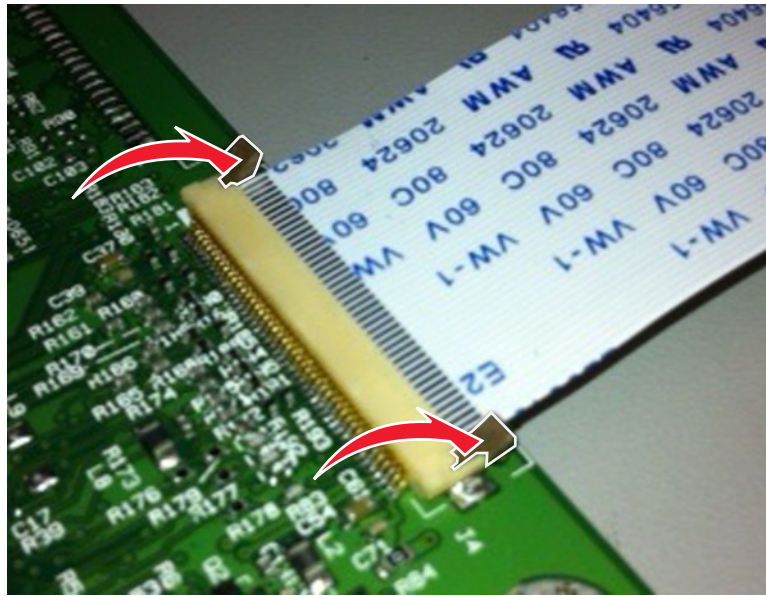


- 2 Insert the cable with the contacts on the cable facing up. Insert the cable on top of the actuator.

Note: Verify that the cable is installed squarely into the connector. If the cable is not squarely installed, then intermittent failures could occur.



- 3** Rotate the locking actuator to the locked position. The cable should not move while this step is performed. If the cable moves, open the actuator, reposition the cable, and then close the actuator to the down position.



Horizontal bottom contact connector

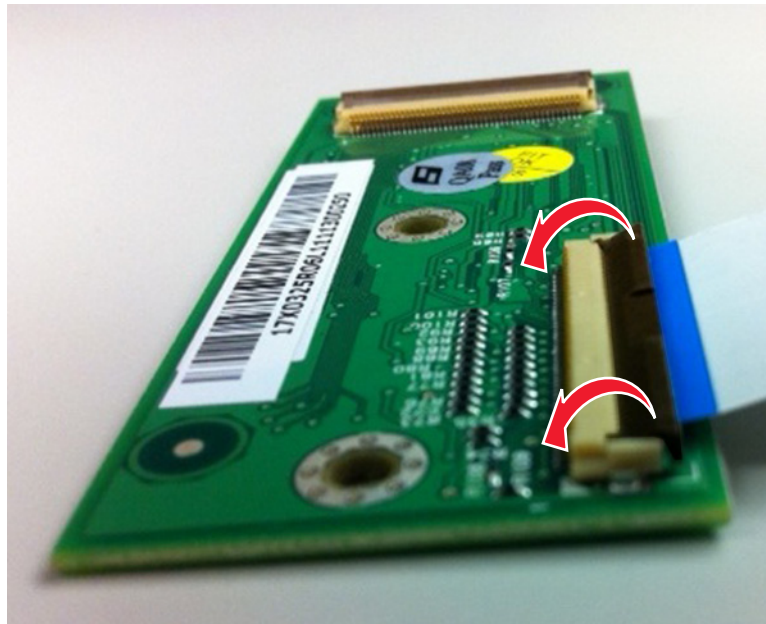
This FRU contains a horizontal bottom contact cable connector. Read the instructions before proceeding.

The horizontal bottom contact connector uses a flip locking actuator to lock the ribbon cable into the Zero Insertion Force (ZIF) connector. The cable is inserted horizontally into the connector.

Warning—Potential Damage: When opening or closing this type of actuator, gently lift the center of the actuator using your finger. Do not use a fingernail or screwdriver to open the actuator. This could damage the ribbon cable. Do not close the actuator from the ends of the actuator.

Removing a cable from the horizontal bottom contact connector

- 1 Place two fingers towards each end of the locking actuator, and then gently lift the actuator to the unlocked position.



- 2 Slide the cable out of the connector.

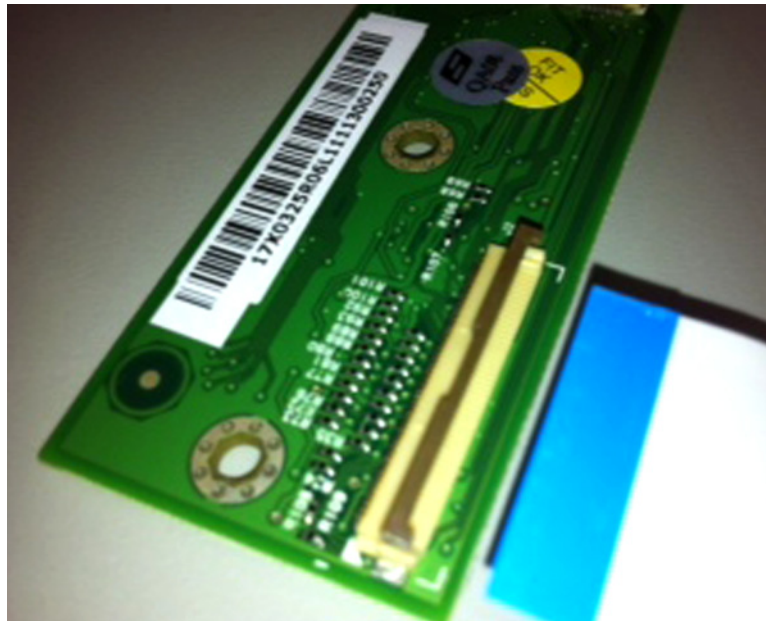
Inserting a cable into the horizontal bottom contact connector

- 1 Check the actuator to verify it is in the open position.



- 2 Insert the cable into the ZIF connector with the contacts facing downward and away from the locking actuator. The cable needs to be inserted below the actuator.

Note: Verify that the cable is installed squarely into the connector. If the cable is not squarely installed, then intermittent failures could occur.



- 3 Place your finger in the middle of the actuator, and then rotate the locking actuator to the locked position.



Vertical mount contact connector

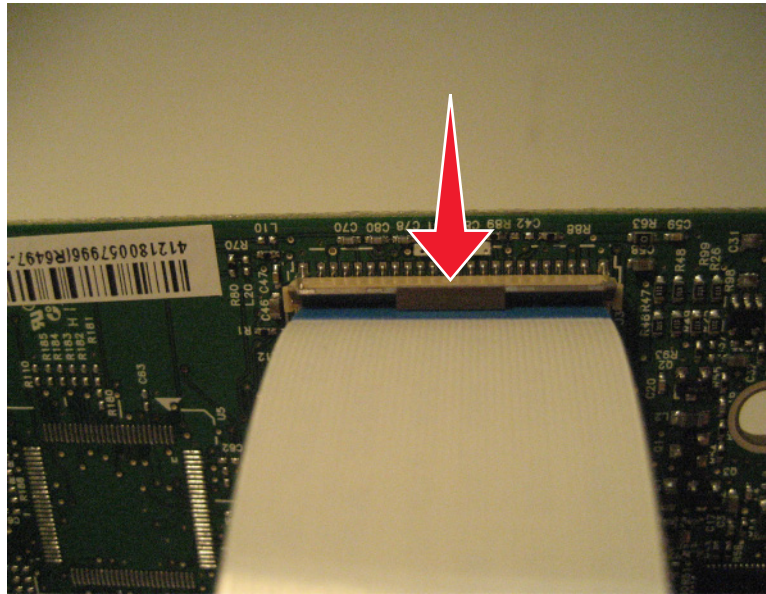
This FRU contains a vertical mount contact connector. Read the instructions before proceeding.

The vertical mount contact connector uses a back flip locking actuator to lock the ribbon cable into the Zero Insertion Force (ZIF) connector. The cable is inserted vertically into the connector.

Warning—Potential Damage: When opening or closing this type of actuator, gently lift the center of the actuator using your finger. Do not use a fingernail or screwdriver to open the actuator. This could damage the ribbon cable. Do not close the actuator from the ends of the actuator.

Removing a cable from the vertical mount contact connector

- 1 Gently rotate the locking actuator from the center of the actuator to the unlocked position.



- 2 Slide the cable out of the connector.

Inserting a cable into the vertical mount contact connector

- 1 When installing the cable, check the locking actuator to verify it is in the open position.

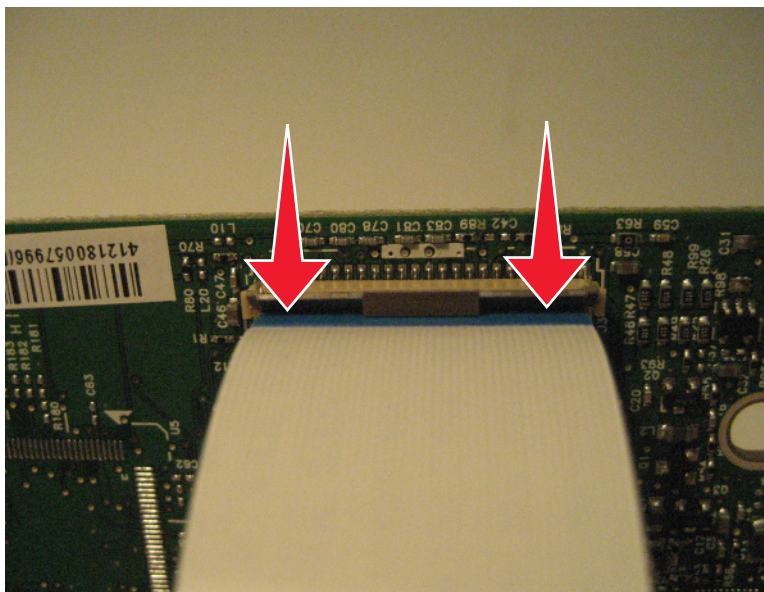


- 2 Insert the cable with the contacts on the cable away from the locking actuator. Insert the cable on top of the actuator.

Note: Verify that the cable is installed squarely into the connector. If the cable is not squarely installed, then intermittent failures could occur.



- 3** Rotate the locking actuator to the locked position by pressing down on both ends of the actuator. The cable should not move when this step is performed. If the cable moves, open the actuator, reposition the cable, and then close the actuator to the down position.



Horizontal sliding contact connector

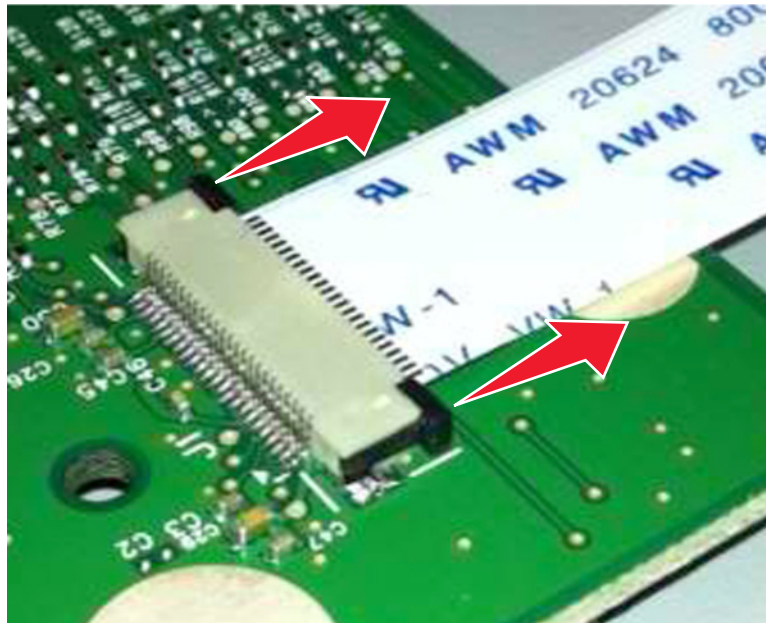
This FRU contains a horizontal sliding contact connector. Read the instructions before proceeding.

The horizontal sliding contact connector uses a slide locking actuator to lock the ribbon cable into the Zero Insertion Force (ZIF) connector. The cable is inserted horizontally into the connector.

Warning—Potential Damage: When opening or closing this type of actuator, gently push or pull the two tabs located on each end of the actuator. Do not close the actuator from the center of the actuator. Do not use a screwdriver to open or close the actuator. Damage to the cable or connector could occur.

Removing a cable from the horizontal sliding contact connector

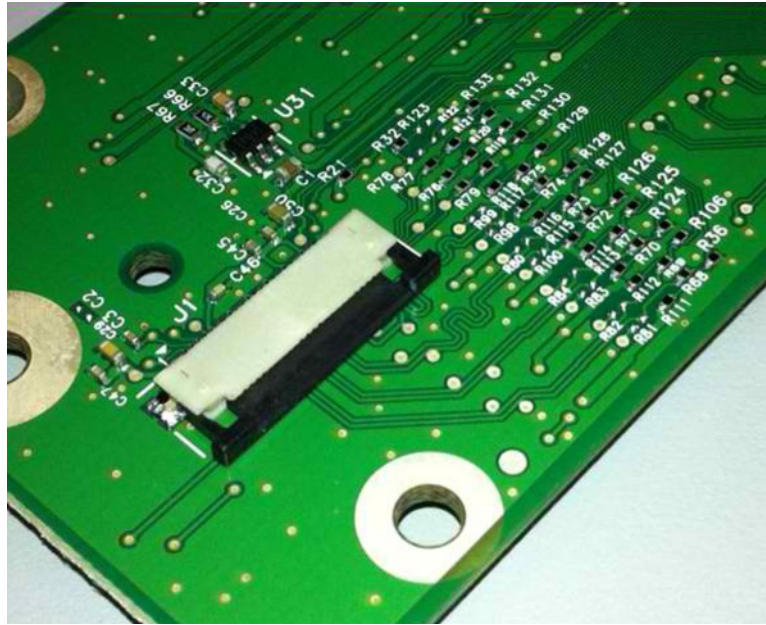
- 1 Simultaneously slide the two tabs located on the ends of the locking actuator away from the connector.



- 2 Slide the cable out of the connector.

Inserting a cable into the horizontal sliding contact connector

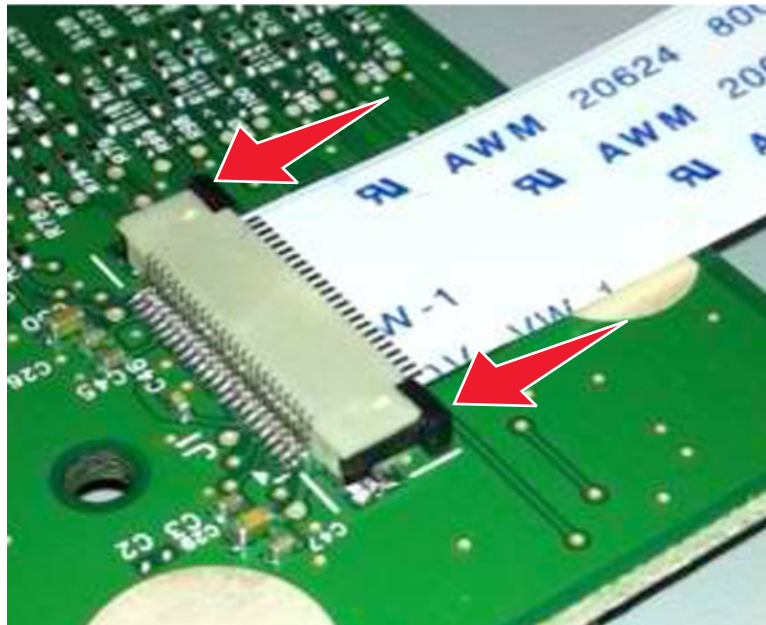
- 1 When installing the cable, check the locking actuator to verify it is in the open position. If you are opening the connector, pull back on both end tabs using equal force to avoid breaking the connector.



- 2 Insert the cable with the contacts on the cable facing away from the locking actuator. Insert the cable on top of the actuator.



- 3** Slide the locking actuator towards the connector, locking the cable into place. The cable should not move when this step is performed. If the cable moves, open the actuator, reposition the cable, and then close the actuator to the down position.



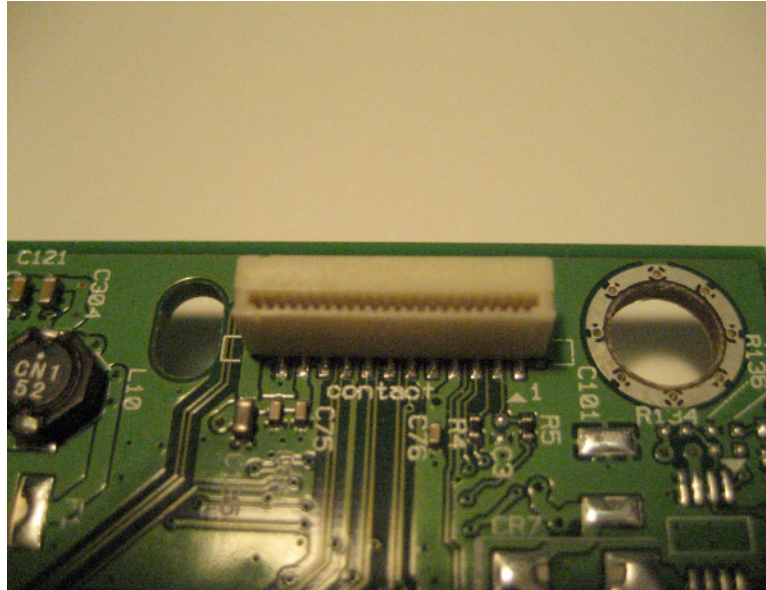
Low Insertion Force (LIF) connector

This FRU contains a Low Insertion Force (LIF) connector. Read the instructions before proceeding.

Warning—Potential Damage: When installing a cable into an LIF connector, care must be taken to avoid bending the edges of the cables and damaging the contacts on the cables.

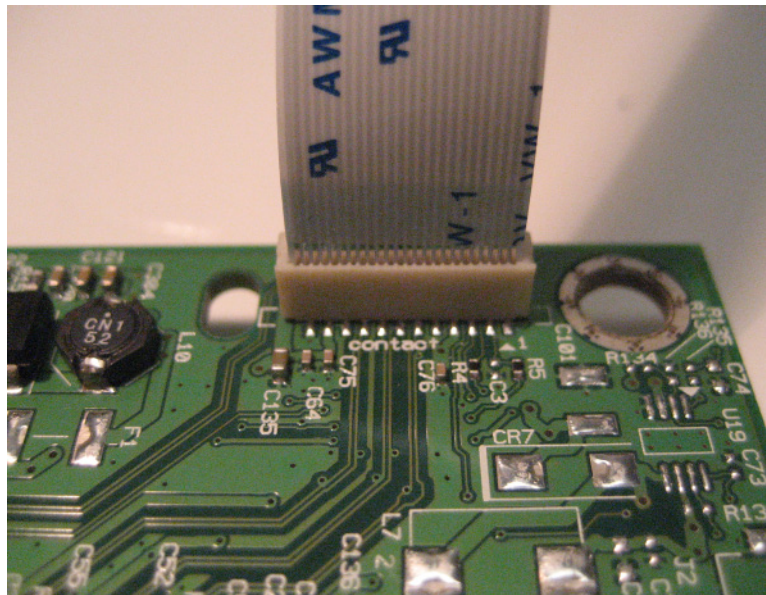
Inserting a cable into the LIF connector

- 1 Looking at the connector, take note on which side the contacts are located. Many boards will have the word “contacts” stamped on them to indicate which side of the LIF has the contacts. When looking at the board, take note that the contacts from the board to the connector are located on the side of the connector with the contacts.



- 2 Insert the cable squarely into the connector.

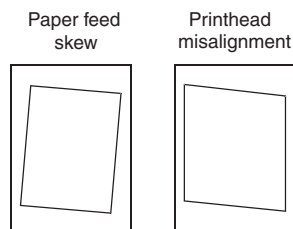
Note: Verify that the cable is installed straight into the connector. If the cable is not installed properly, then intermittent failures could occur.



Printhead assembly adjustment

A printhead must be correctly positioned after it has been removed. Use a sharp pencil or a small, flat-blade screwdriver to mark the location of the old printhead on the printer frame. Align the new printhead relative to the location of the old printhead.

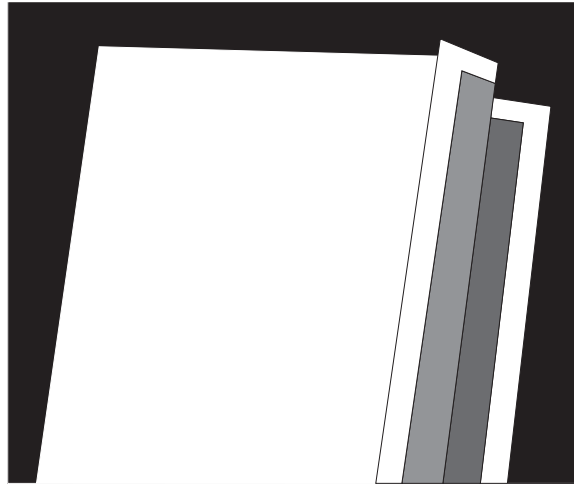
Note: Skew is caused by a sheet being fed through the printer while misaligned. The entire image is rotated relative to the sheet edges. However, a mechanically misaligned printhead causes the horizontal lines to appear skewed, while the vertical lines remain parallel to the vertical edges. The skew cannot be adjusted. Check the pick tires for wear, the paper path for obstructions, the fuser for proper setting, and the tray paper guides for proper setting.



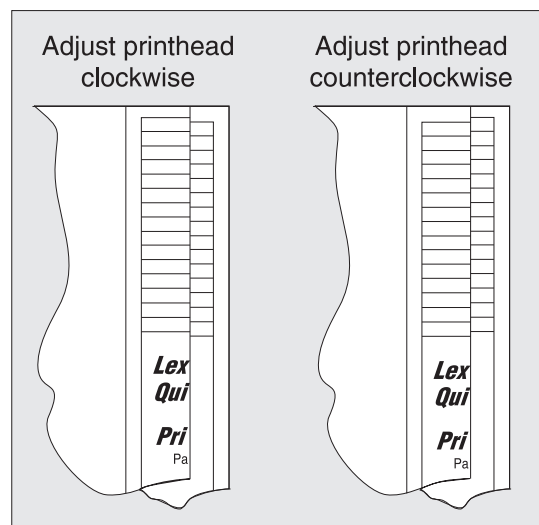
To adjust the printhead:

- 1 Perform a POR.
- 2 Enter the Diagnostics menu, and then print a Quick test page:
Diagnostics Menu > Print Tests > Tray 1 > Single
- 3 Fold the printed test page on the left side so that a few millimeters of grid lines wrap around the outside of the fold.

- 4 Make a second vertical fold near the center so that the left side top edge aligns with the right side top edge.



- 5 If the grid lines of the right flap align below the corresponding lines on the left side, then adjust the printhead clockwise relative to the printer, and recheck. If the grid lines of the left flap align below the corresponding lines of the right side, then adjust the printhead counterclockwise.



- 6 Print another Quick test page, and check if adjustments are still needed.
- 7 After obtaining a properly adjusted image on the paper, tighten all the screws.

Note: If necessary, print a Quick test page again and perform the Registration adjust procedure to correct the skew and misalignments. See [“Registration adjust” on page 182](#).

Removal procedures

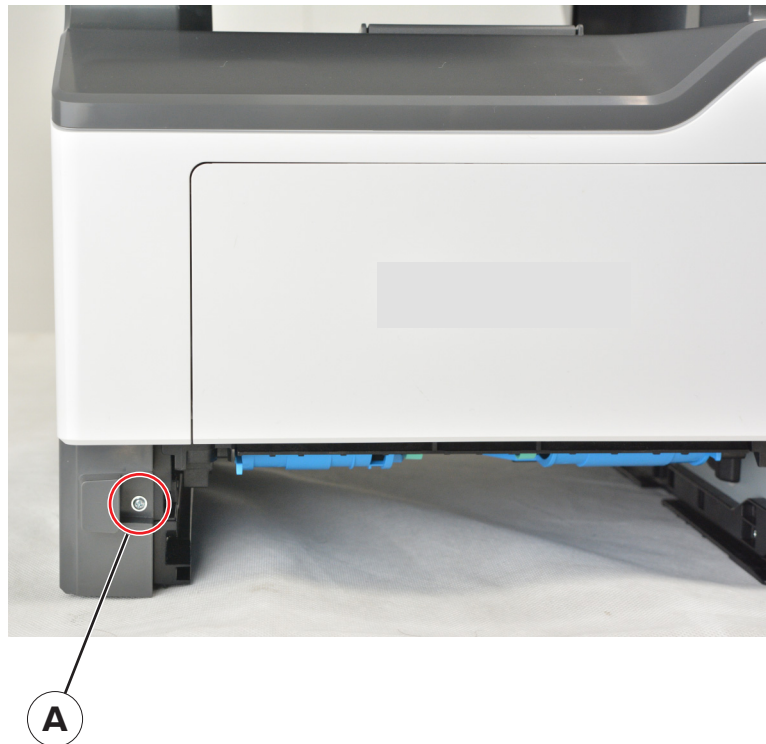
Keep the following tips in mind as you replace parts:

- Some removal procedures require removing cable ties. You must replace cable ties during reassembly to avoid pinching wires, obstructing the paper path, or restricting mechanical movement.
- Remove the toner cartridges, imaging kit, and trays before removing other printer parts. The imaging kit must be carefully set on a clean, smooth, and flat surface. It must also be protected from light while out of the printer.
- Disconnect all external cables from the printer to prevent possible damage during service.
- Unless otherwise stated, reinstall the parts in reverse order of removal.
- When reinstalling a part held with several screws, start all screws before the final tightening.
- For printers that have a soft power switch, make sure to unplug the power cord after powering off.

Left side removals

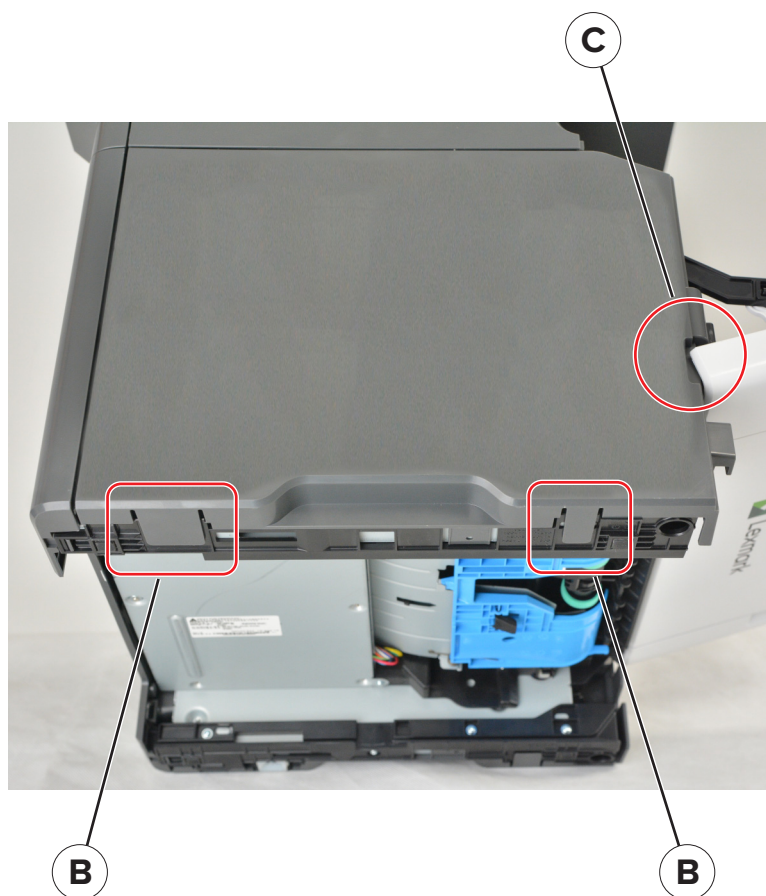
Left cover removal

- 1 Remove the screw (A).



- 2 Open the front door.
- 3 Release the two latches (B), and then disengage the middle front part (C) of the cover from the front door.

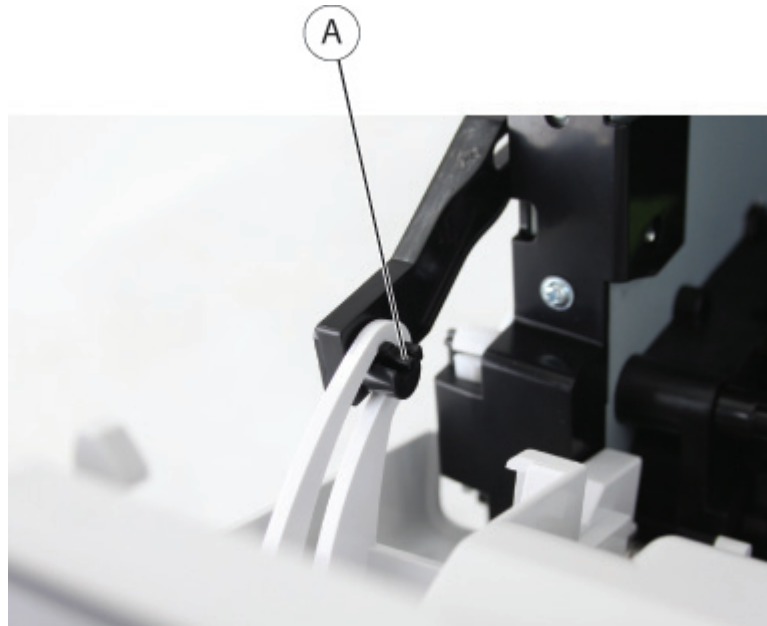
Warning—Potential Damage: The ADF might swing open while you position the printer on its side.



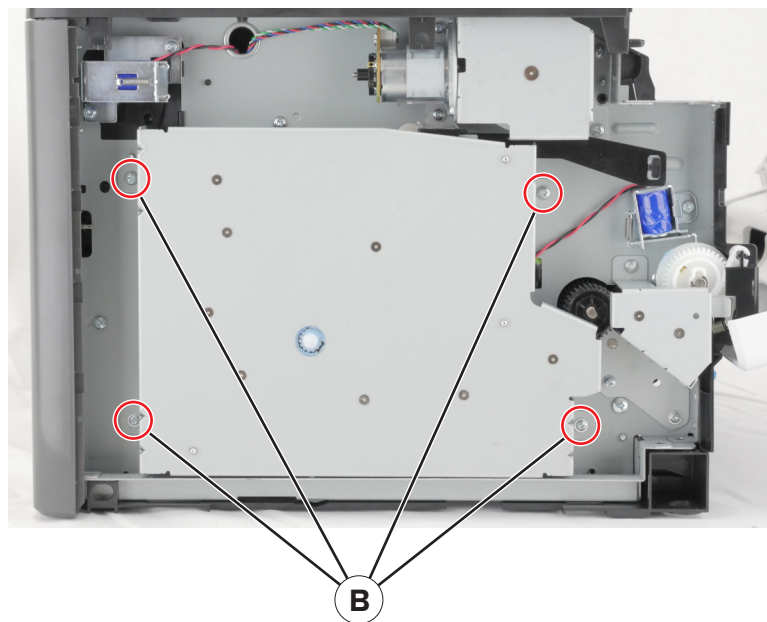
4 Remove the cover.

Main drive gearbox removal

- 1 Remove the left cover. See [“Left cover removal” on page 222](#).
- 2 Release the latch (A), and then detach the link.

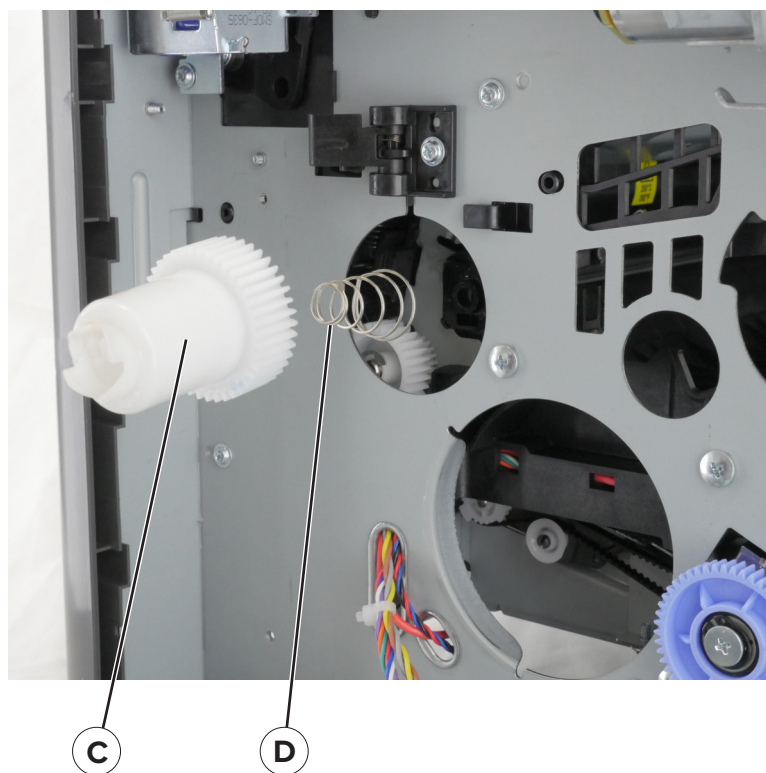


- 3 Remove the four screws (B).



- 4 Disconnect the cable from the main drive gearbox.
- 5 Remove the gearbox.

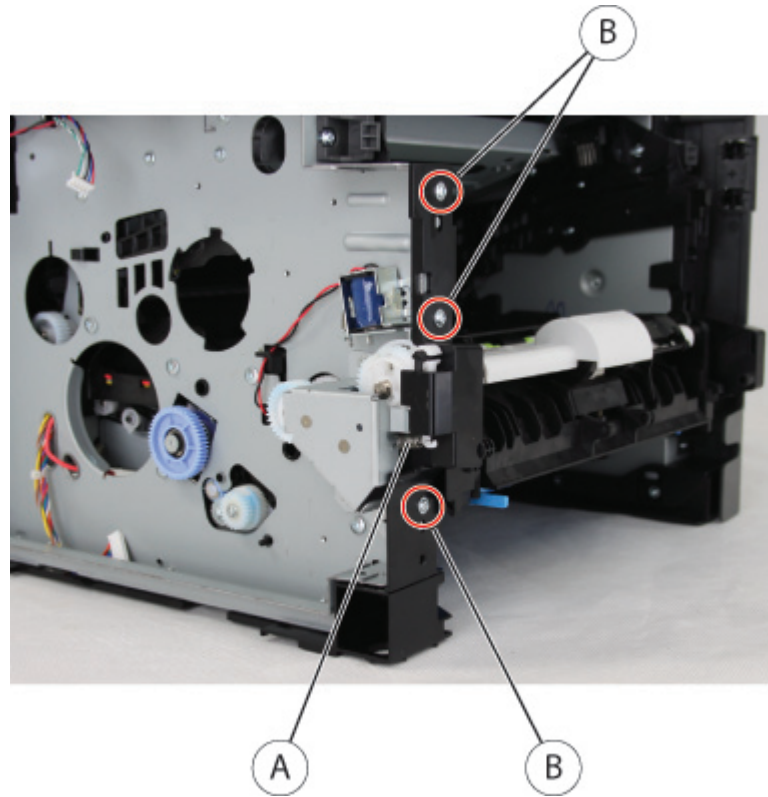
Warning—Potential Damage: Do not lose the fuser gear (C) and spring (D).



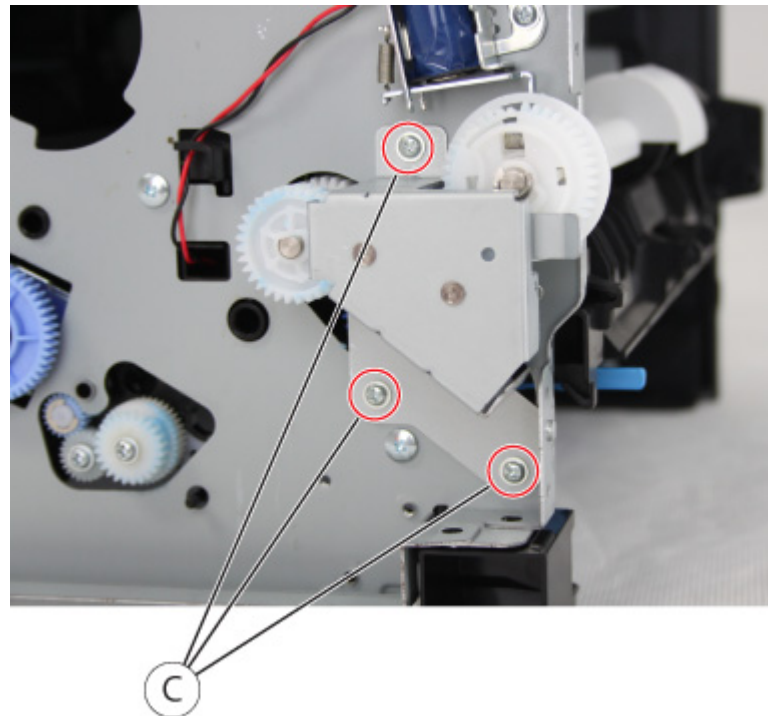
MPF gearbox removal

- 1 Remove the front door. See [“MPF with front access cover removal” on page 274.](#)
- 2 Remove the left cover. See [“Left cover removal” on page 222.](#)
- 3 Remove the main drive gearbox. See [“Main drive gearbox removal” on page 224.](#)
- 4 Disconnect the spring (A).

5 Remove the three screws (B).

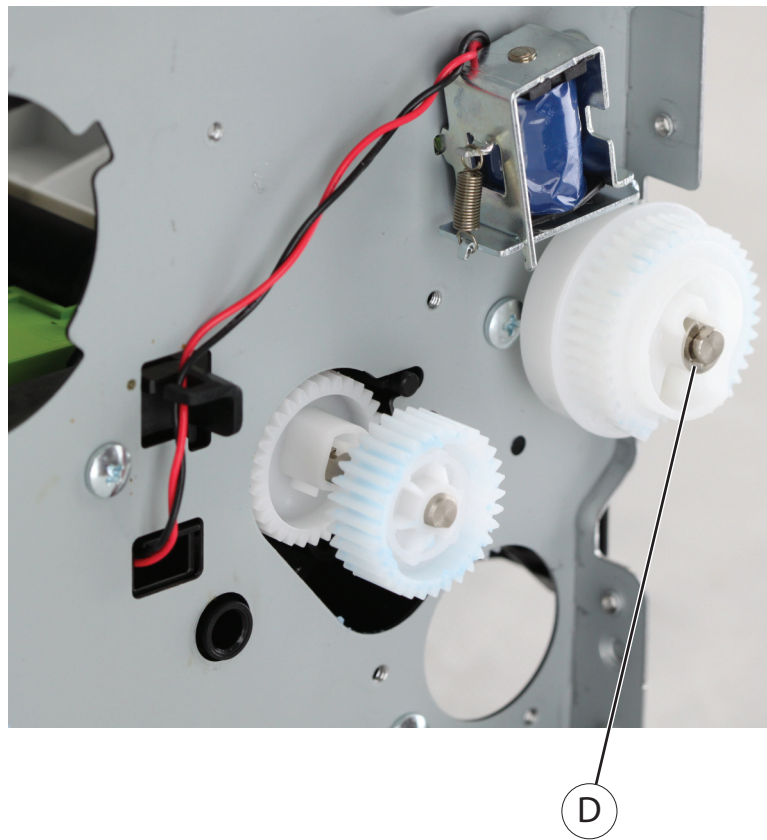


6 Remove the three screws (C).

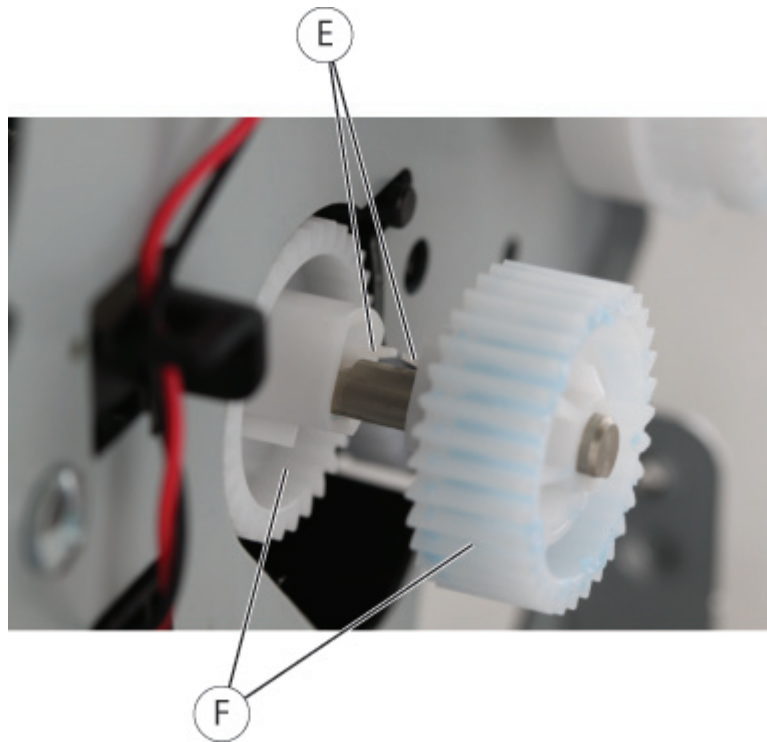


7 Remove the E-clip (D), and then remove the gear.

Note: The solenoid hinders the removal.



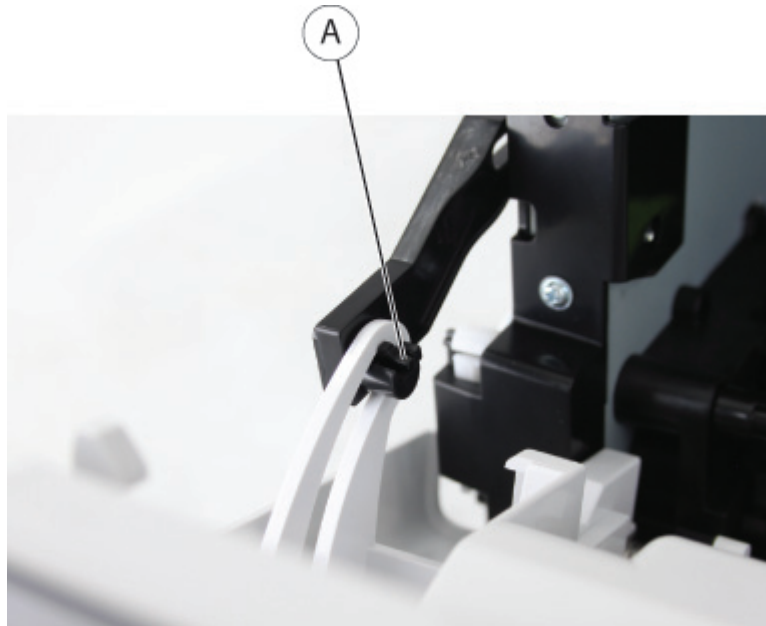
8 Release the two latches (E), and then remove the gears (F).



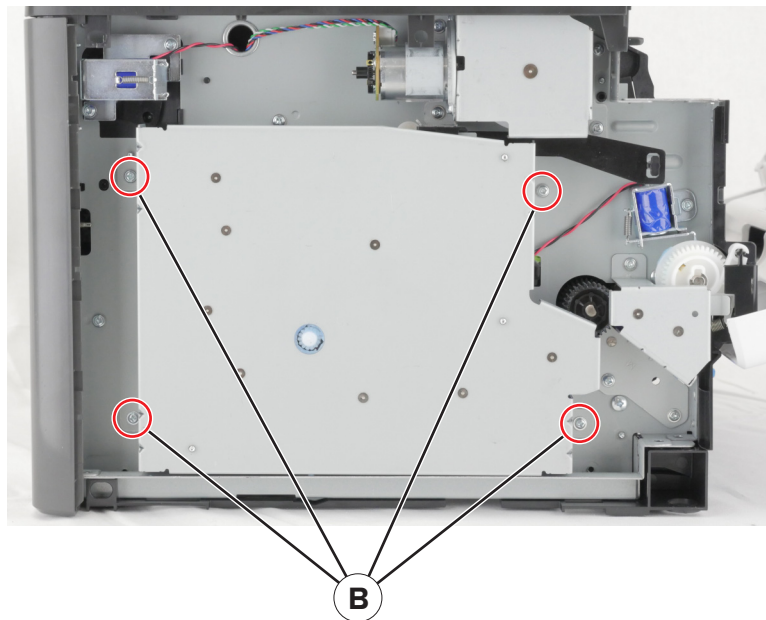
Parts removal

Fuser actuator removal

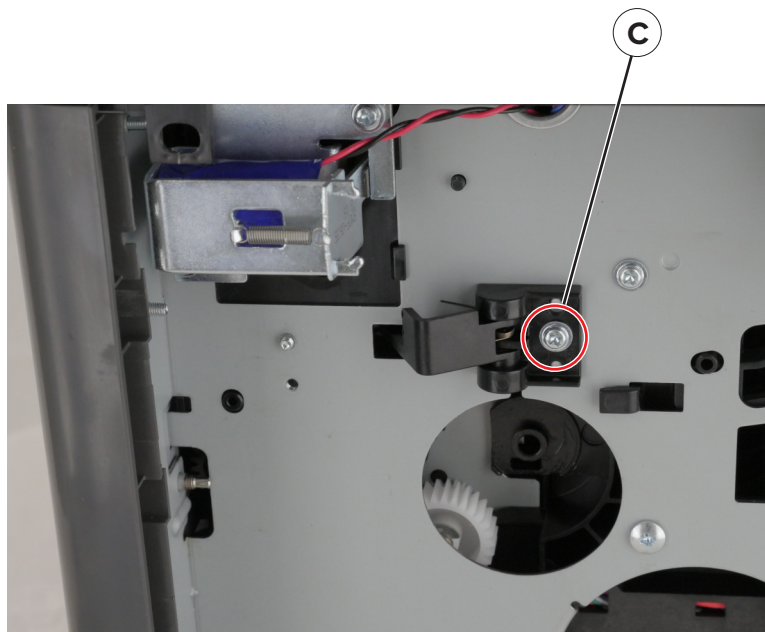
- 1 Remove the left cover. See [“Left cover removal” on page 222](#).
- 2 Release the latch (A), and then detach the link.



- 3 Remove the four screws (B).

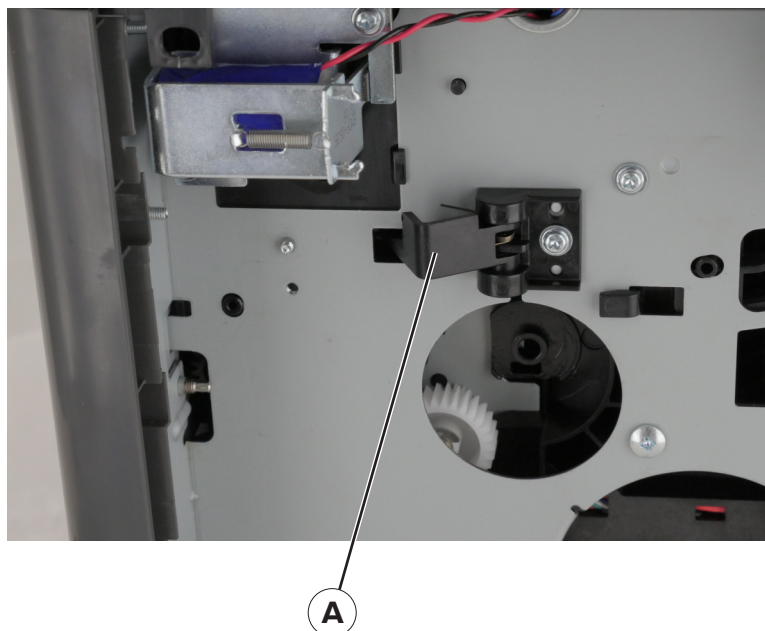


- 4 Remove the screw (C).



- 5 Remove the fuser actuator.

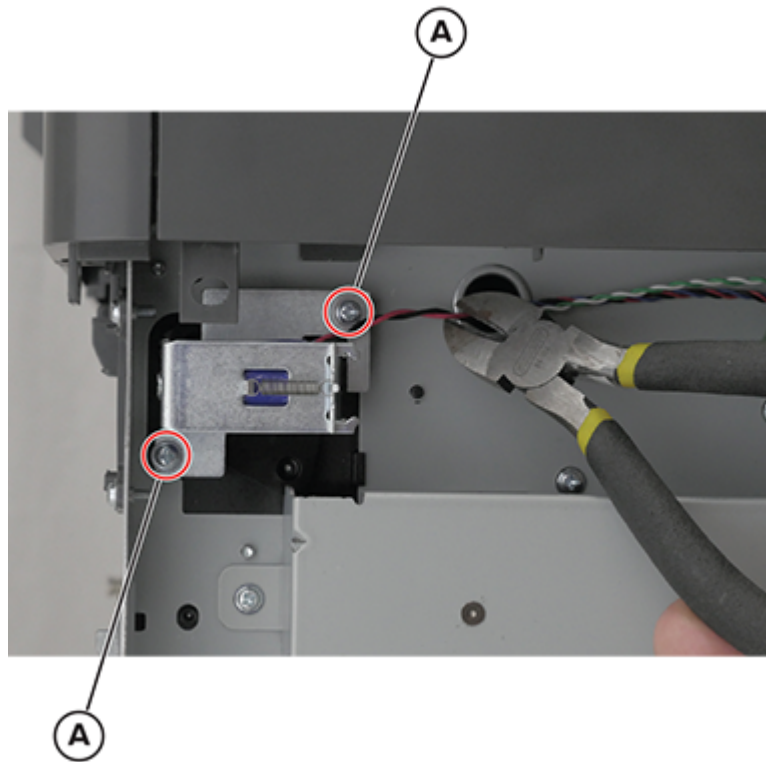
Installation note: To test if the actuator is properly installed, push, and then release the actuator (A). The actuator should bounce back.



Reverse solenoid removal

- 1 Remove the left cover. See [“Left cover removal” on page 222](#).
- 2 Remove the right cover. See [“Right cover removal” on page 236](#).
- 3 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).

- 4 Remove the scanner rear covers. See [“Scanner rear covers removal” on page 297](#).
- 5 Remove the redrive assembly. See [“Redrive assembly removal” on page 299](#).
- 6 Remove the two screws (A), and then cut the cable.

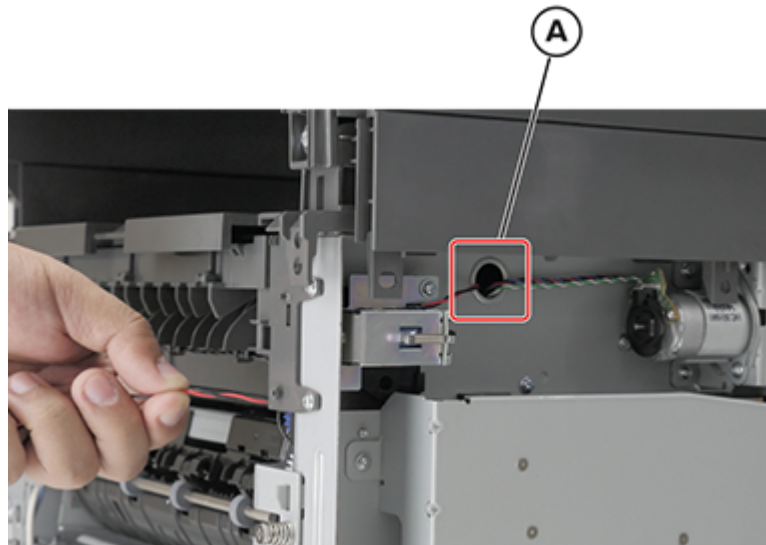


- 7 Disconnect connector JDUPSOL1 from the controller board, and then pull the cable out of the printer.

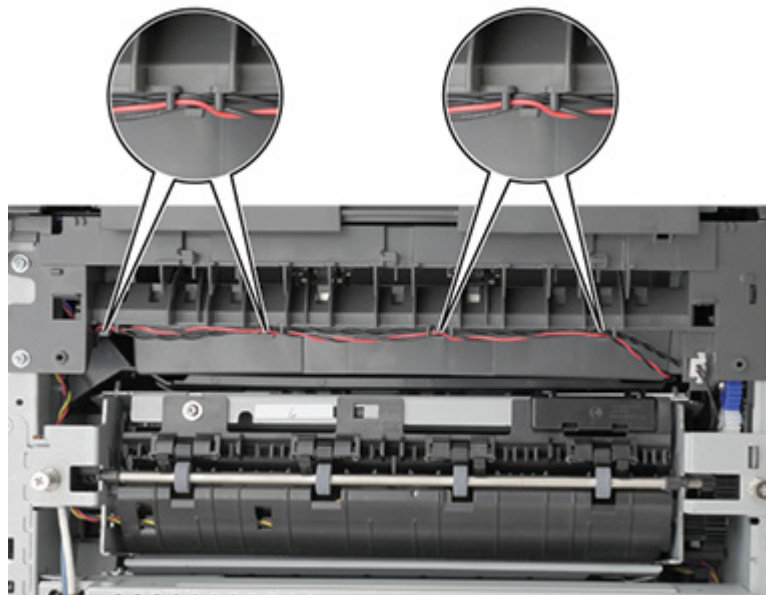
Installation notes:

- a Screw in place the replacement solenoid.
- b Route the solenoid cable to the hole (A) exiting the rear side of the printer.

Note: Fully stretch the cable, but do it carefully to avoid cuts as it rubs into the edges of the hole.

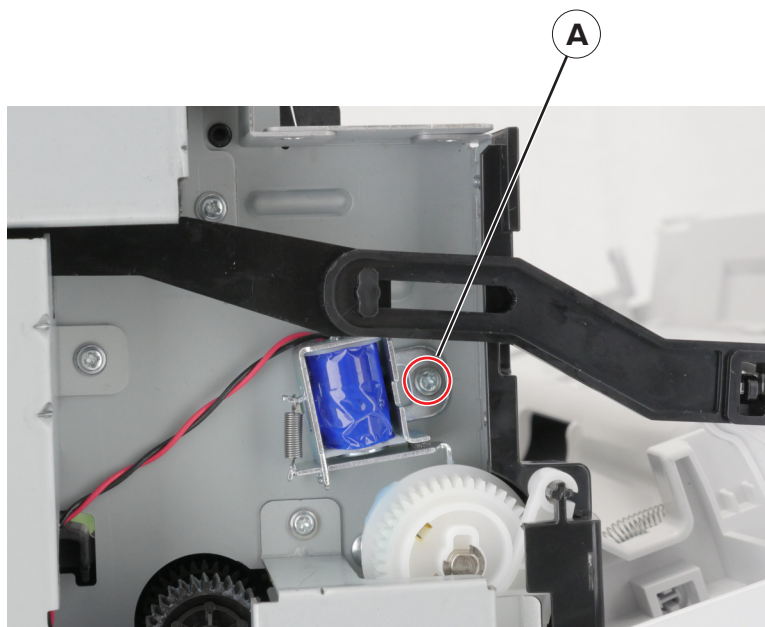


- c** Install the redrive assembly.
- d** Route the cable onto the redrive assembly. Make sure that the cable properly sits on the clamps.



MPF solenoid removal

- 1 Remove the left cover. See [“Left cover removal” on page 222](#).
- 2 Remove the screw (A).

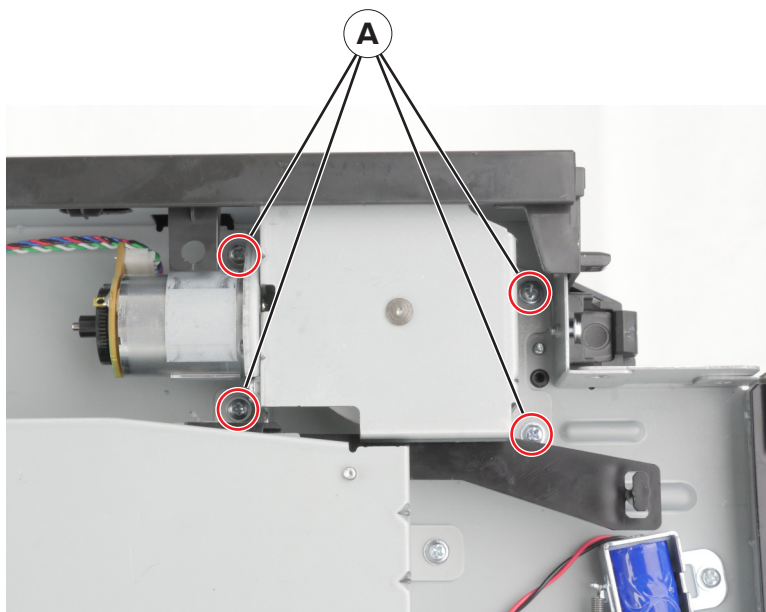


- 3 Cut the cable, and then remove the solenoid.
- 4 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).
- 5 Remove the power supply. See [“Power supply removal” on page 280](#).
- 6 Remove the duplex assembly. See [“Duplex assembly removal” on page 282](#).
- 7 Release the cut cable.
Note: Pay attention to the cable route.
- 8 Open the controller board access cover, and then disconnect the cable.

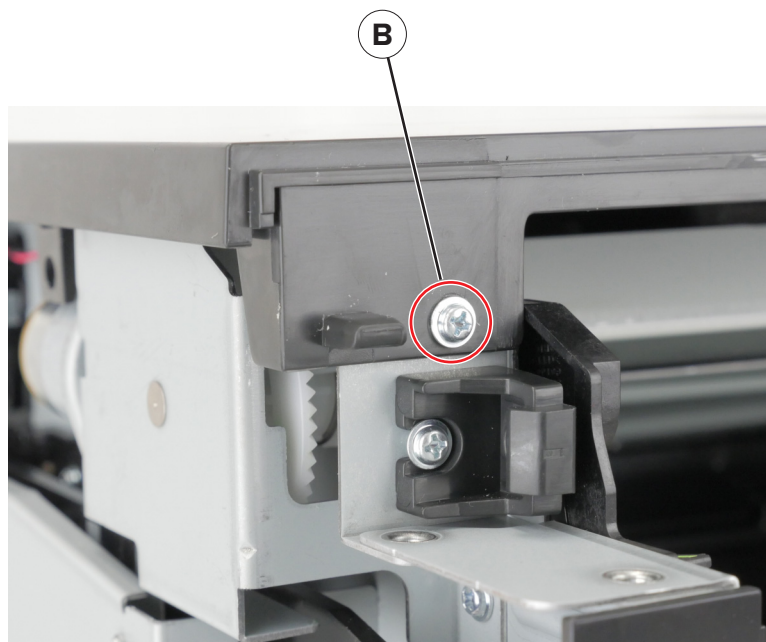
Cartridge gearbox removal

1 Remove the left cover. See [“Left cover removal” on page 222](#).

2 Remove the four screws (A).



3 Remove the screw (B).

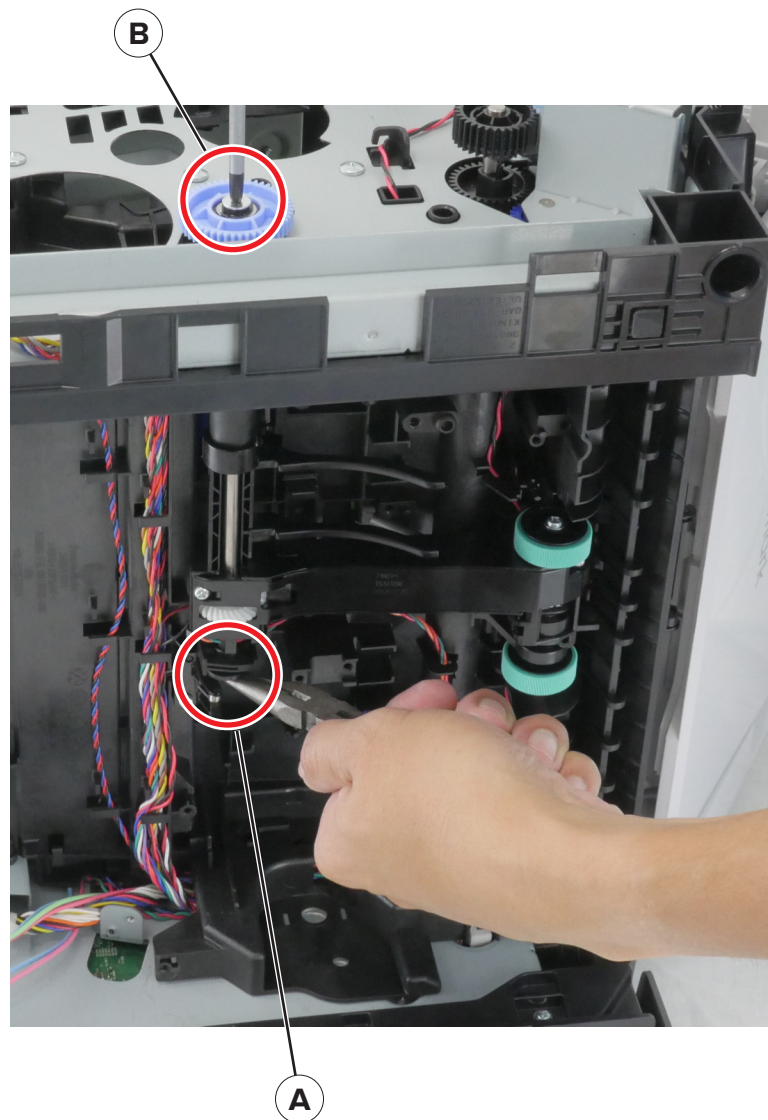


4 Lift the top cover enough to remove the cartridge gearbox.

5 While lifting the cover, disconnect the cable from the gearbox, and then remove the gearbox.

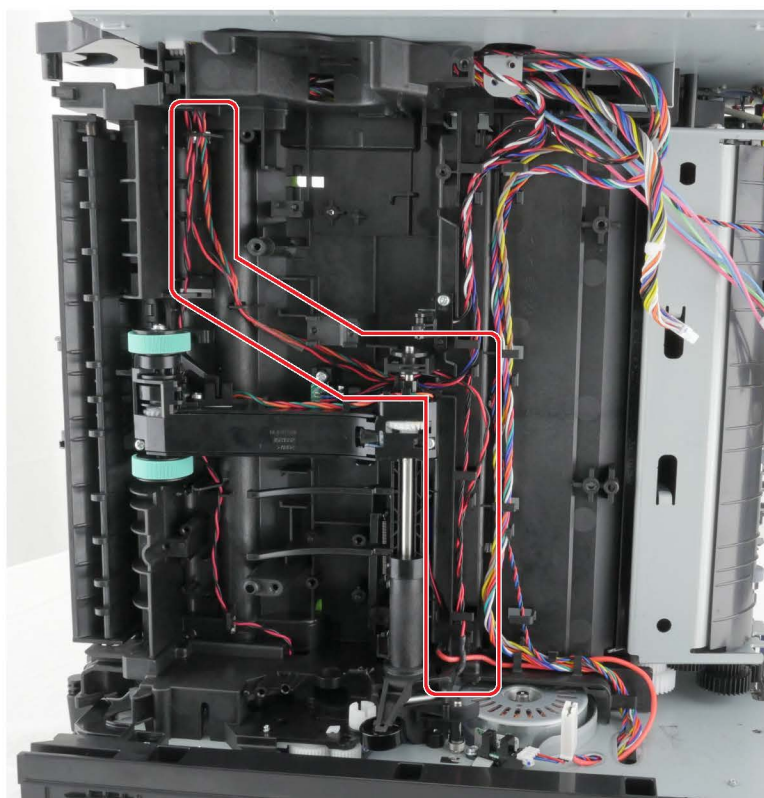
Pick roller clutch removal

- 1 Remove the left cover. See [“Left cover removal” on page 222.](#)
- 2 Remove the main drive gearbox. See [“Main drive gearbox removal” on page 224.](#)
- 3 Remove the rear cover. See [“Rear door and cover removal” on page 297.](#)
- 4 Remove the power supply. See [“Power supply removal” on page 280.](#)
- 5 Remove the duplex assembly. See [“Duplex assembly removal” on page 282.](#)
- 6 Using needle-nose pliers, block the roller (A) to prevent the shaft from rotating.
- 7 While blocking the roller, remove the screw (B).



- 8 Pull out the pick roller assembly clutch, and then cut the cable to remove it.

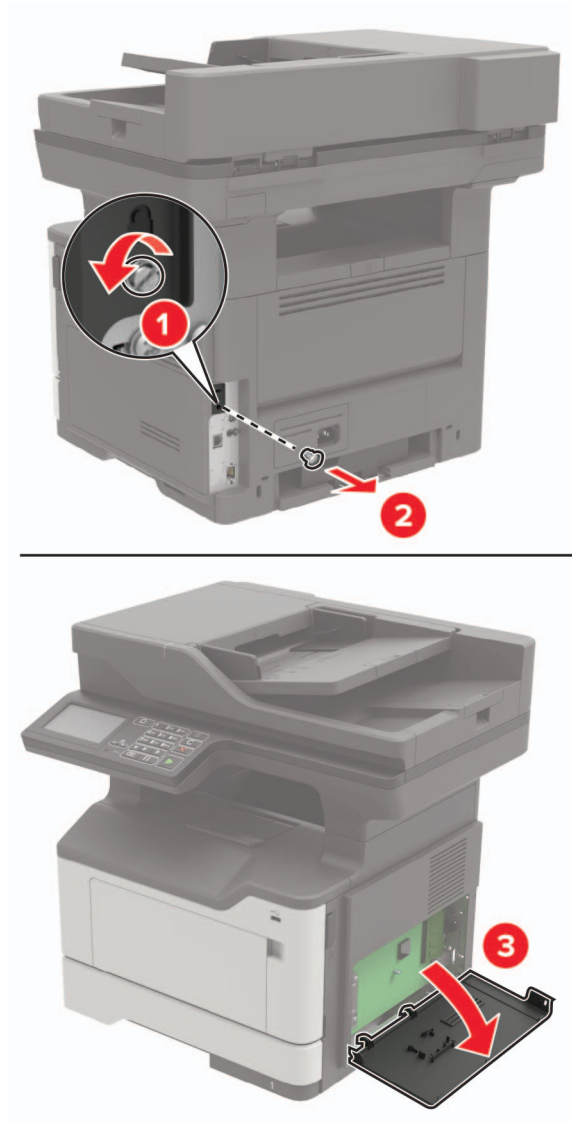
Installation note: Route the cables as shown.



Right side removals

Right cover removal

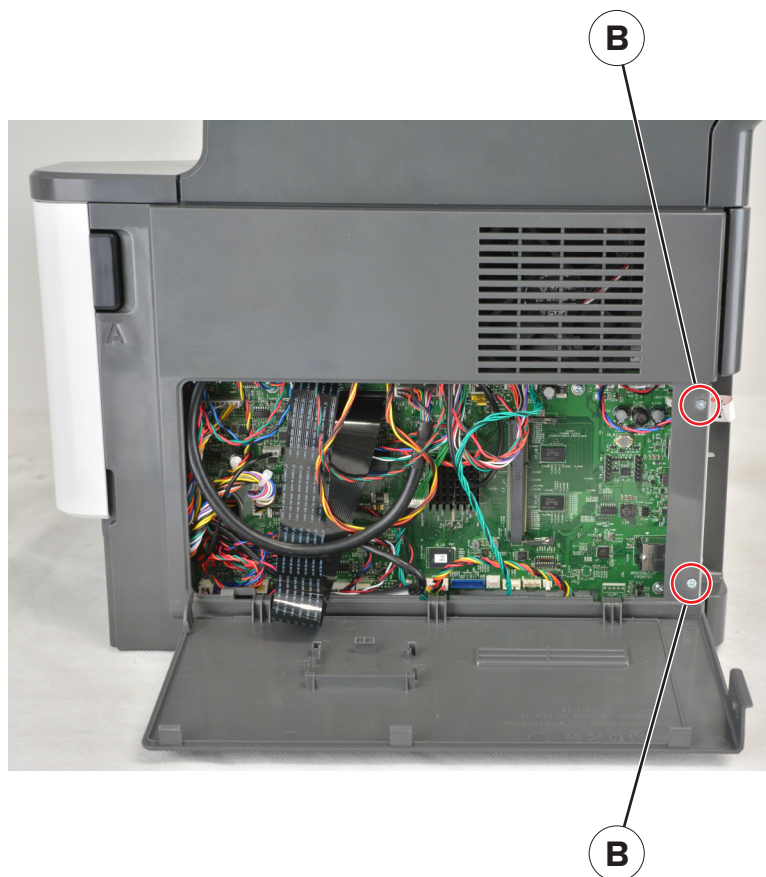
- 1 Using a flat-head screwdriver, open the controller board access cover.



2 Remove the screw (A).

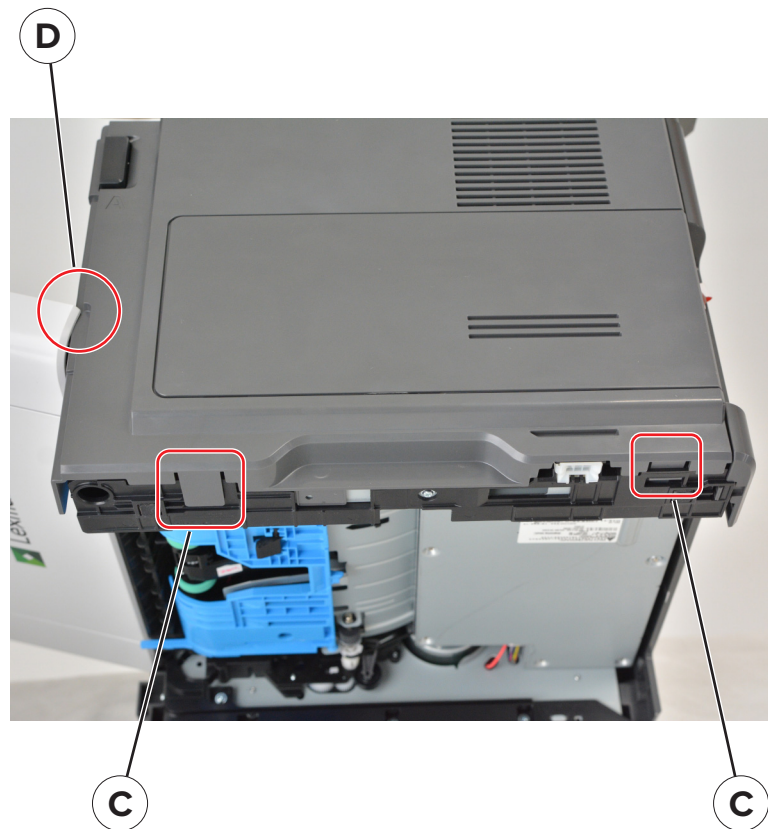


3 Remove the two screws (B).



- 4 Close the access cover, and then open the front door.
- 5 Release the two latches (C), and then disengage the middle front part (D) of the cover from the front door.

Warning—Potential Damage: The ADF might swing open while you position the printer on its side.



- 6 Remove the cover.

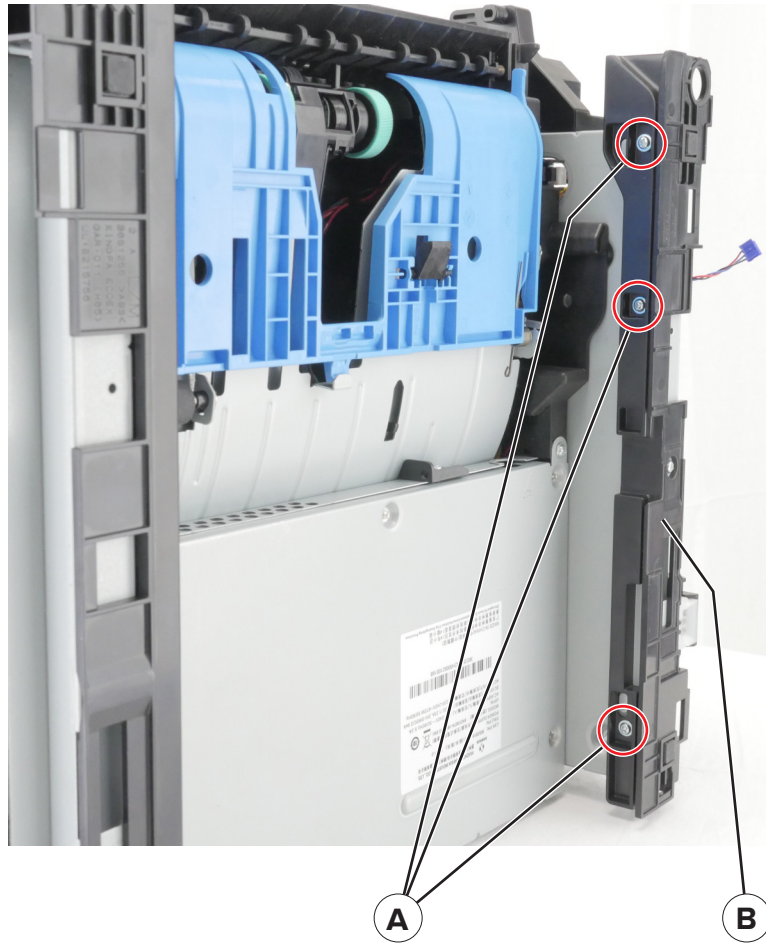
Interconnect cable removal

- 1 Remove the right cover. See [“Right cover removal” on page 236](#).
- 2 Position the printer on its rear side.

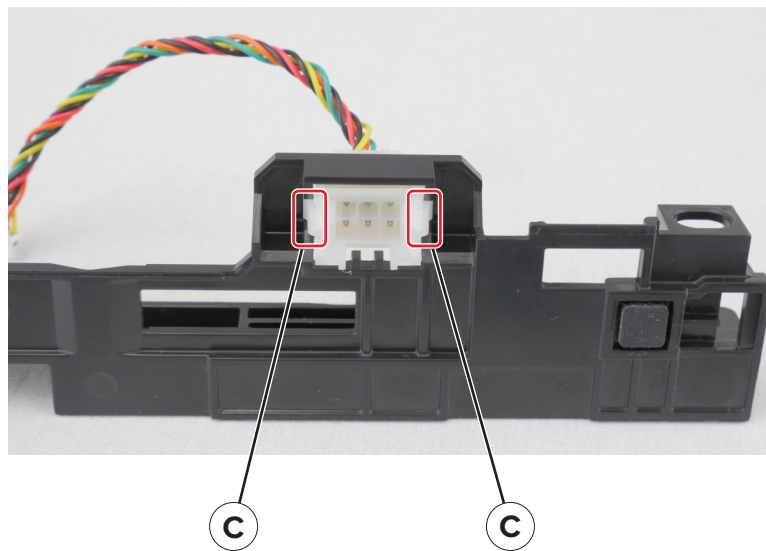
Warning—Potential Damage: The ADF might swing open while you position the printer on its side.

- 3 Disconnect the cable JOPT1 from the controller board.
- 4 Remove the three screws (A).

5 Detach the right foot (B).



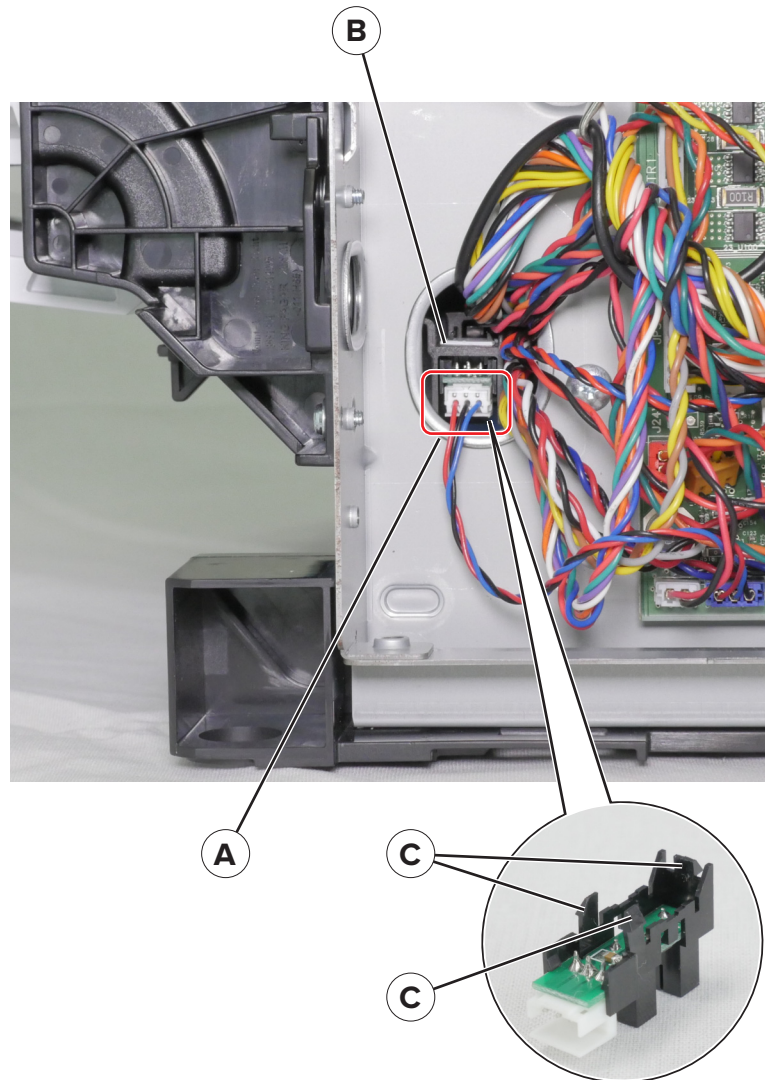
6 Release the two latches (C).



7 Remove the interconnect cable.

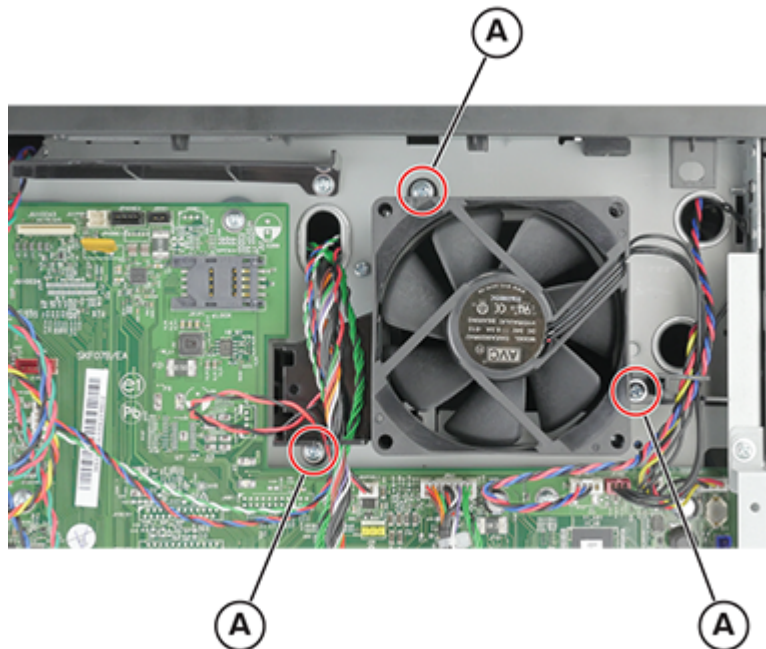
Sensor (tray present) removal

- 1 Remove the right cover. See [“Right cover removal” on page 236](#).
- 2 Disconnect the cable (A).
- 3 Release the three latches (B), and then pry to remove the sensor.



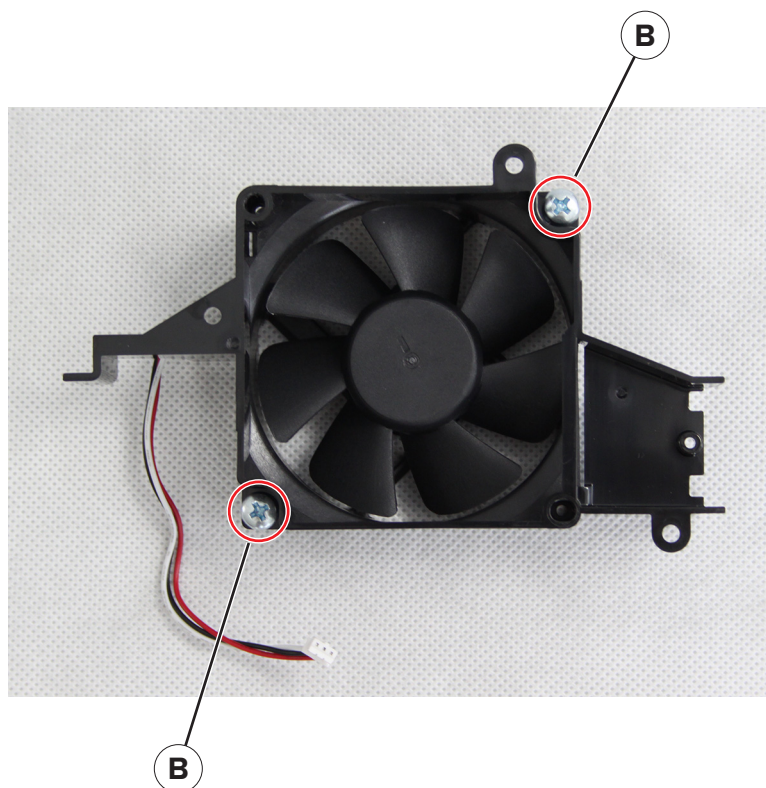
Cooling fan removal

- 1 Remove the right cover. See [“Right cover removal” on page 236](#).
- 2 Disconnect the cable JFAN1 from the controller board.
- 3 Remove the three screws (A), and then remove the fan duct.



Parts removal

4 Remove the two screws (B), and then remove the fan.



Controller board removal

Critical information for controller board or control panel replacement

Warning—Potential Damage: Replace only one of the following components at a time:

- Control panel
- Controller board

To replace a component and to test whether the problem is resolved:

1 Replace the affected component.

Warning—Potential Damage: Do not perform a Power-On Reset (POR) until the problem is resolved. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

2 Enter the Diagnostics Menu. The Diagnostics Menu allows you to temporarily use the replacement part.

Warning—Potential Damage: Some printers will perform automatically a POR if the Diagnostics Menu is not opened within five seconds. If a POR is performed at this point, then the replacement part can no longer be used in another printer and must be returned to the manufacturer.

3 Use the Diagnostics Menu to test the replacement part. Do a feed test to check if the problem is resolved.

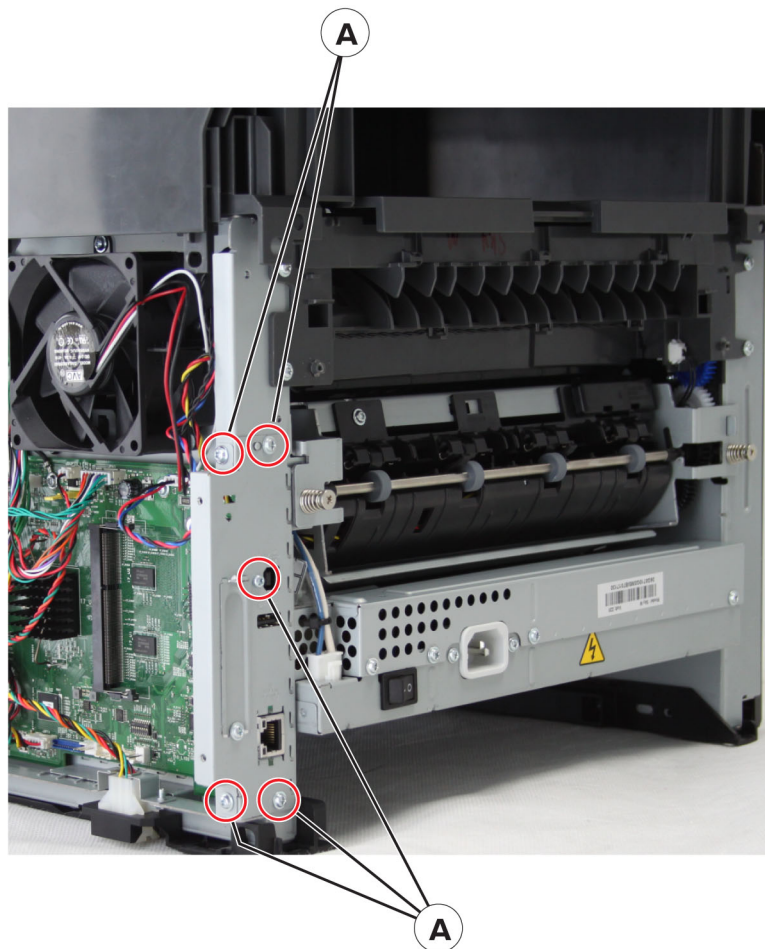
- If the problem is not resolved—Turn off the printer, and then reinstall the old part.
- If the problem is resolved—Perform a POR.

L-shaped controller board

Note: This board is the original board for older printers, where the eighth digit of the printer serial number is 0 or 1.

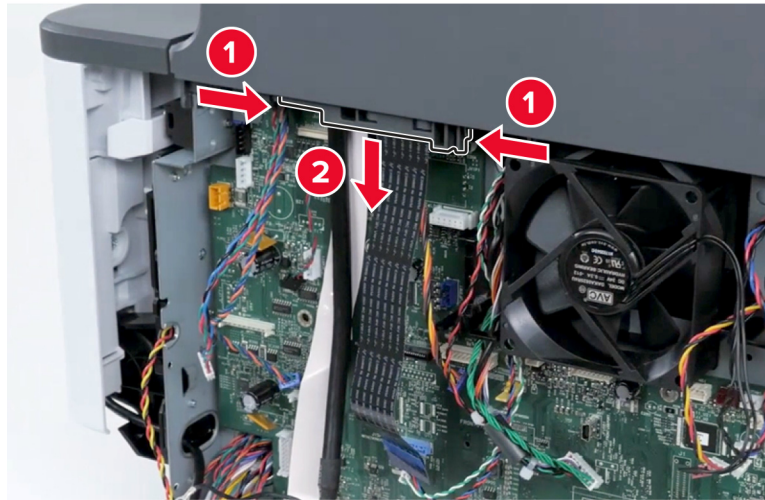
Note: For a video demonstration, see [Controller board removal](#).

- 1 Remove the right cover. See [“Right cover removal” on page 236](#).
- 2 Remove the scanner rear covers. See [“Scanner rear covers removal” on page 297](#).
- 3 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).
- 4 Remove the five screws (A), and then remove the metal plate.

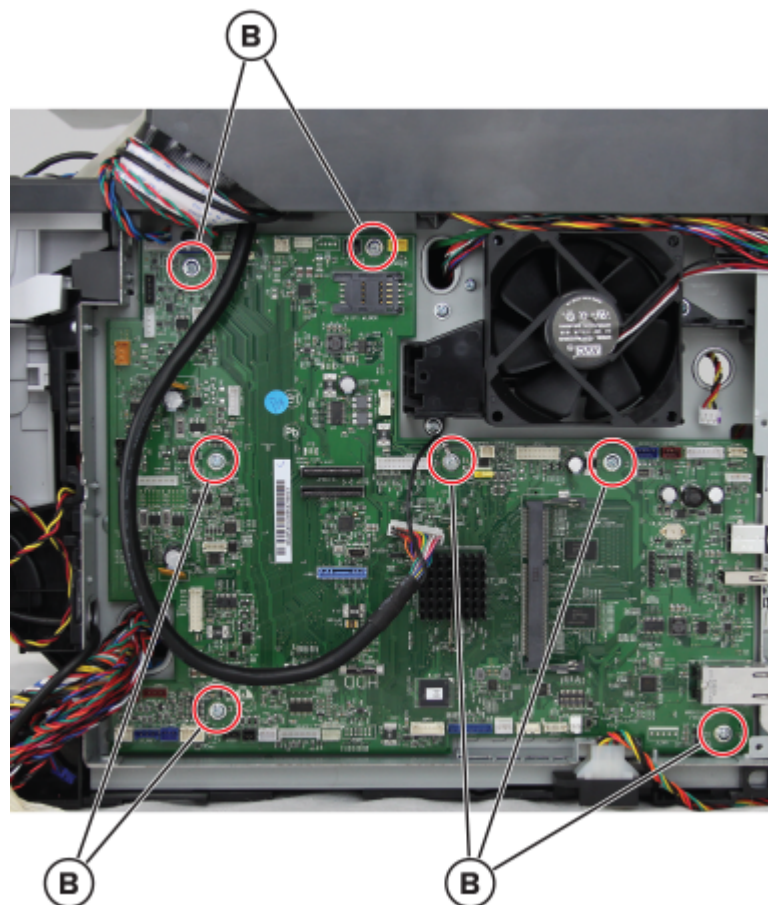


- 5 Disconnect all the cables.

6 Remove the toroid holder.



7 Remove the seven screws (B).



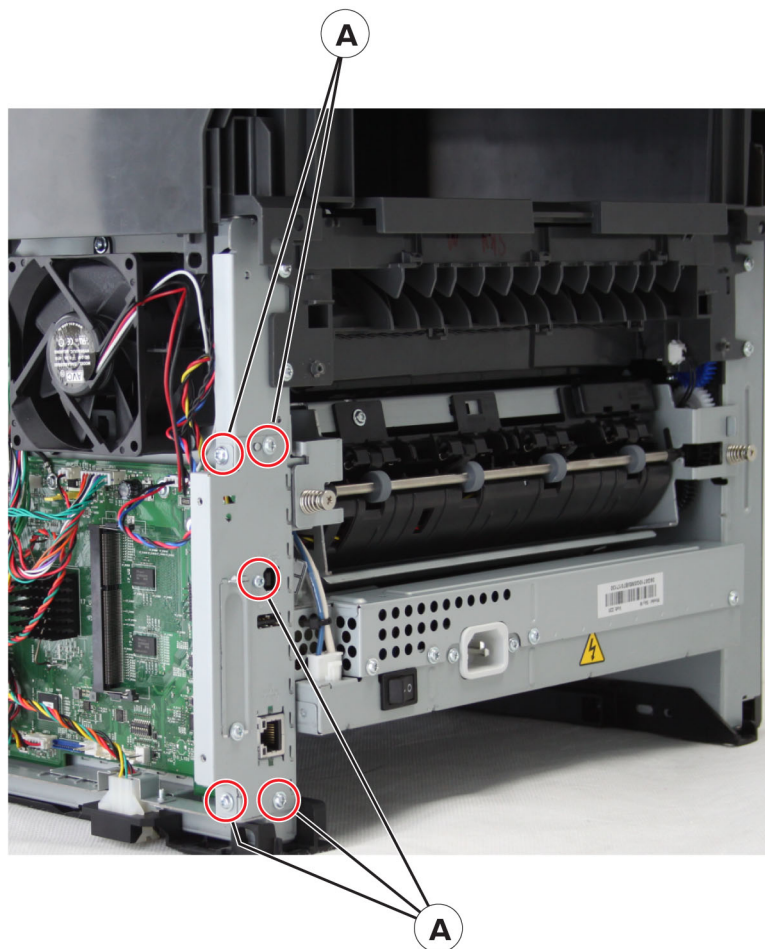
8 Remove the controller board.

Installation note: The L-shaped controller board can be installed on newer printers, where the eighth digit of the printer serial number is greater than 1. Firmware update is required.

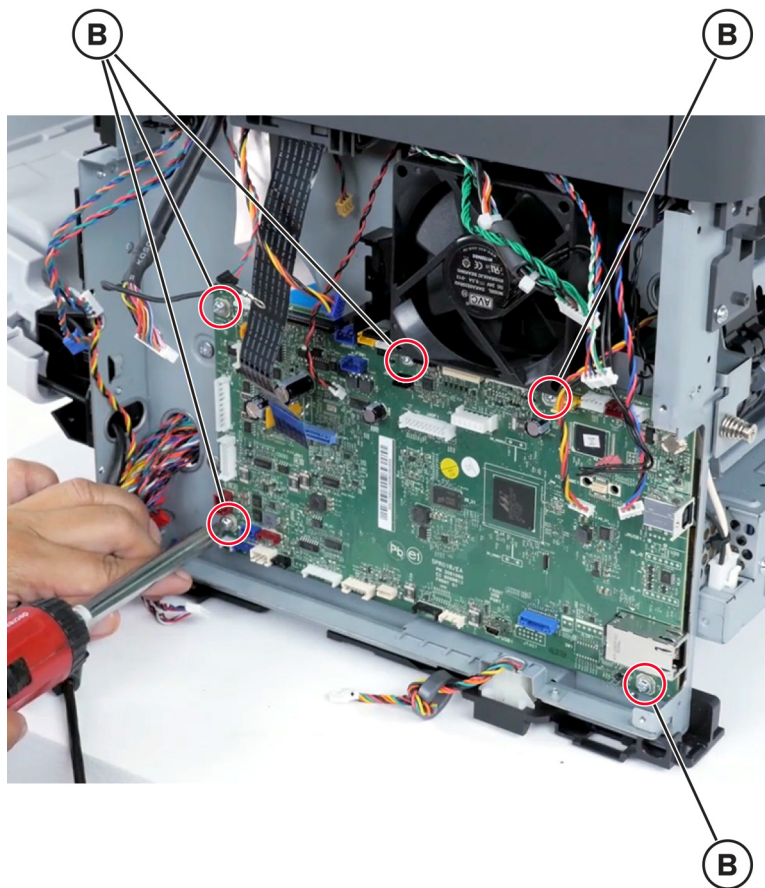
Rectangular controller board

Note: This board is the original board for newer printers, where the eighth digit of the printer serial number is greater than 1.

- 1 Remove the right cover. See [“Right cover removal” on page 236](#).
- 2 Remove the scanner rear covers. See [“Scanner rear covers removal” on page 297](#).
- 3 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).
- 4 Disconnect all the cables.
- 5 Remove the five screws (A), and then remove the metal plate.



6 Remove the five screws (B).



7 Remove the controller board.

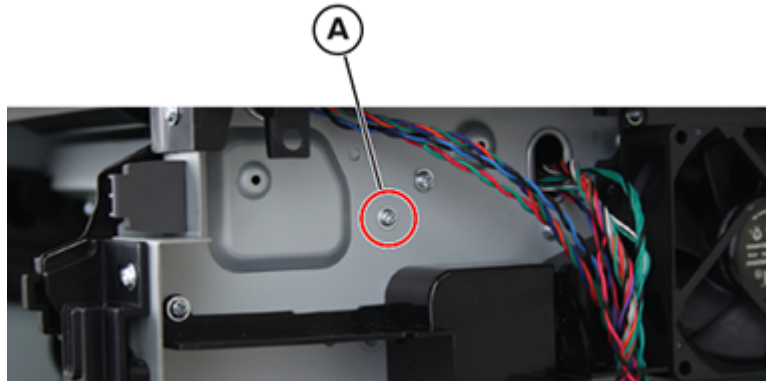
Installation note: The rectangular controller board can be installed on older printers, where the eighth digit of the printer serial number is 0 or 1.

Toner cartridge smart chip contact removal

1 Remove the right cover. See [“Right cover removal” on page 236](#).

2 Remove the controller board. See [“Controller board removal” on page 243](#).

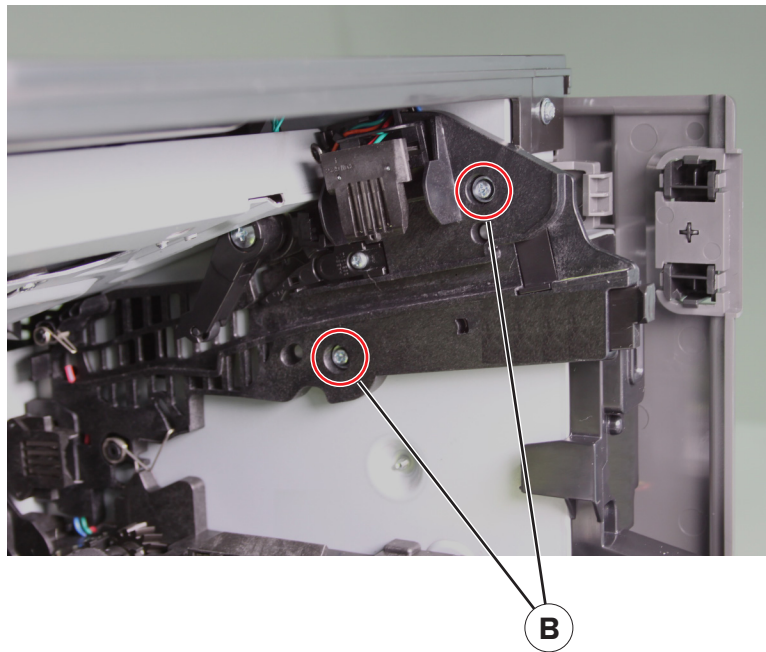
- 3 Remove the screw (A).



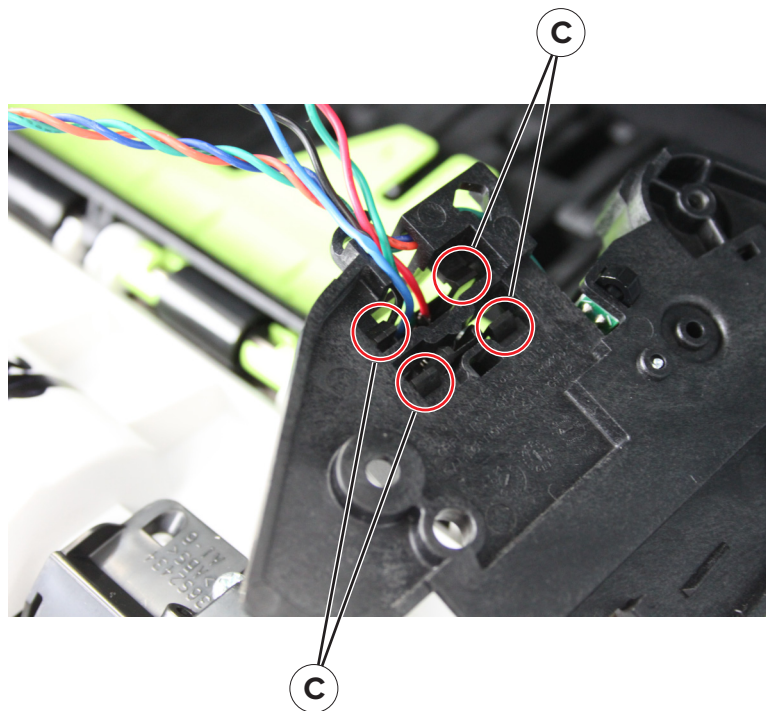
- 4 Remove the two screws (B), and then lower the right cartridge guide.

- 5 Slightly pull the right cartridge guide to detach it.

Warning—Potential Damage: To avoid damaging the right cartridge guide, do not cut or disconnect the cable at the rear of the cartridge guide. Leave the cartridge guide dangling.

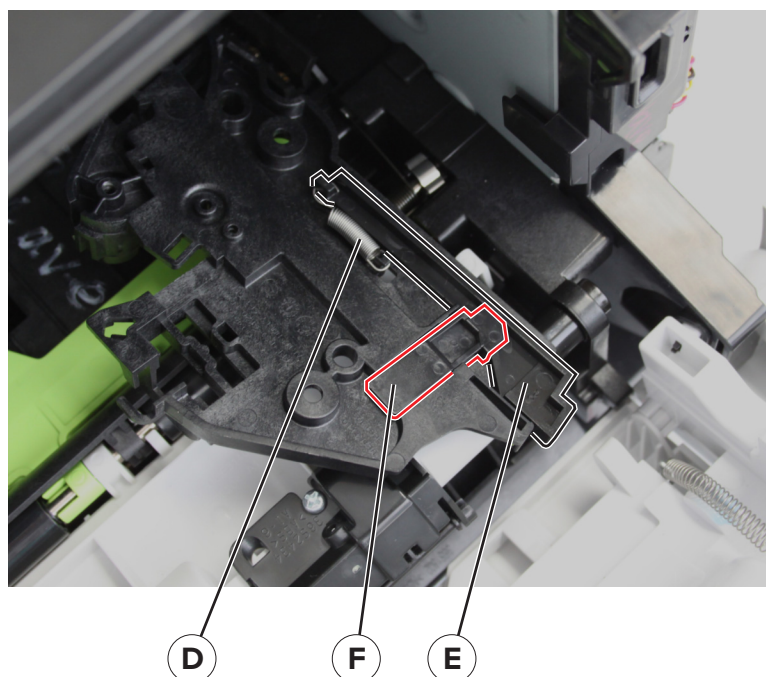


6 Release the four latches (C).

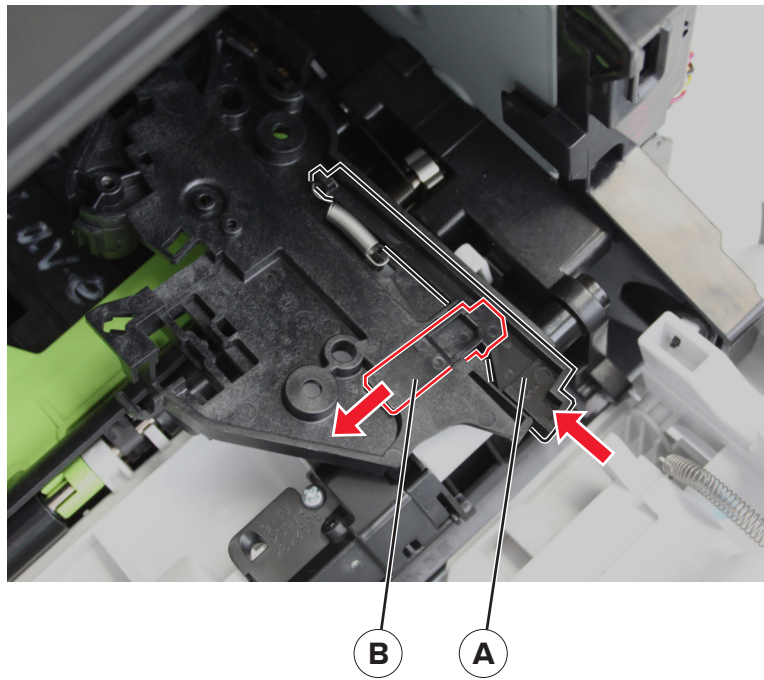


7 Remove the toner cartridge smart chip contact.

Note: Note the original position of the spring (D), actuator (E), and lock (F).

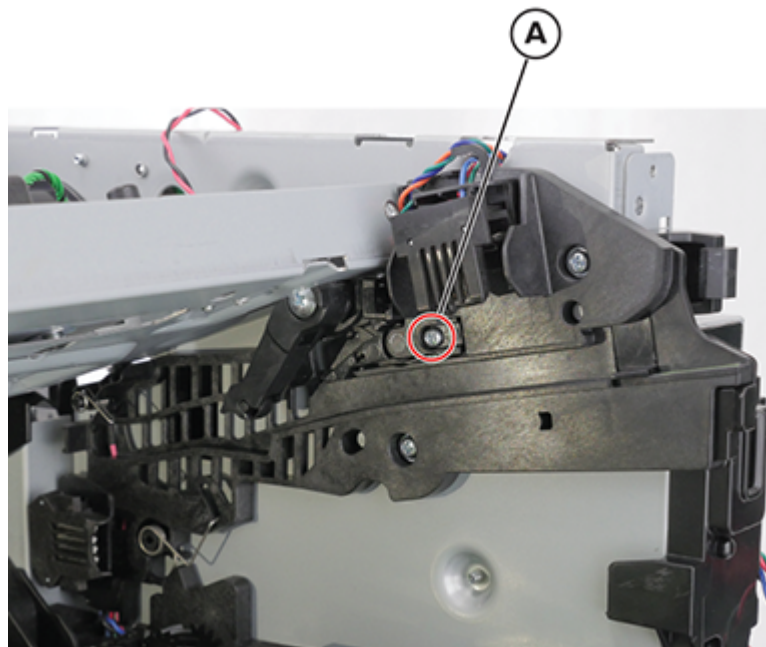


Installation note: To test if the spring and actuator are properly installed, press the actuator (A). The lock (B) should move up.



Cartridge barrel shutter sensor kit removal

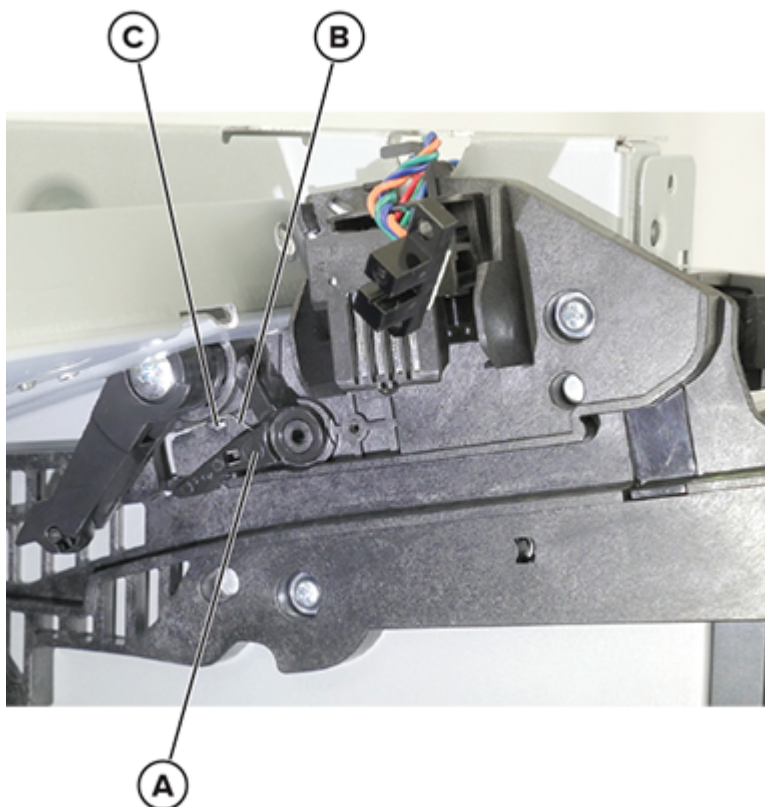
- 1 Remove the top cover. See [“Top cover removal” on page 301.](#)
- 2 Remove the right cover. See [“Right cover removal” on page 236.](#)
- 3 Disconnect the cable JCVR1 from the controller board.
- 4 Remove the screw (A), and then remove the bracket, actuator, spring, and sensor.



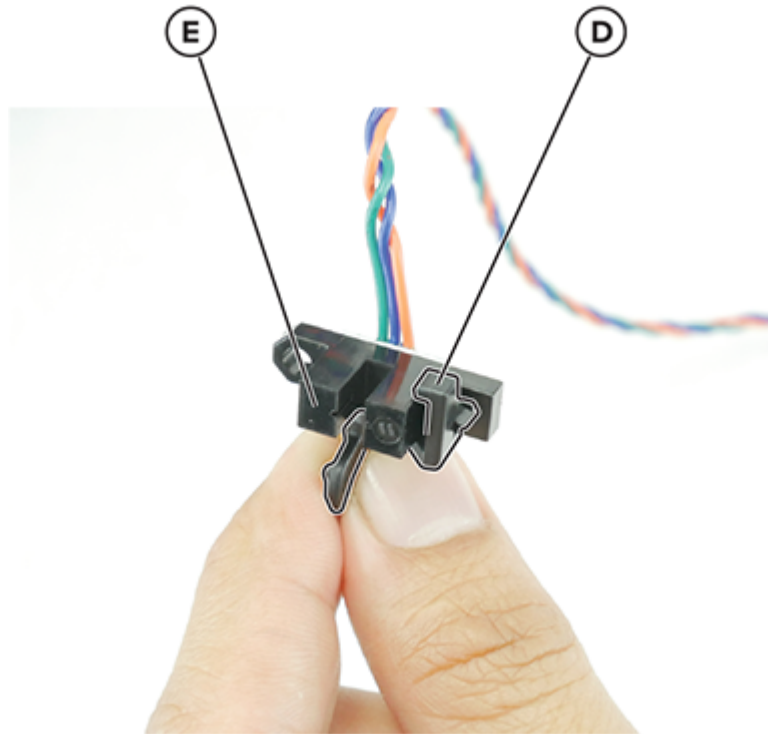
Installation notes:

- a** Install the sensor (cartridge barrel shutter) actuator (A) as shown.

Note: Make sure that the spring (B) is behind the boss (C).

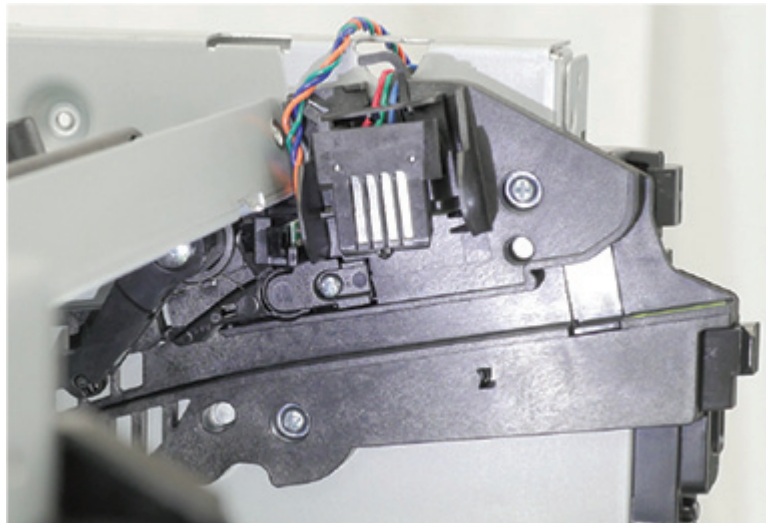


- b** Install the bracket (D) to the sensor (E) as shown.



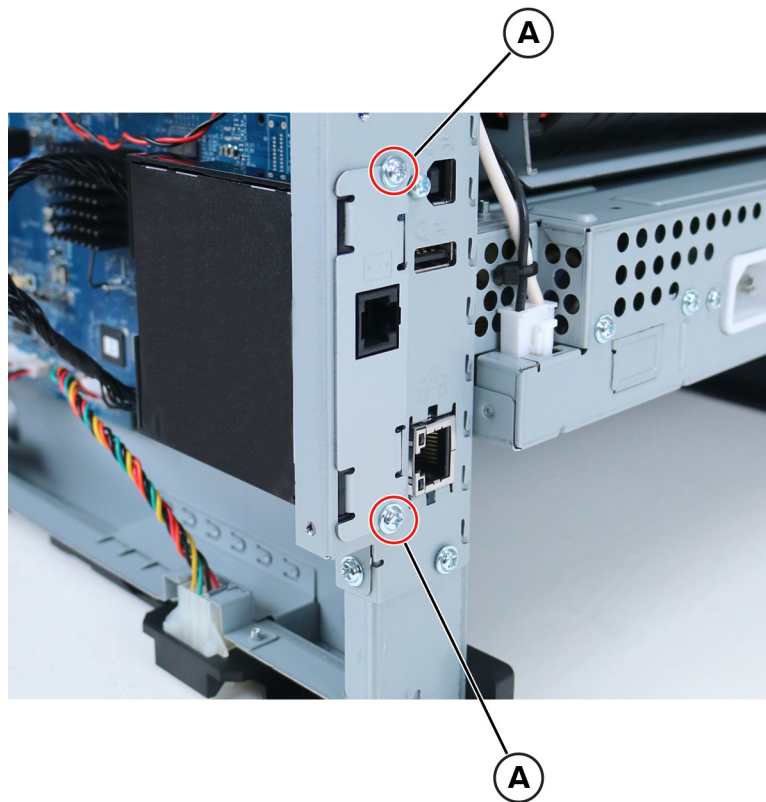
- c** Install the sensor and bracket as shown.

Note: Make sure that sensor is aligned with the actuator.



Fax card removal

- 1 Remove the right cover. See [“Right cover removal” on page 236](#).
- 2 Disconnect the fax card cable from the controller board, and then remove the two screws (A).



- 3 Remove the fax card.

Installation note: To select the correct part for your printer, see the following:

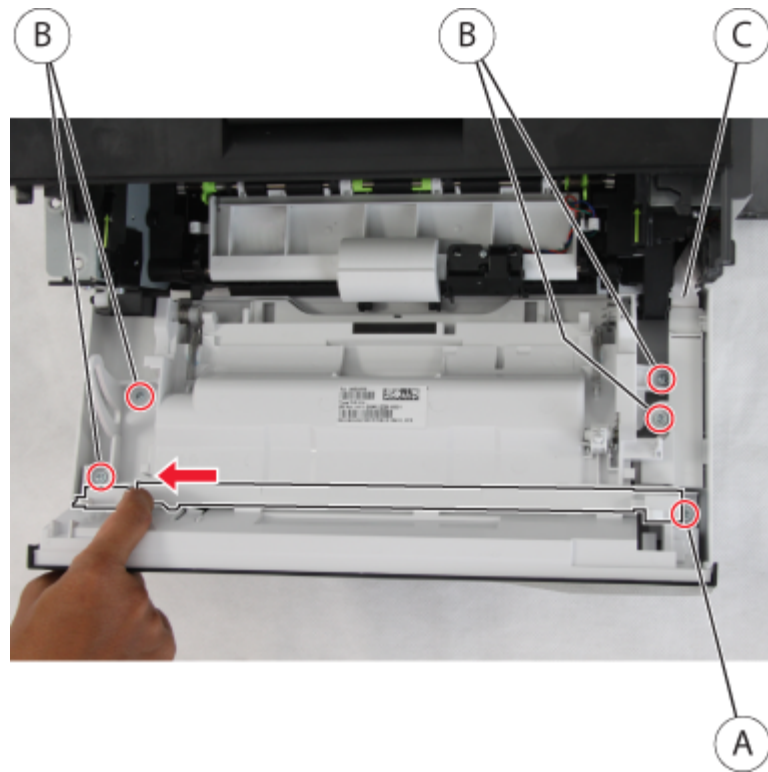
Front removals

Nameplate removal

- 1** Open the front door.
- 2** Push the latch to the left, and then remove the screw (A).
- 3** Remove the four screws (B).
- 4** Remove the nameplate.

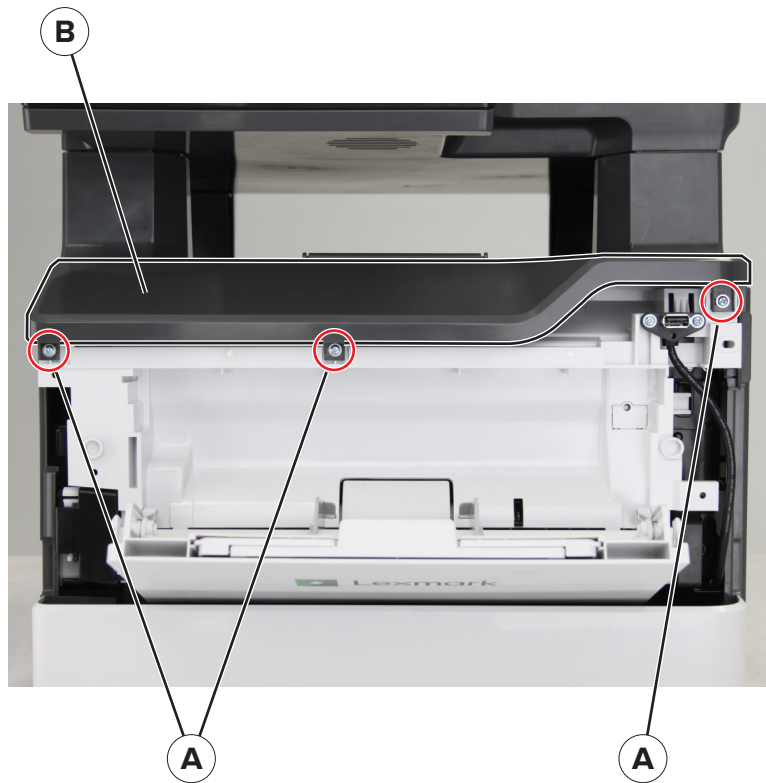
Note: The MPF hinders the removal.

Warning—Potential Damage: Avoid damaging the cable (C) when removing the nameplate.



Top access cover removal

- 1 Remove the nameplate. See [“Nameplate removal” on page 254](#).
- 2 Remove the three screws (A), and then remove the cover (B).



Numeric keypad cover

- 1 Open the ADF.
- 2 Remove the cover.



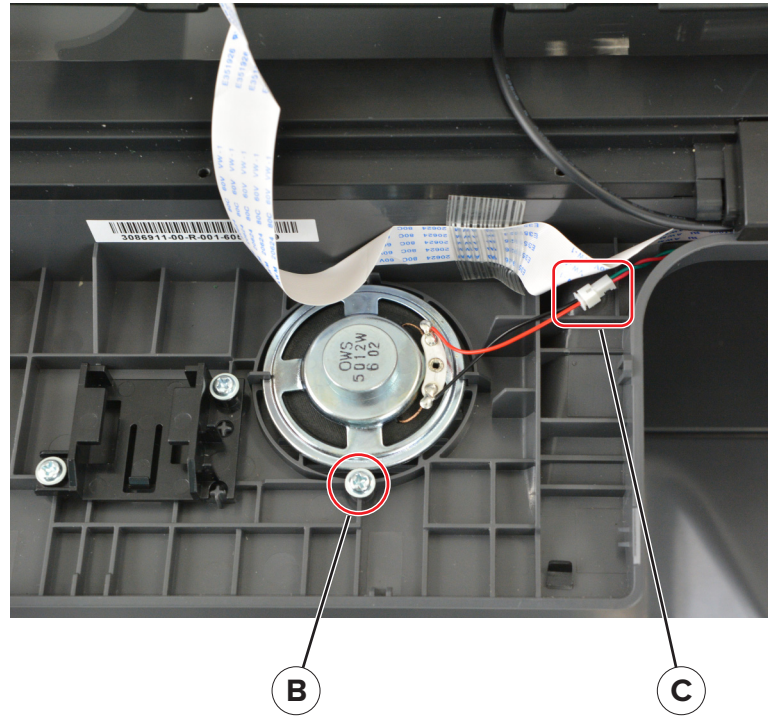
Speaker removal

- 1 Open the ADF.
- 2 Remove the numeric keypad cover. See [“Numeric keypad cover removal” on page 258](#).
- 3 Remove the two screws (A).



- 4 Set aside the control panel assembly.

- 5** Remove the screw (B), and then disconnect the speaker cable (C).



- 6** Remove the speaker.

- 4** Carefully disengage the assembly from the rear cover.



- 5** Remove the screw (B), and then disconnect the cable (C).



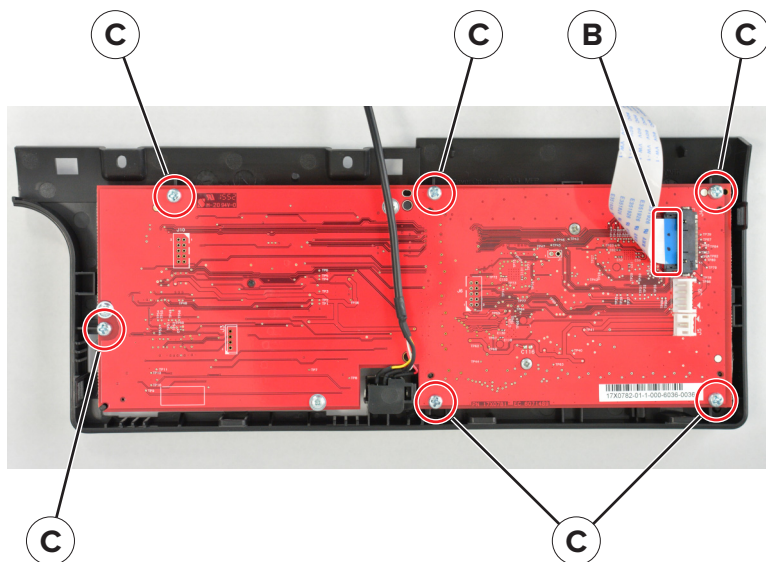
- 6** Remove the assembly.

Control panel assembly removal

- 1 Remove the numeric keypad cover. See [“Numeric keypad cover removal” on page 258.](#)
- 2 Remove the two screws (A).



- 3 Disconnect the cable (B), and then remove the six screws (C).



- 4 Remove the control panel assembly.

Control panel cover and board removal

Critical information for controller board or control panel replacement

Warning—Potential Damage: Replace only one of the following components at a time:

- Control panel
- Controller board

To replace a component, and to test whether the problem is resolved:

- 1 Replace the affected component.

Warning—Potential Damage: Do not perform a POR (Power-On Reset) until the problem is resolved. If a POR is performed at this point, the replacement part can no longer be used in another printer and must be returned to the manufacturer.

- 2 Enter the Diagnostics Menu. The Diagnostics Menu allows you to temporarily use the replacement part.

Warning—Potential Damage: Some printers will automatically perform a POR if the Diagnostics Menu is not opened within five seconds. If a POR is performed at this point, the replacement part can no longer be used in another printer and must be returned to the manufacturer.

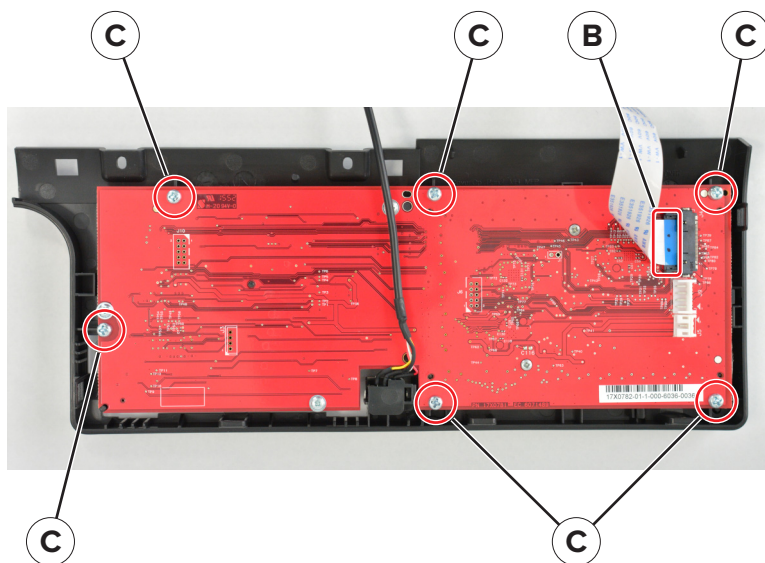
- 3 Use the Diagnostics Menu to test the replacement part. Do a feed test to check if the problem is resolved.
 - If the problem is not resolved—Turn off the printer, and then reinstall the old part.
 - If the problem is resolved—Perform a POR.

Removal procedure

- 1 Remove the numeric keypad cover. See [“Numeric keypad cover removal” on page 258.](#)
- 2 Remove the two screws (A).



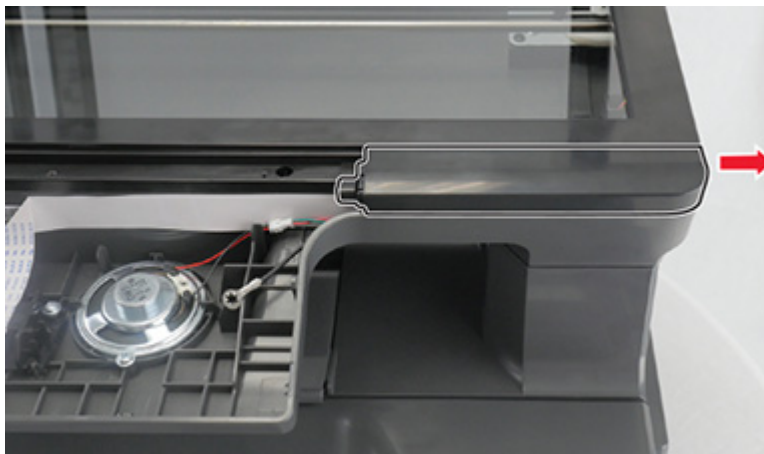
- 3 Disconnect the cable (B), and then remove the six screws (C).



- 4 Remove the board from the cover.

Scanner front cover removal

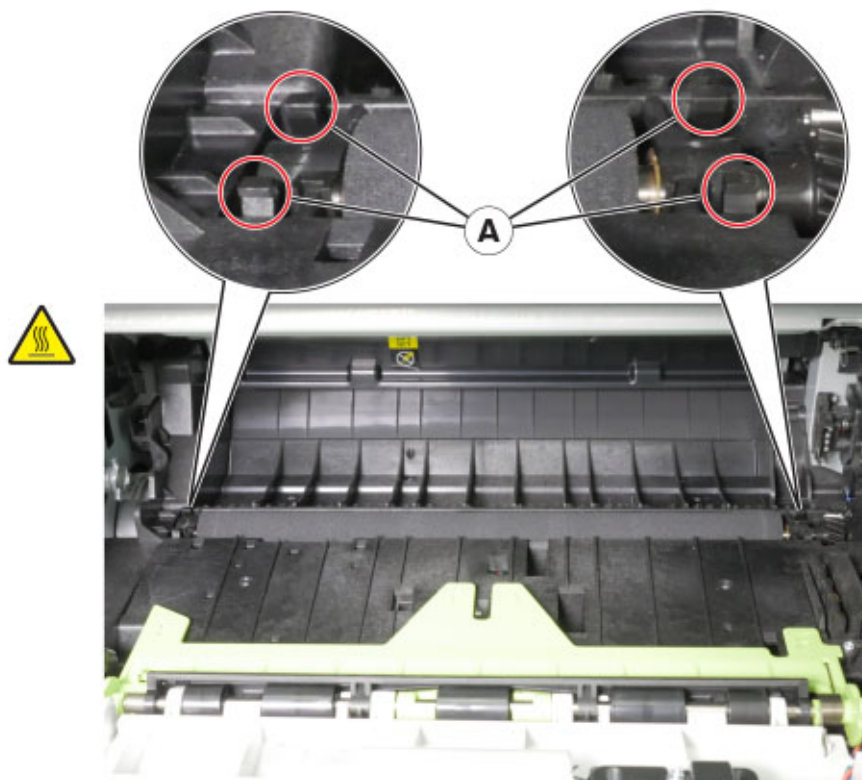
- 1 Open the ADF.
- 2 Remove the numeric keypad cover. See [“Numeric keypad cover removal” on page 258.](#)
- 3 Remove the control panel assembly. See [“Control panel assembly removal ” on page 263.](#)
- 4 Slide the right cover to the right to remove.



Transfer roller removal

For a video demonstration, see [Transfer roller removal](#).

- 1 Open the front door.
- 2 Release the two latches (A) on each end of the transfer roller.



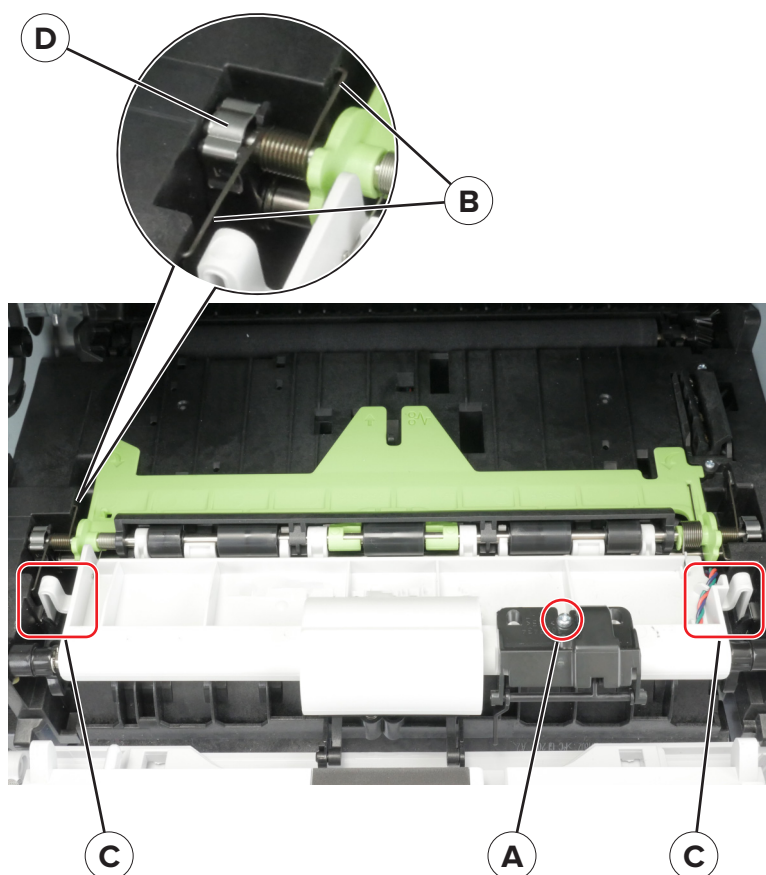
- 3 Remove the roller.

Note: For a video demonstration, see [Transfer roller removal](#) at infoserve.lexmark.com/ids/sma.

Jam access cover removal

- 1 Open the front door.
- 2 Remove the screw (A), and then release the cable from the jam access cover.
- 3 Push down, and then pull the two ends (B) of the springs to remove them.
- 4 Repeat step 3 for the other side.
- 5 Release the two latches (C).
- 6 Remove the clip (D).

Note: Some models do not have the clip (D) installed.

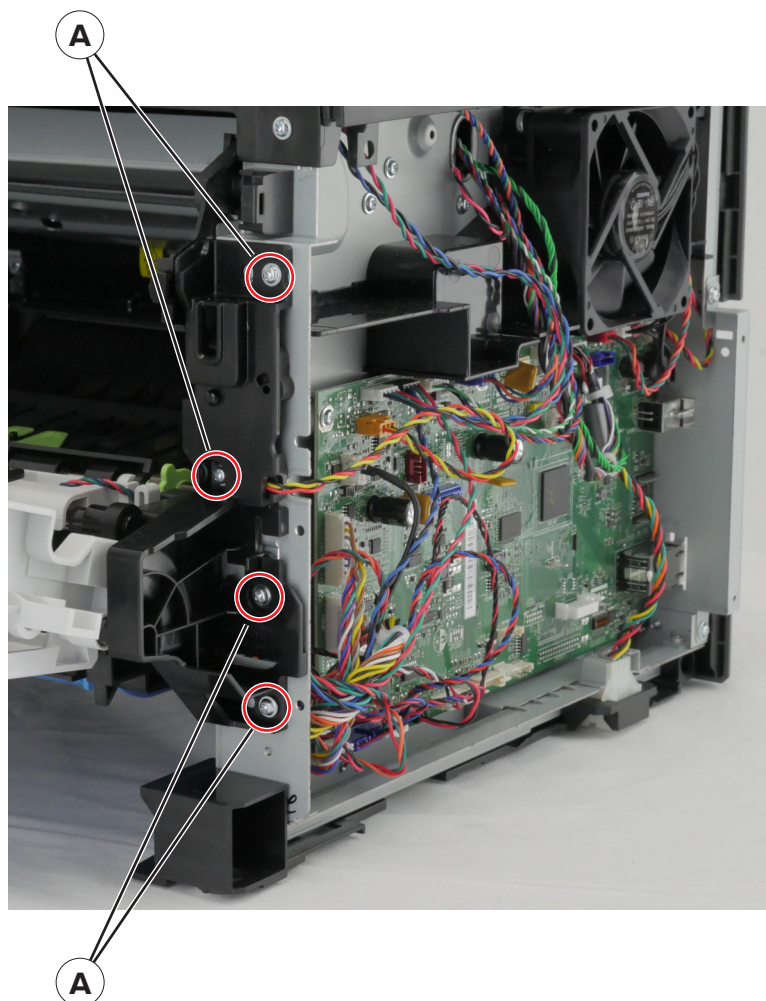


7 Remove the cover.

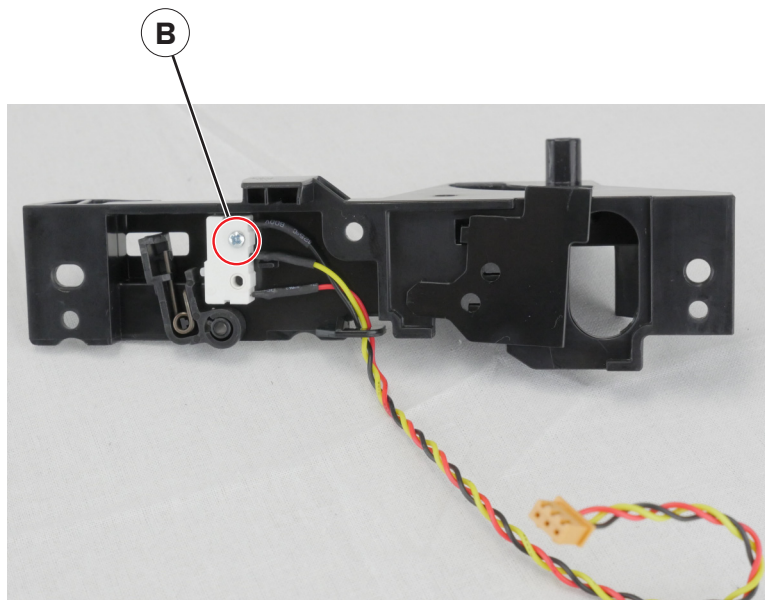
Sensor (front door) removal

- 1** Remove the nameplate. See [“Nameplate removal” on page 254.](#)
- 2** Remove the right cover. See [“Right cover removal” on page 236.](#)
- 3** Disconnect the JCVR1 and control panel cables from the controller board.

4 Remove the four screws (A).



- 5 Using a #1 Phillips screwdriver, remove the screw (B).



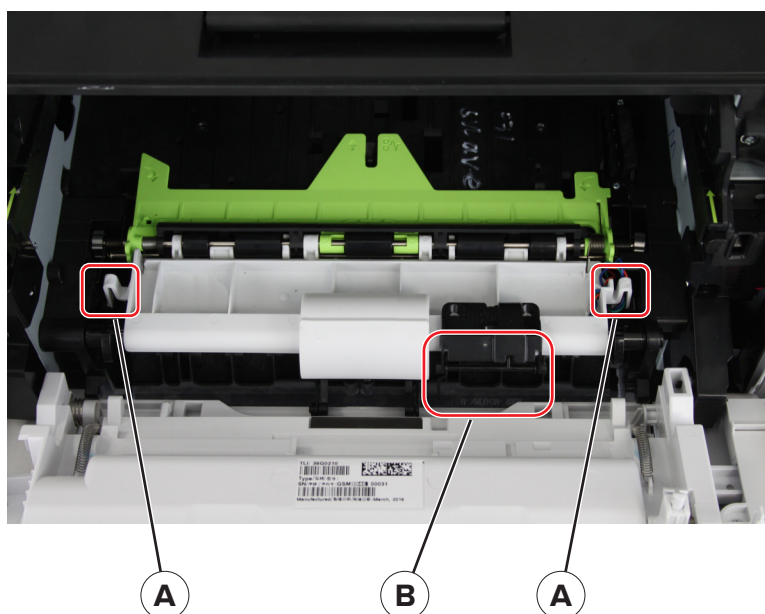
- 6 Remove the sensor.

MPF pick roller and separator pad removal

For a video demonstration, see [MPF pick roller and separator pad removal](#).

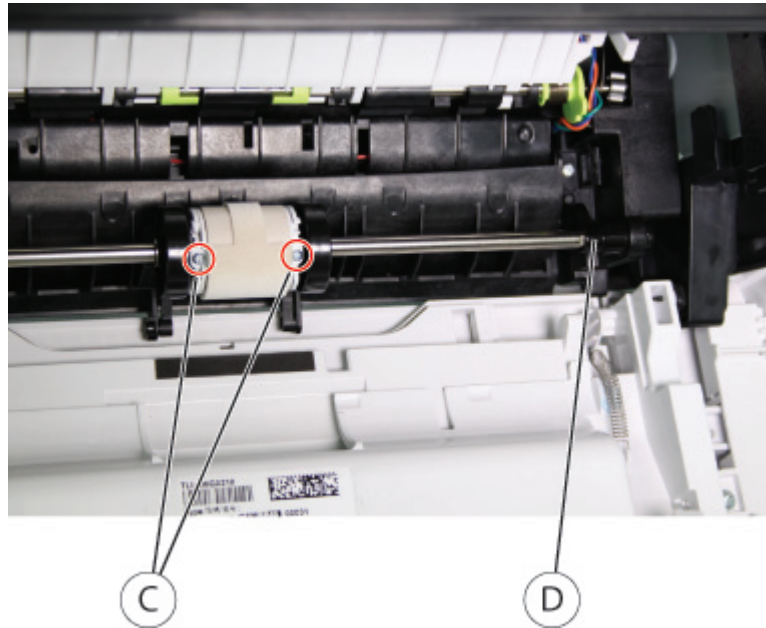
- 1 Open the front door.
- 2 Press the latches (A), and then open the cover.

Warning—Potential Damage: Avoid damaging the MPF sensor flag (B) when removing the cover.

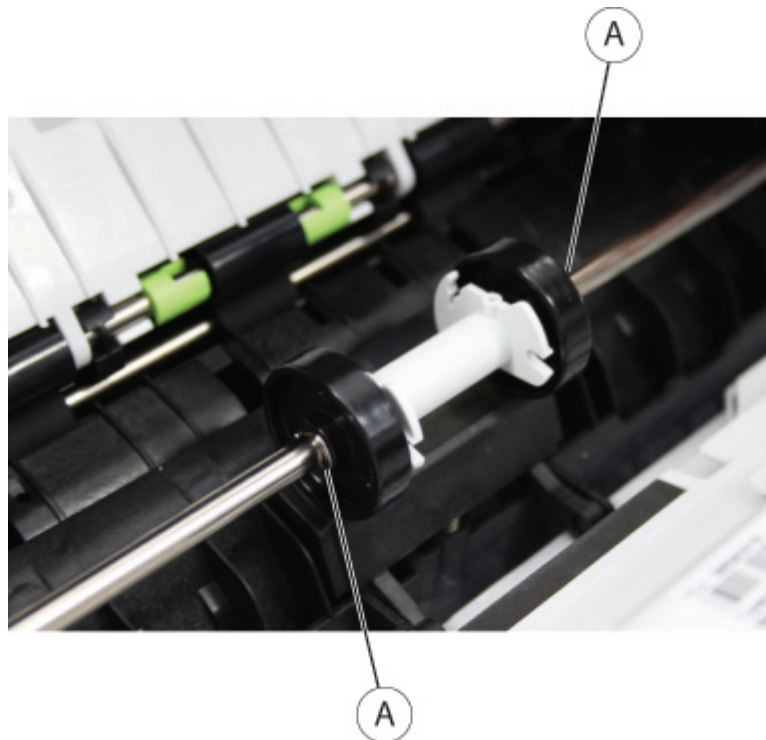


- 3 Using a #1 Phillips screwdriver, remove the two screws (C).

- 4** Hold the end of the shaft (D), and then pull out the roller to remove it.

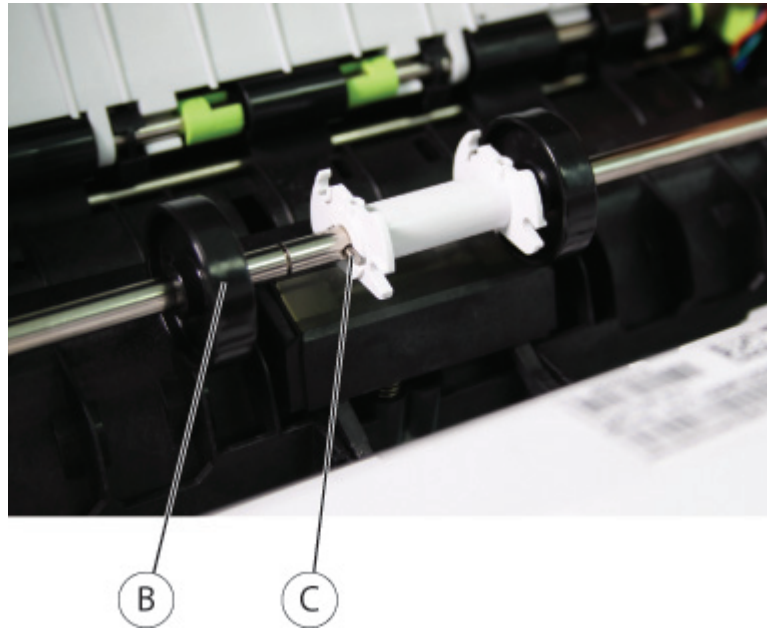


- 5** Remove the two E-clips (A).

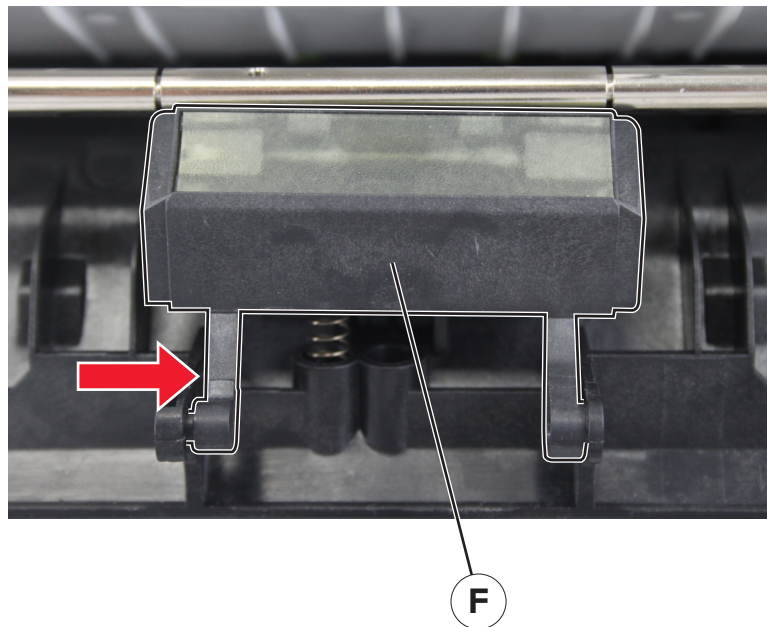


- 6** Move the roller (B) to the left, and then remove the pin (C).

- 7 Move the hub (D) and roller (E) to the right.

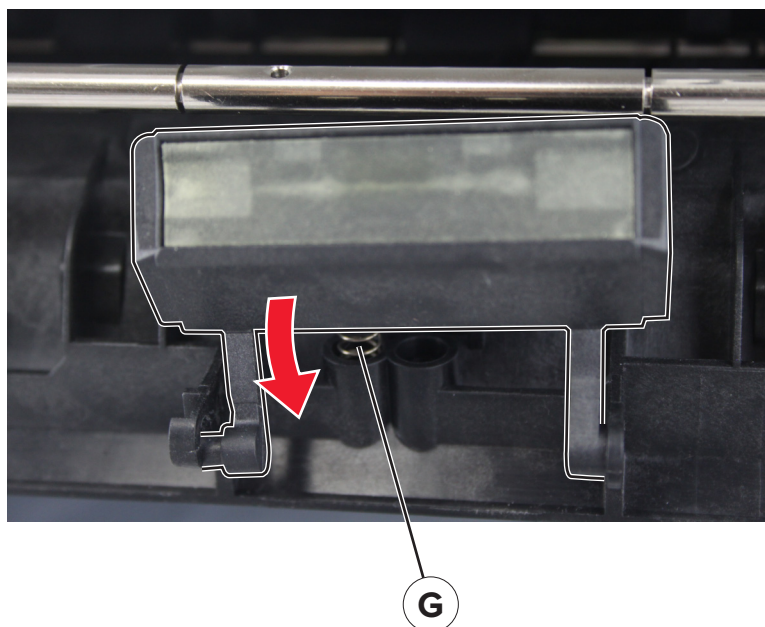


- 8 Push the separator pad (F) to the right.



- 9 Push down the pad to remove it.

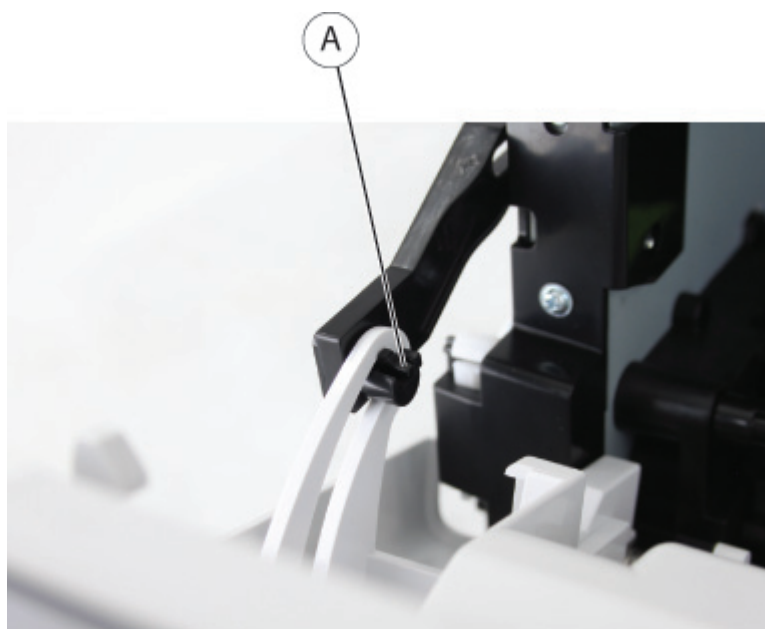
Warning—Potential Damage: Do not lose the spring (G).



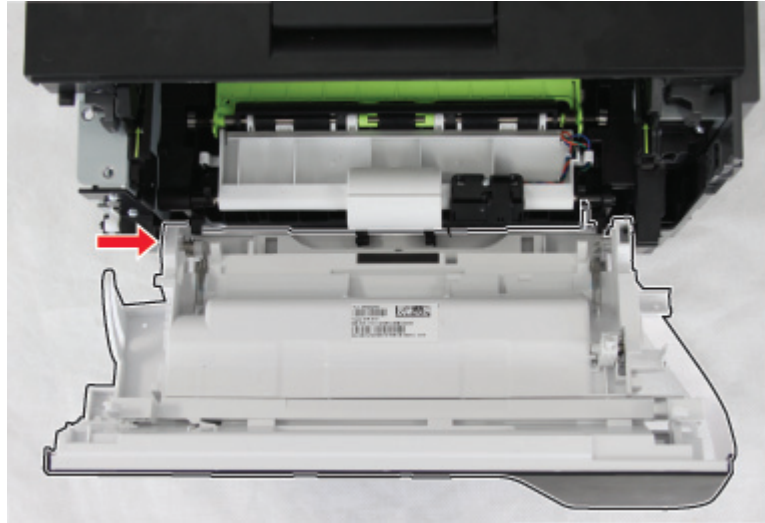
Note: For a video demonstration, see [MPF pick roller and separator pad removal](https://infoserve.lexmark.com/ids/sma) at infoserve.lexmark.com/ids/sma.

MPF with front access cover removal

- 1 Remove the right cover. See [“Right cover removal” on page 236](#).
- 2 Disconnect the USB cable from the controller board.
- 3 Remove the front cover. See [“Nameplate removal” on page 254](#).
- 4 Release the latch (A), and then detach the link.

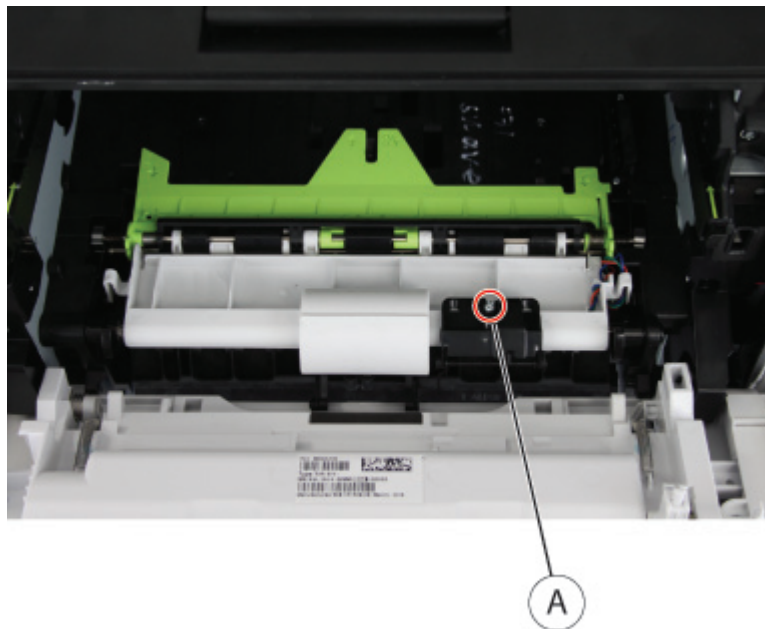


- 5 Push the MPF with front access cover to the right, and then remove it.



Sensor (MPF paper present) removal

- 1 Open the front door.
- 2 Remove the screw (A).

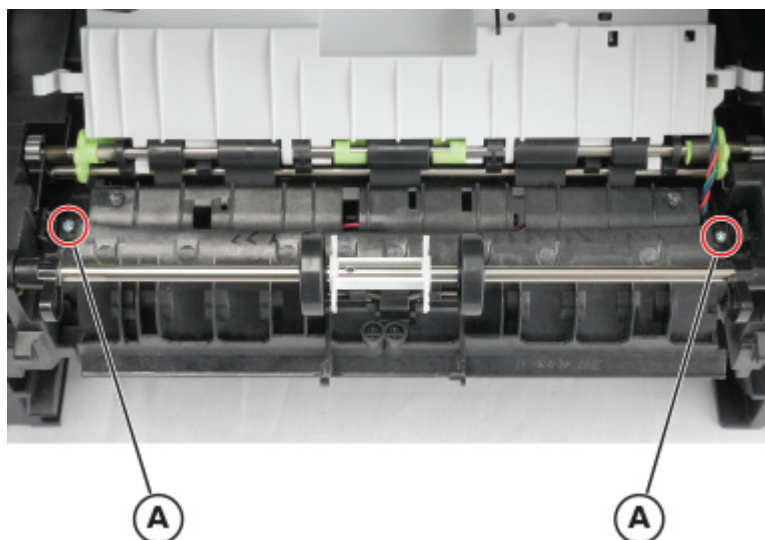


- 3 Open the controller board access cover, disconnect the cable JMPFPP1, and then release the cable.
- 4 Remove the sensor.

Installation note: Pay attention to the position of the MPF sensor flag when installing the sensor.

Front input guide removal

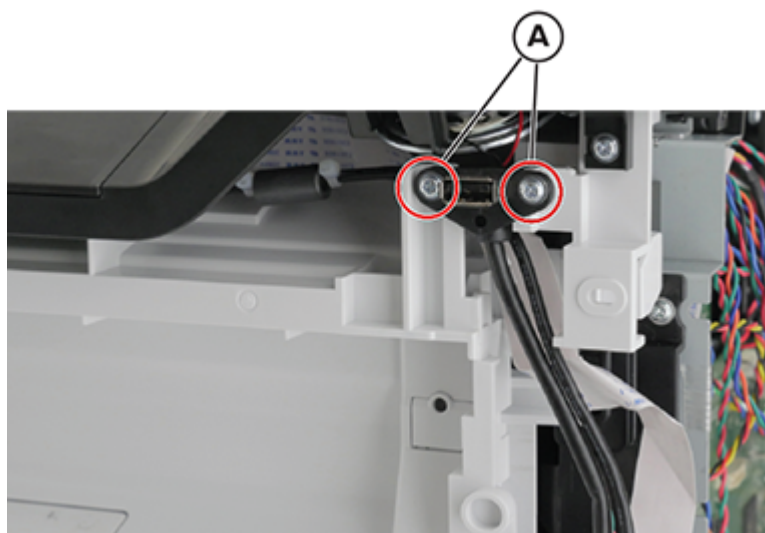
- 1 Remove the MPF with front access cover. See [“MPF with front access cover removal” on page 274.](#)
- 2 Remove the MPF pick roller and separator pad. See [“MPF pick roller and separator pad removal” on page 271.](#)
- 3 Remove the two screws (A).



- 4 Remove the input guide.

Front USB host cable removal

- 1 Remove the right cover. See [“Right cover removal” on page 236.](#)
- 2 Remove the nameplate. See [“Nameplate removal” on page 254.](#)
- 3 Remove the two screws (A).



- 4 Open the front door.

- 5 Remove the screw (B).
- 6 Disconnect the cable JPHONE2 from the controller board.
- 7 Lift the stopper (C), and then remove the cable.

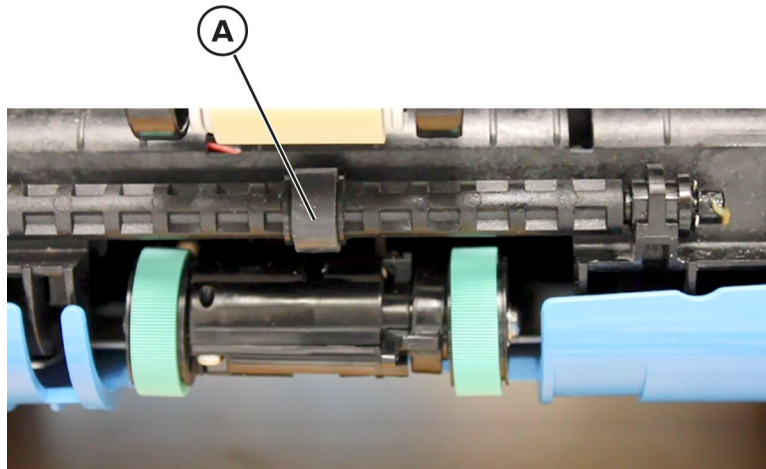


Isolation roller removal

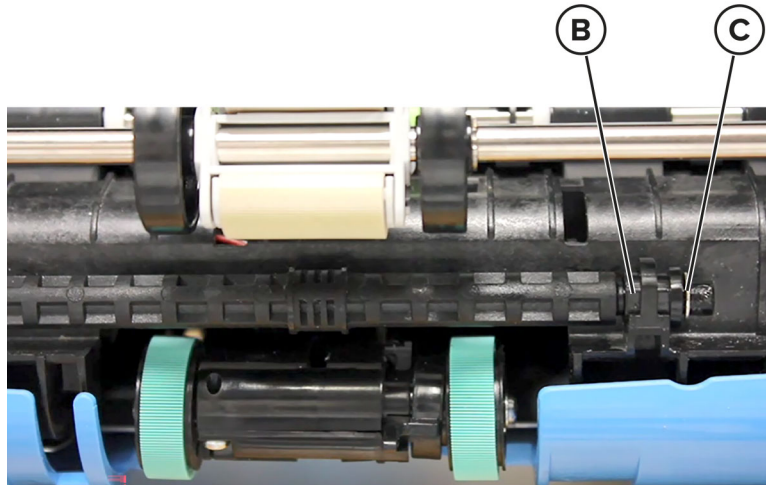
For a video demonstration, see [Isolation roller removal](#).

- 1 Remove the front door. See [“MPF with front access cover removal” on page 274](#).
- 2 Remove the jam access cover. See [“Jam access cover removal” on page 268](#).
- 3 Remove front input guide. See [“Front input guide removal” on page 276](#).

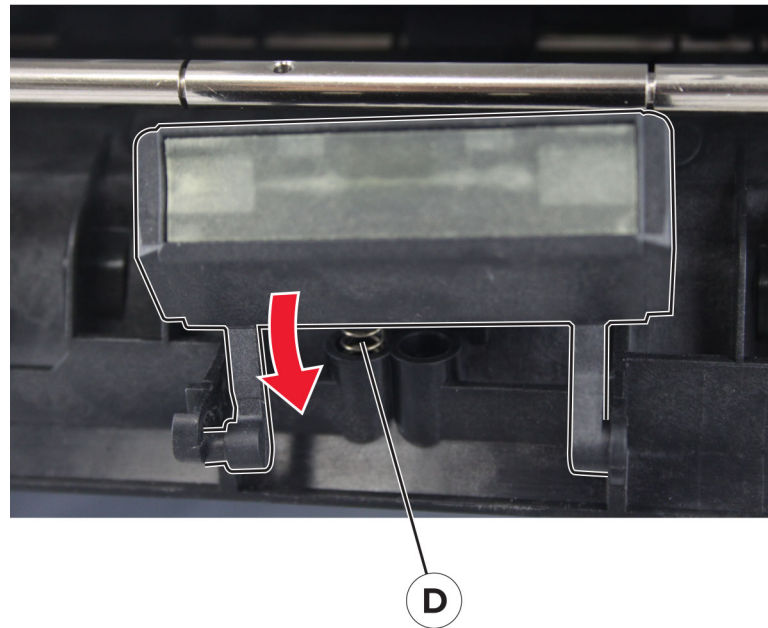
- 4 Remove the roller (A) by cutting it off the shaft.



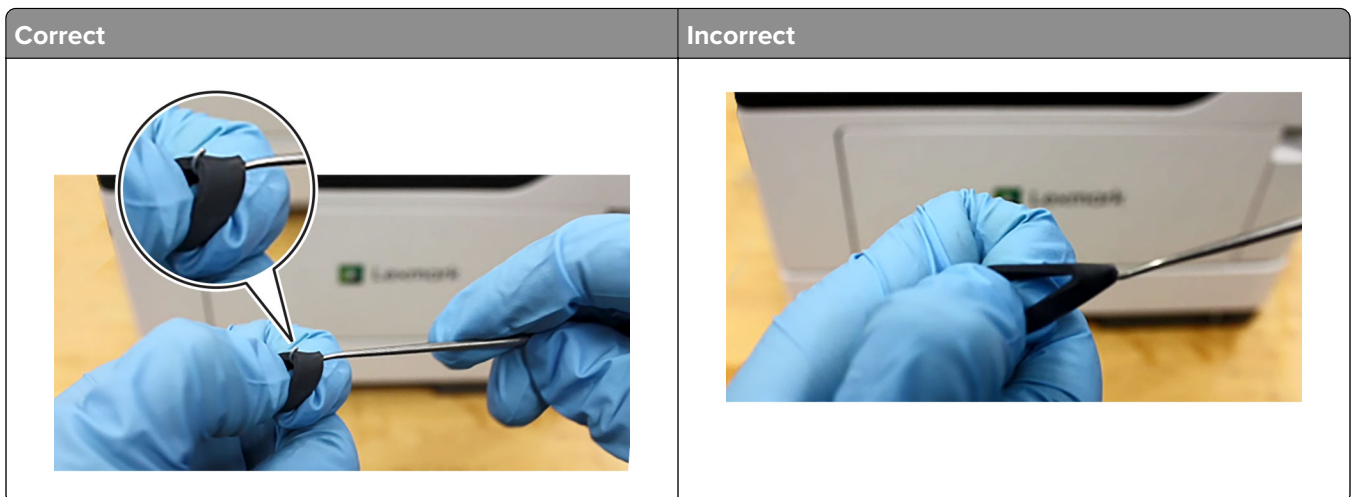
- 5 Remove the e-clip (C), and then remove the right bearing (B).



Warning—Potential Damage: Do not lose the spring (D).



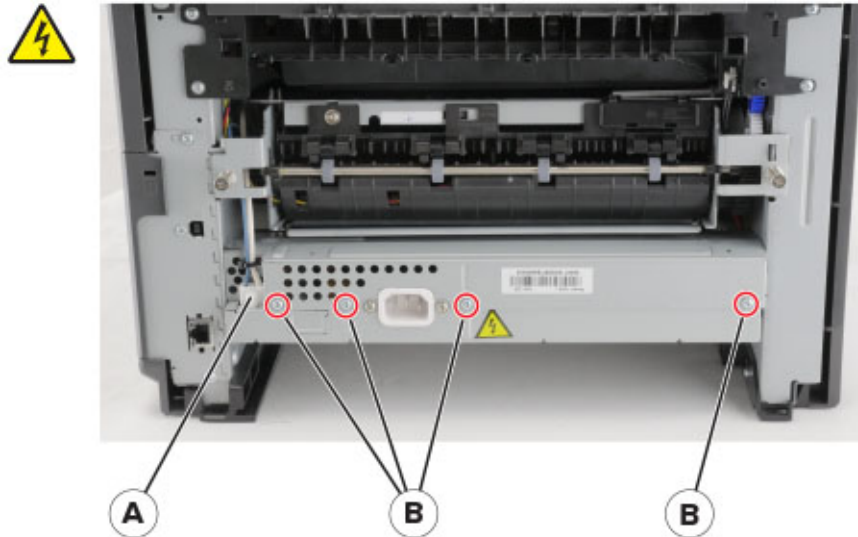
Installation note: When looping the isolation roller with the spring hook, make sure not to pierce the sleeve. Refer to the following illustrations:



Bottom removals

Power supply removal

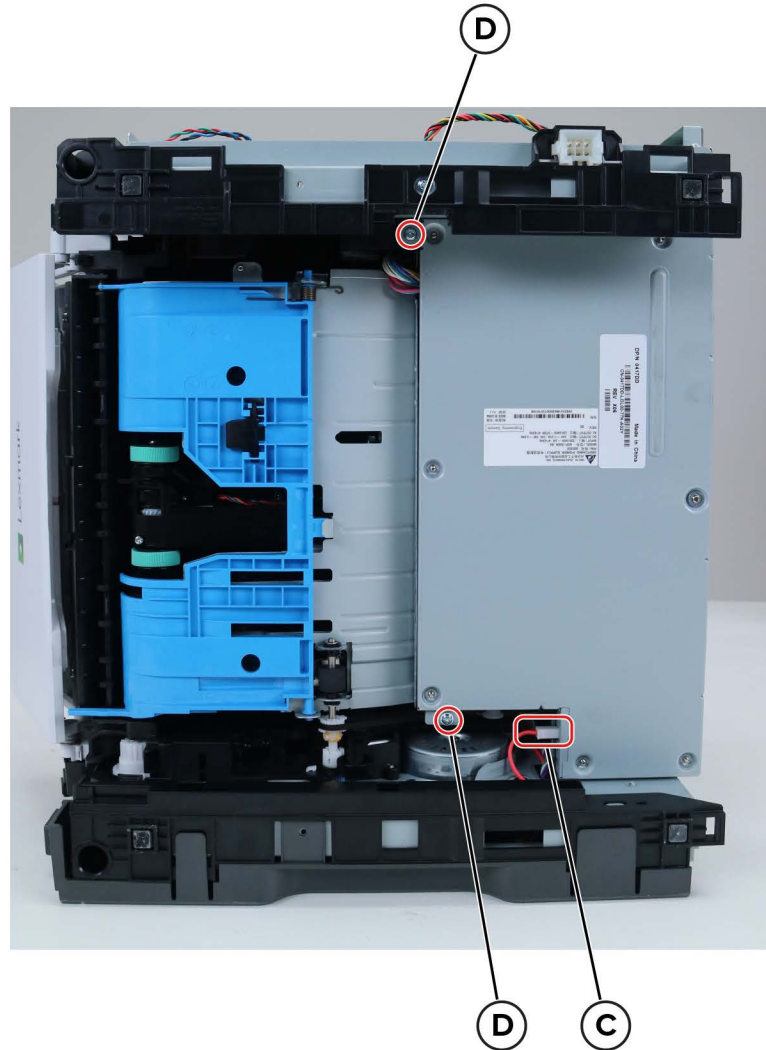
- 1 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).
- 2 Disconnect the cable (A), and then remove the screws (B).



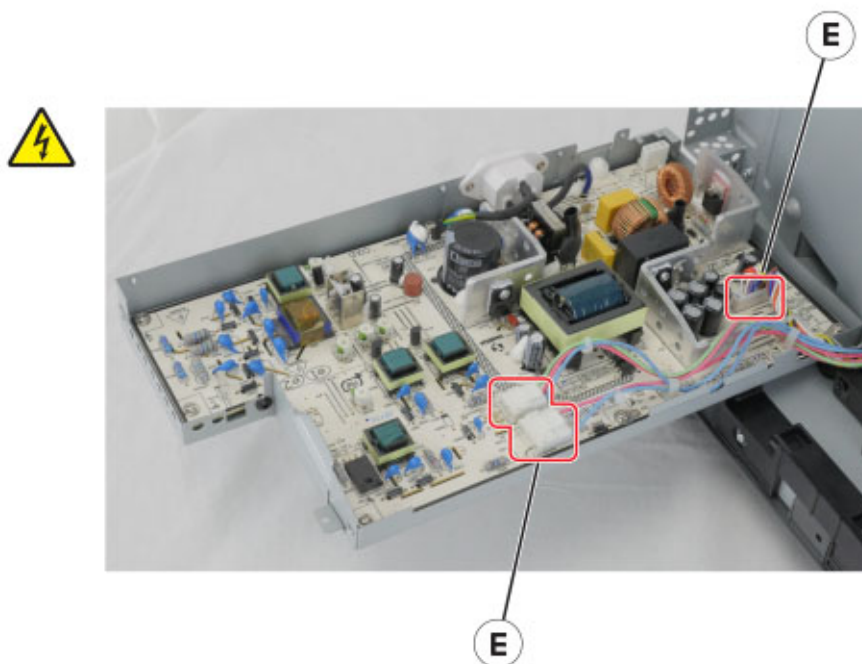
- 3 Position the printer on its right side.

Warning—Potential Damage: The ADF might swing open while you position the printer on its side.

- 4 Disconnect the cable (C), and then remove the two screws (D).



- 5 Disconnect the three cables (E).



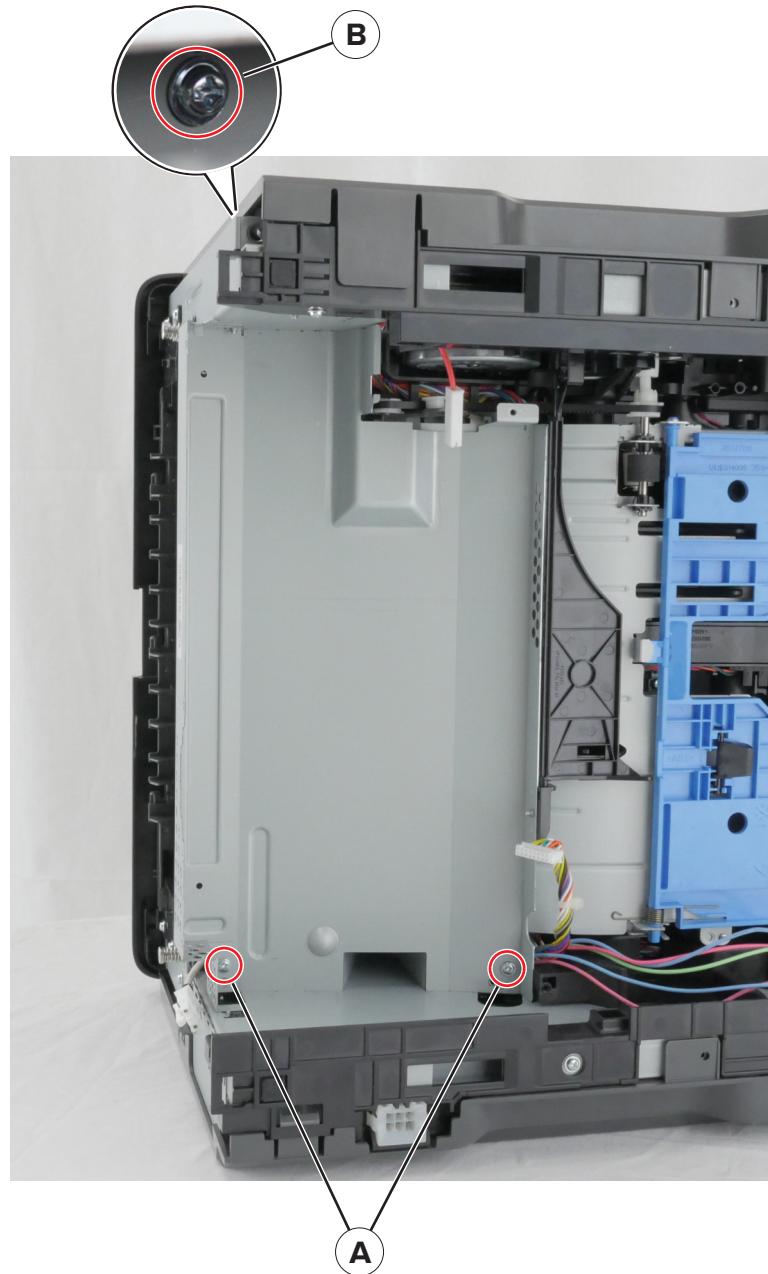
- 6 Remove the power supply.

Duplex assembly removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).
- 2 Remove the power supply. See [“Power supply removal” on page 280](#).
- 3 Position the printer on its right side.

Warning—Potential Damage: The ADF might swing open while you position the printer on its side.

- 4 Remove the two screws (A) and the screw (B) on the left side of the printer.

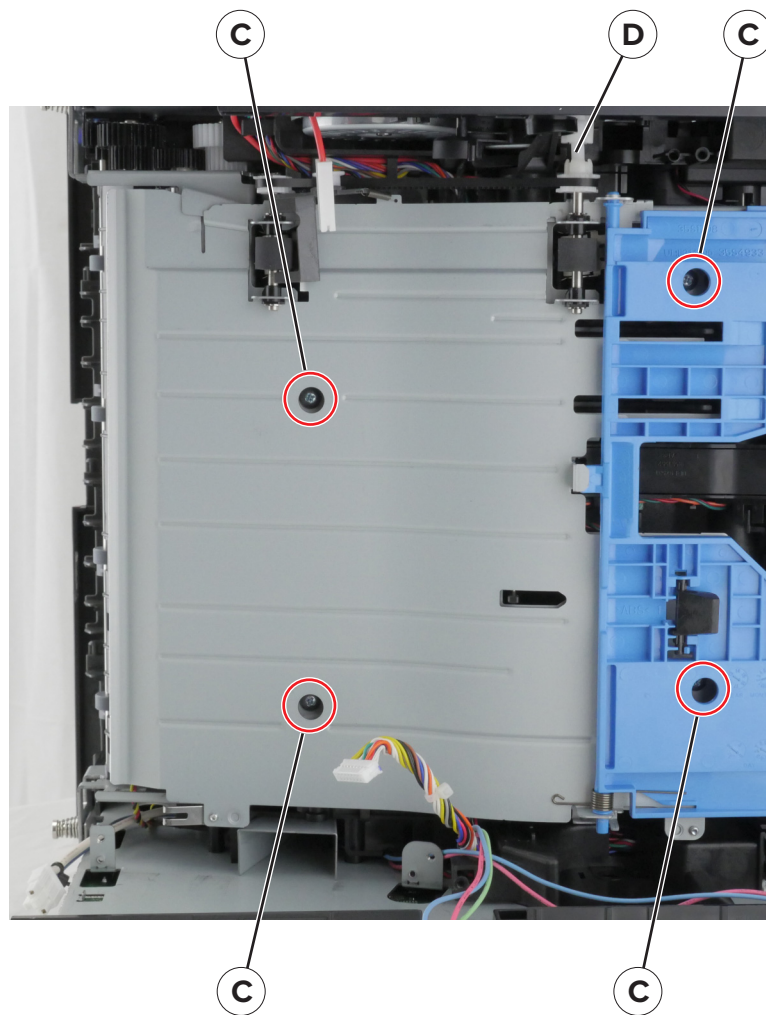


- 5 Remove the power supply shield.

- 6 Remove the four screws (C).

- 7 Remove the duplex.

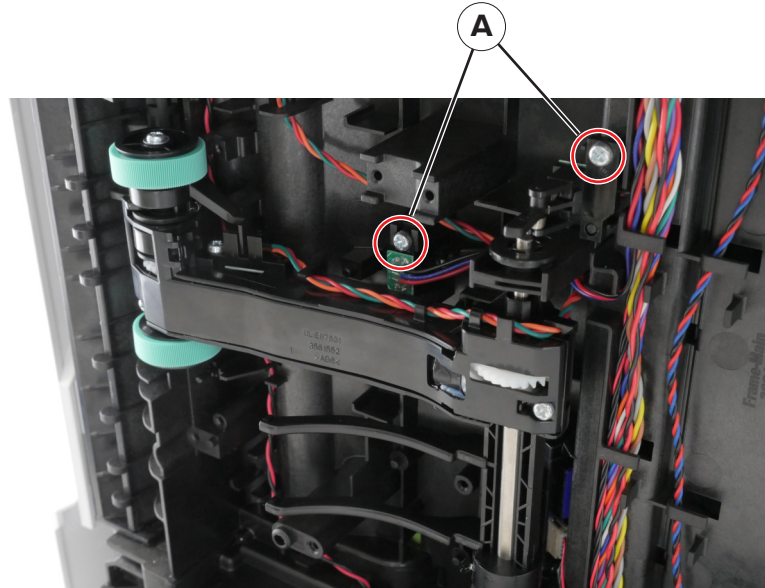
Note: Make sure that the duplex link (D) stays attached to the duplex assembly.



Sensors (duplex and input) removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).
- 2 Remove the power supply. See [“Power supply removal” on page 280](#).
- 3 Remove the duplex. See [“Duplex assembly removal” on page 282](#).

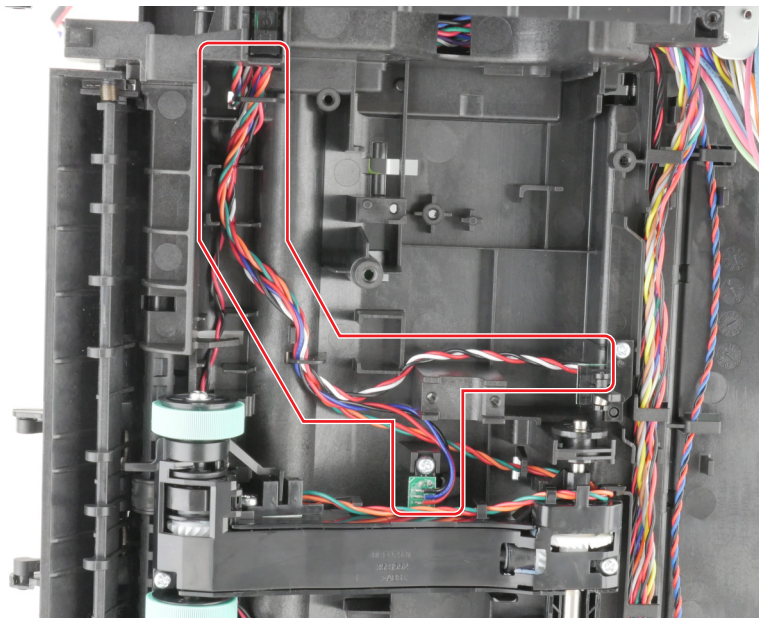
- 4 Remove the two screws (A), cut the cable near the frame, and then remove the sensors.



- 5 Open the controller board access cover, and then disconnect the cable JDUPPI1.

- 6 Remove the cables.

Installation note: Route the sensor (input) cable (A) and sensor (duplex) cable (B) as shown.



Sensor (trailing edge) removal

- 1 Remove the left cover. See [“Left cover removal” on page 222.](#)
- 2 Remove the rear cover. See [“Rear door and cover removal” on page 297.](#)
- 3 Remove the power supply. See [“Power supply removal” on page 280.](#)

4 Remove the duplex assembly. See [“Duplex assembly removal” on page 282](#).

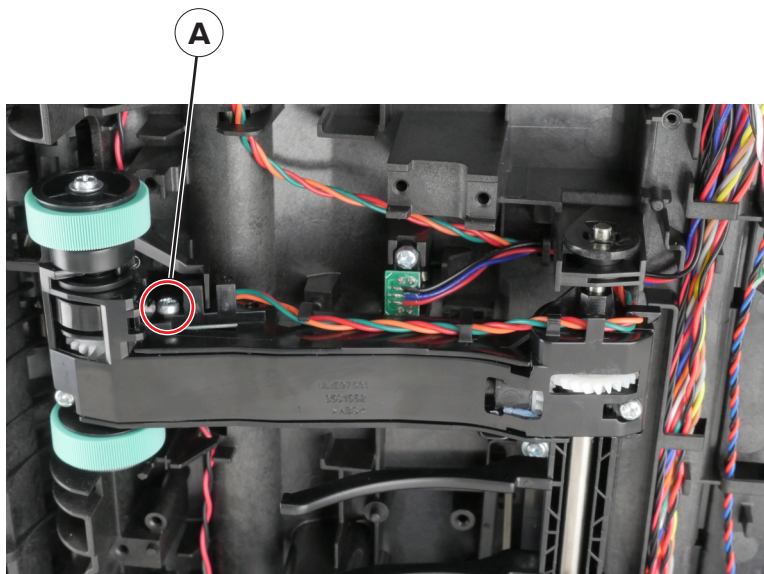
5 Position the printer on its left side.

Warning—Potential Damage: The ADF might swing open while you position the printer on its side.

6 Open the controller board access cover.

7 Disconnect the cable JACM1, and then release the cable.

8 Remove the screw (A) and the sensor.



9 Remove the cable JACM1.

Pick roller assembly removal

1 Remove the left cover. See [“Left cover removal” on page 222](#).

2 Remove the main drive gearbox. See [“Main drive gearbox removal” on page 224](#).

3 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).

4 Remove the power supply. See [“Power supply removal” on page 280](#).

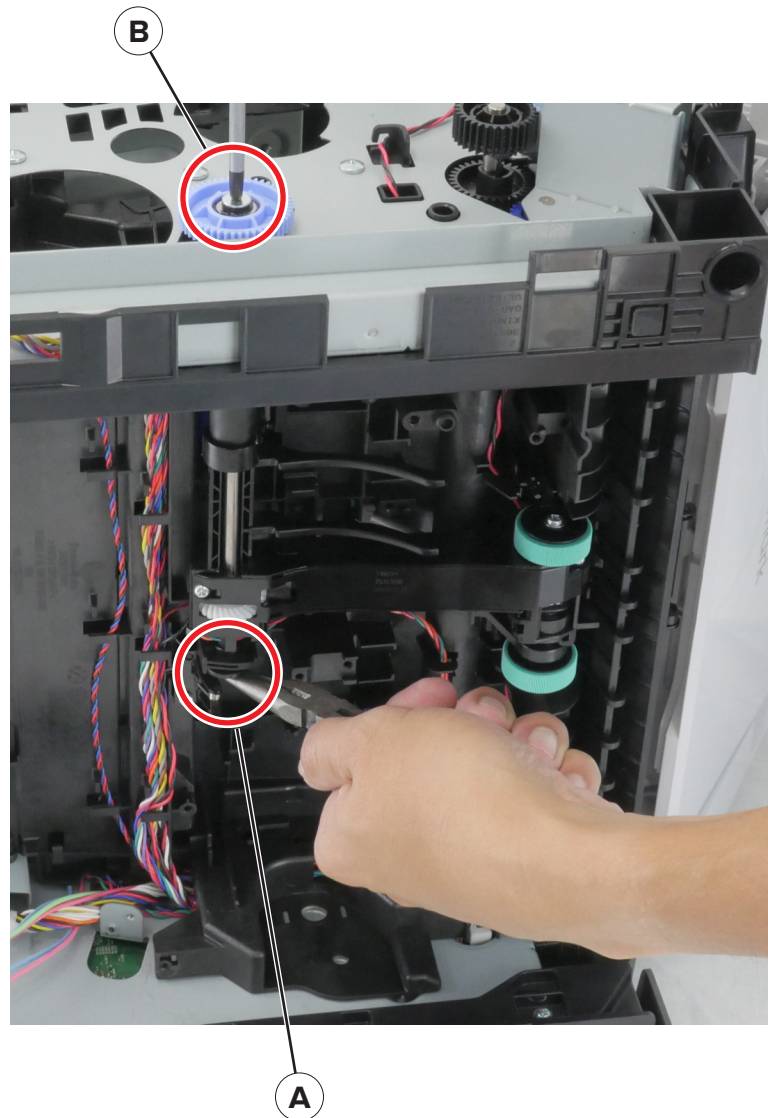
5 Remove the duplex. See [“Duplex assembly removal” on page 282](#).

6 Position the printer on its right side.

Warning—Potential Damage: The ADF might swing open while you position the printer on its side.

7 Using needle-nose pliers, block the roller (A) to prevent it from rotating.

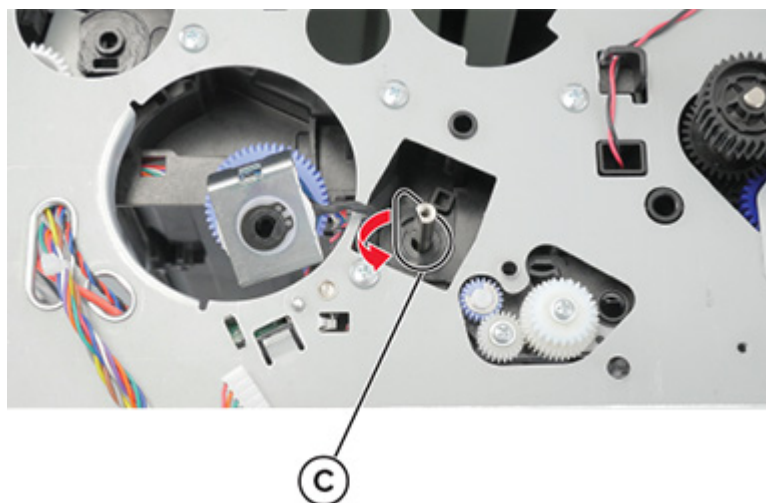
- 8** While blocking the roller, remove the screw (B).



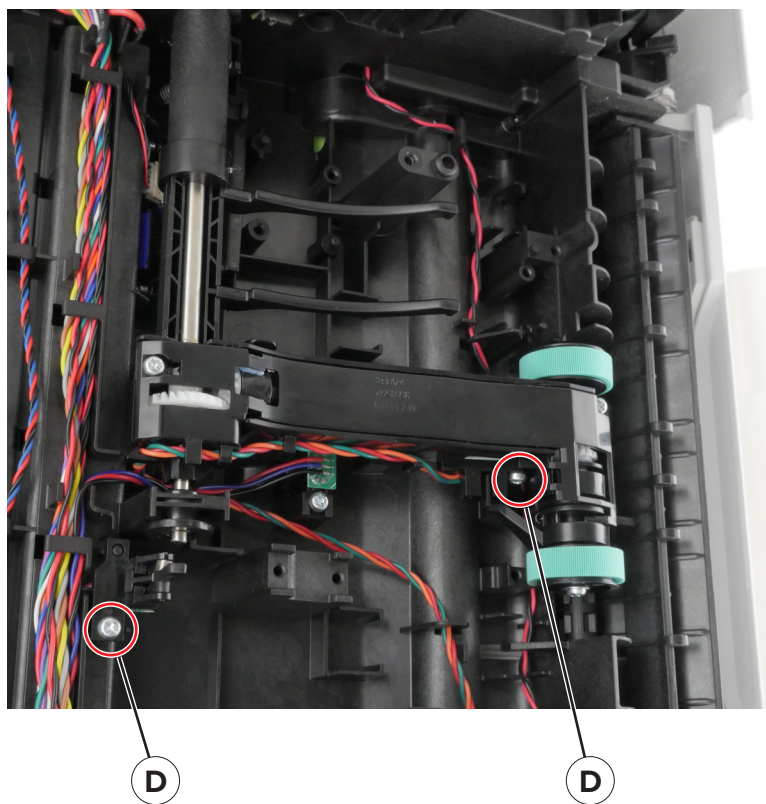
- 9** Release the pick roller clutch cable.

- 10** Pull out the clutch, and then leave it hanging.

11 Pry, rotate, and then remove the bushing (C).



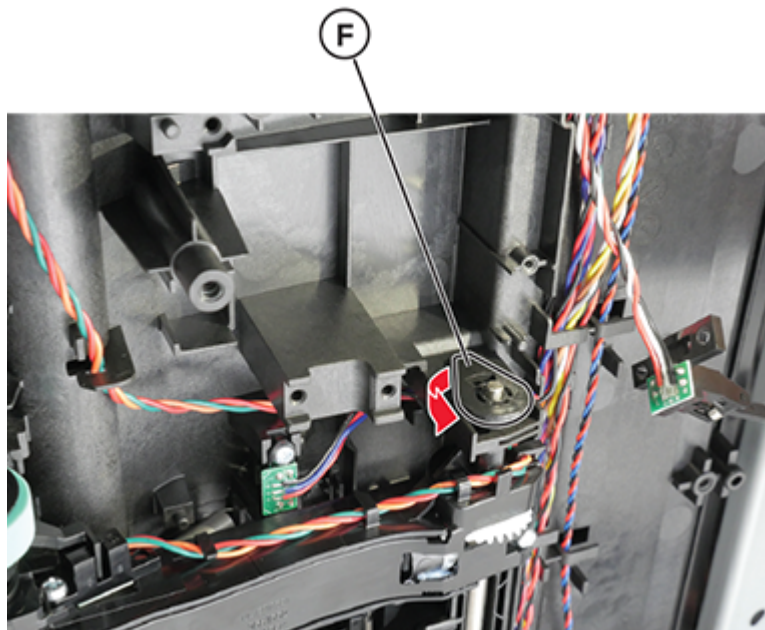
12 Remove the two screws (D), and then detach the sensors.



13 Disconnect the two springs (E).



- 14** Pry, rotate, and then remove the bushing (F).



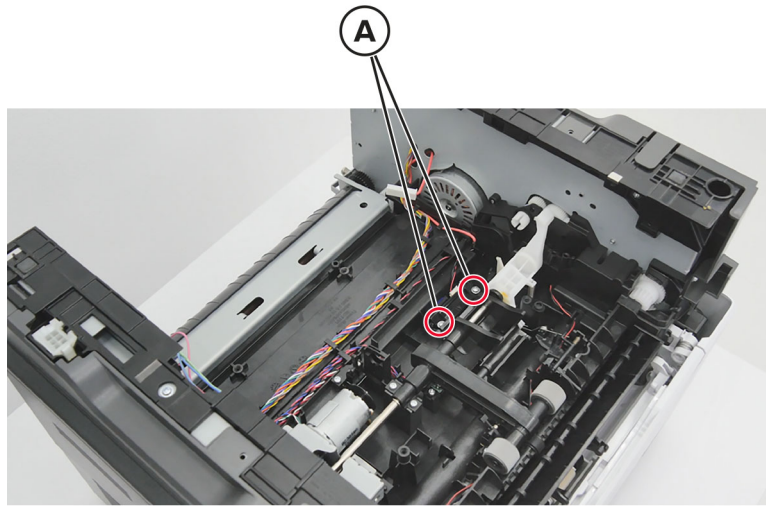
- 15** Pull out the shaft, and then remove the pick roller assembly.

Sensor (toner density) and media present sensor flag removal

Note: For a video demonstration, see [Sensor \(toner density\) and media present sensor flag removal](#).

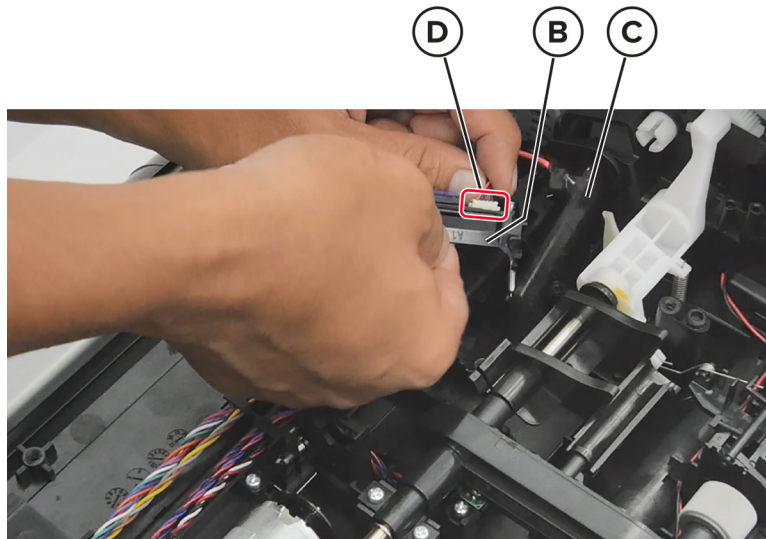
- 1** Remove the toner cartridge, and then remove the imaging unit.
- 2** Remove the tray insert.
- 3** Remove the rear door and cover. See [“Rear door and cover removal” on page 297](#).
- 4** Remove the power supply. See [“Power supply removal” on page 280](#).
- 5** Remove the duplex. See [“Duplex assembly removal” on page 282](#).

6 Remove the screws (A).

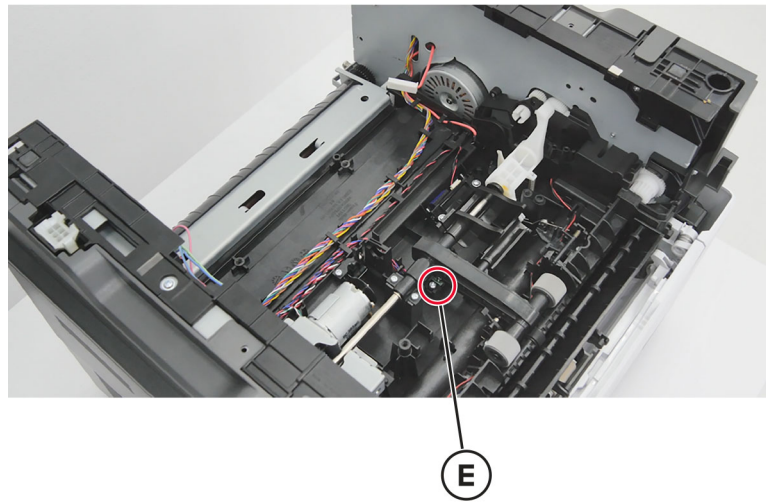


7 Remove the sensor (B), and then remove the wiper (C).

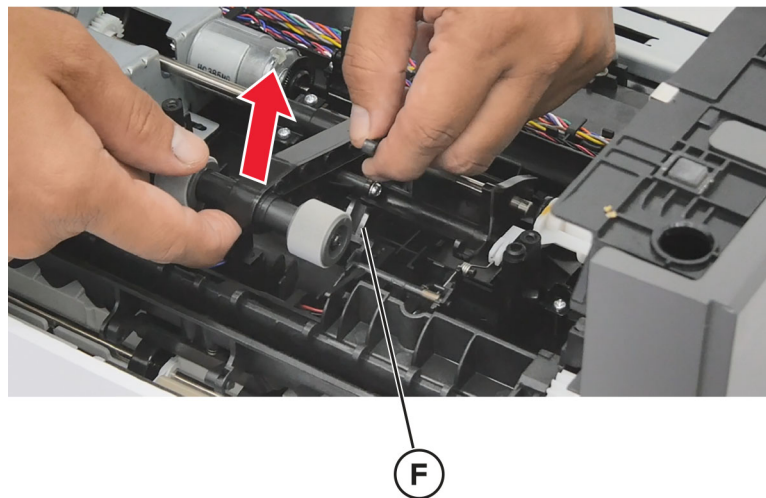
8 Disconnect the connector (D).



9 Remove the screw (E).

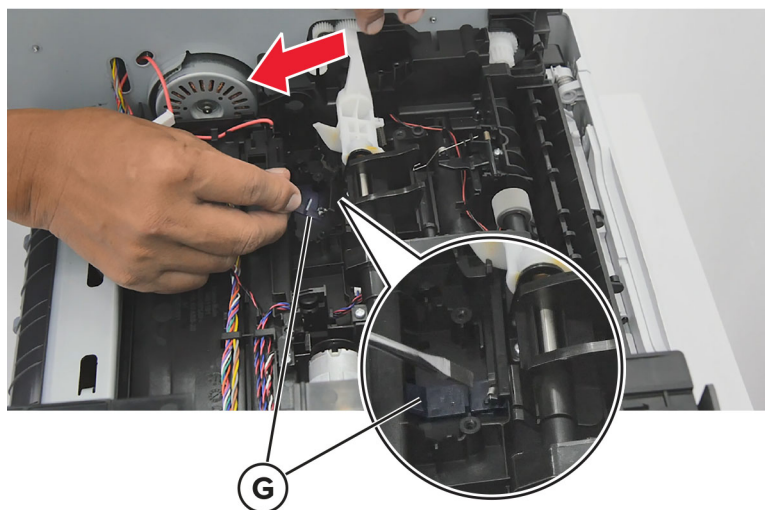


10 Lift the pick roller assembly and then remove the sensor flag and bracket (F).

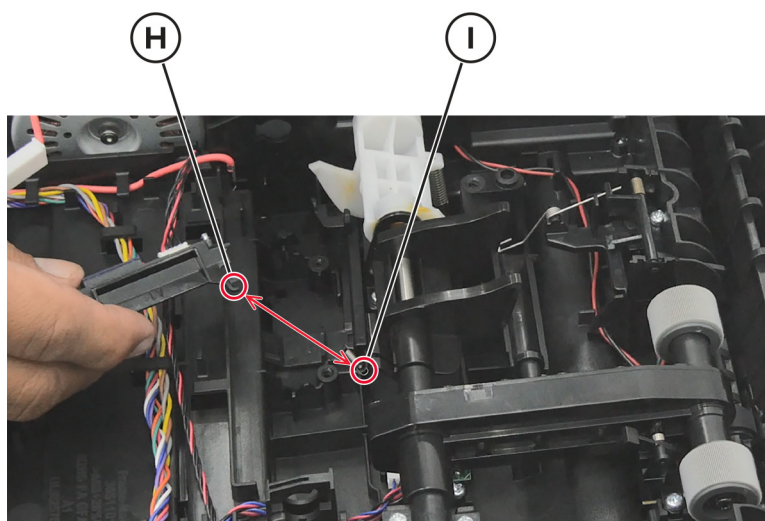


Installation note: Refer to the following procedures when installing the toner density sensor and media present sensor flag:

- 1 Pull down the actuator, and then place the wiper (G) in position.



- 2 Attach the sensor bracket (H) and the spring (I).

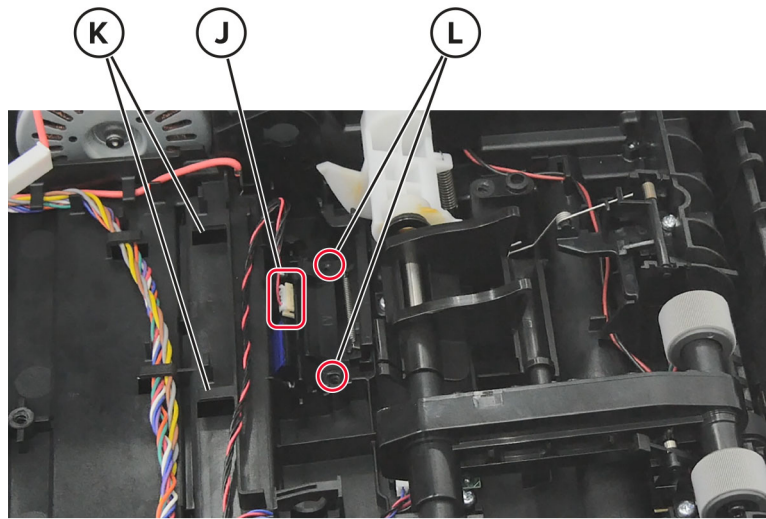


- 3 Connect the connector (J) to the sensor, and then route the cable on the harness (K).

Note: Before securing the sensor bracket using screws, do the following:

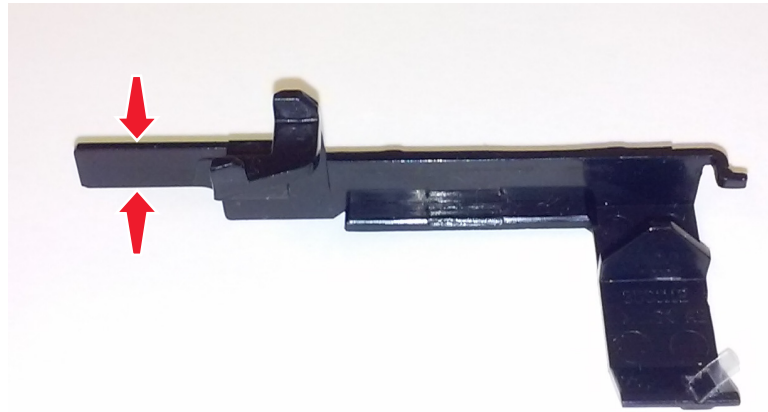
- a Lift the actuator.
- b If the wiper goes along with the actuator, then the sensor bracket is properly engaged with the wiper.

- 4 Secure the sensor bracket using screws (L).



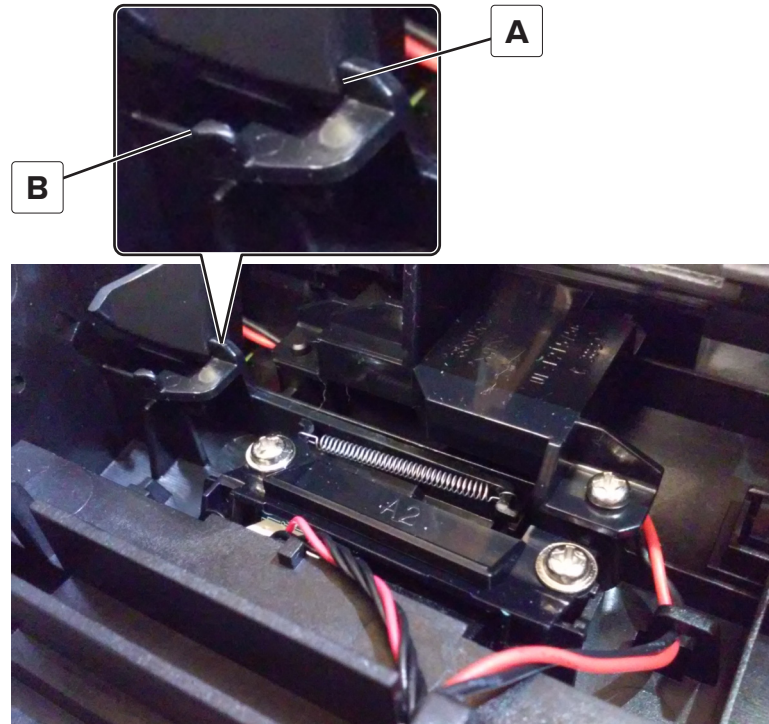
Note: After securing the sensor bracket using screws, do the following:

- a Apply RheoGel 793 to the top and bottom of the shutter blade extension.

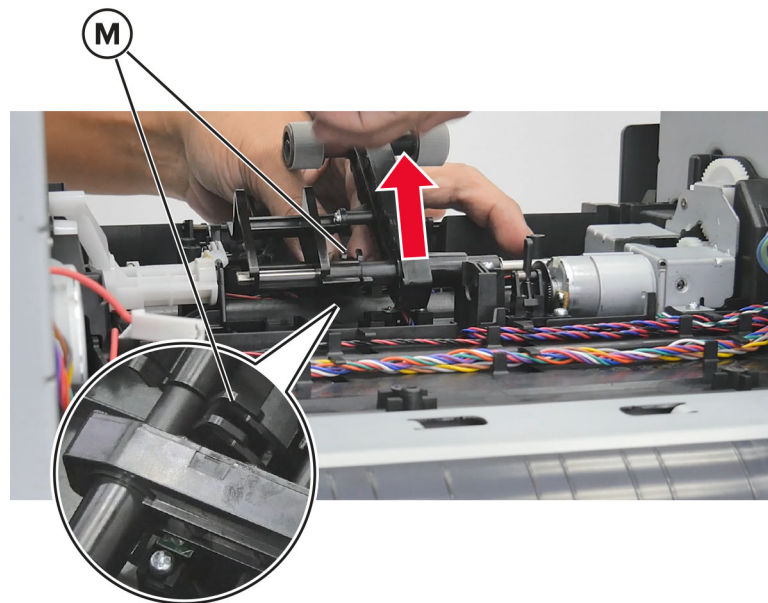


- b Apply RheoGel 793 to the point of contact between the bracket (A) and cam.

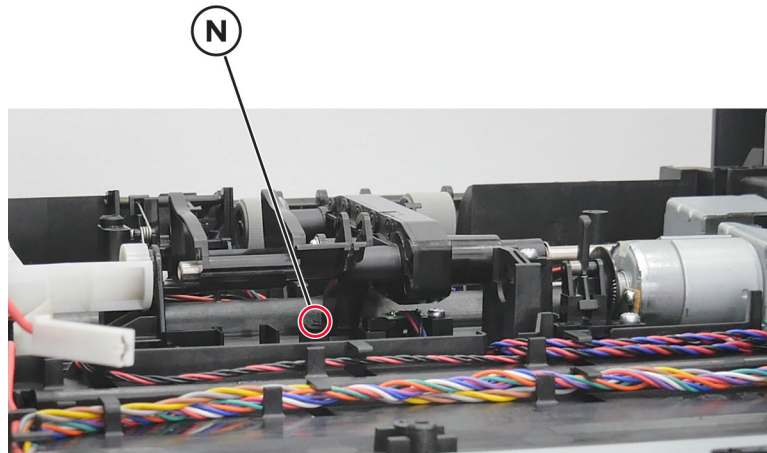
- c Apply RheoGel 793 to the point of contact to the lower edge (B) where the wiper bracket glides.



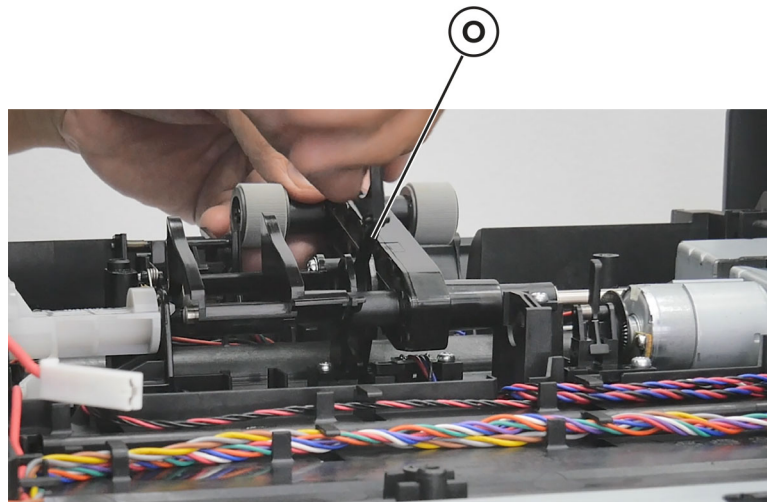
- 5 Lift the pick roller assembly, and then place the bracket (M) in position.



- 6** Secure the bracket in place using screws (N).



- 7** Install the sensor flag (O) into the bracket.



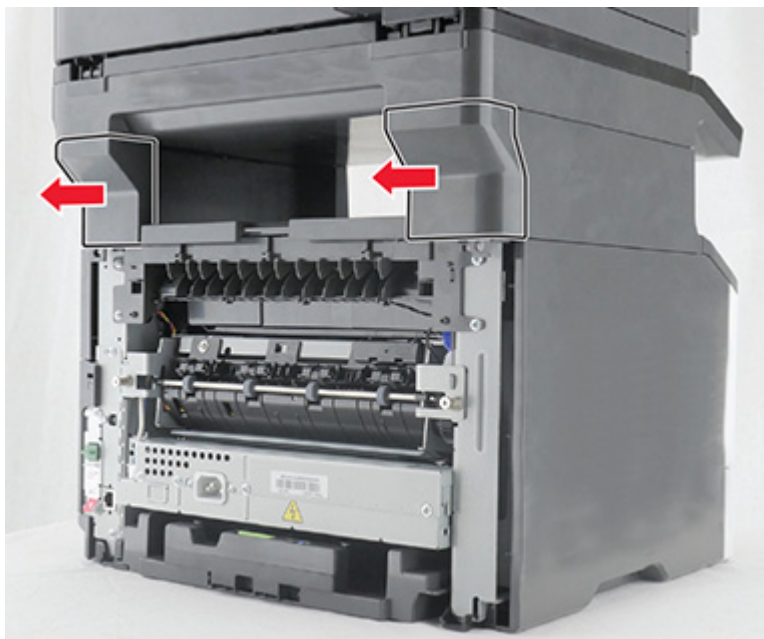
Note: To check if the sensor flag is properly installed, do the following:

- a** Lift the pick roller assembly.
- b** If the sensor flag goes along with the pick roller assembly when lifted, then the sensor flag is properly installed.

Rear side removals

Scanner rear covers removal

- 1 Pull the covers to release.
- 2 Remove the covers.

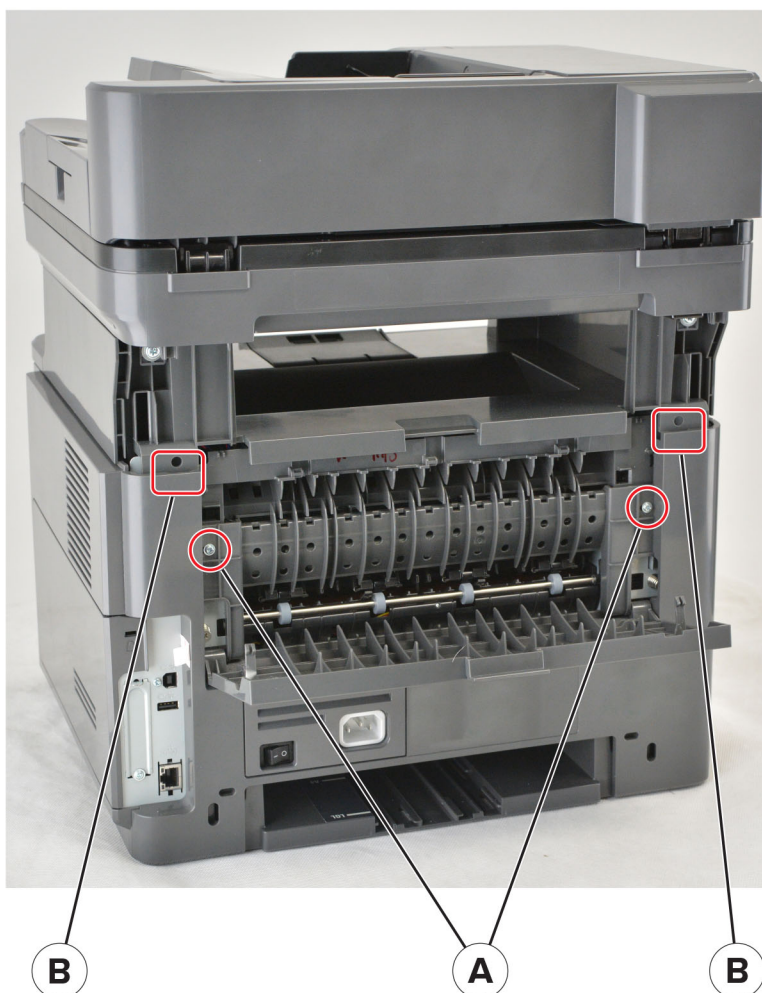


Installation note: Install the scanner rear covers first, and then the printer rear cover.

Rear door and cover removal

- 1 Remove the scanner rear covers. See [“Scanner rear covers removal” on page 297](#).
- 2 Open the rear door.

- 3 Remove the two screws (A), and then release the latch on both sides of the cover (B).

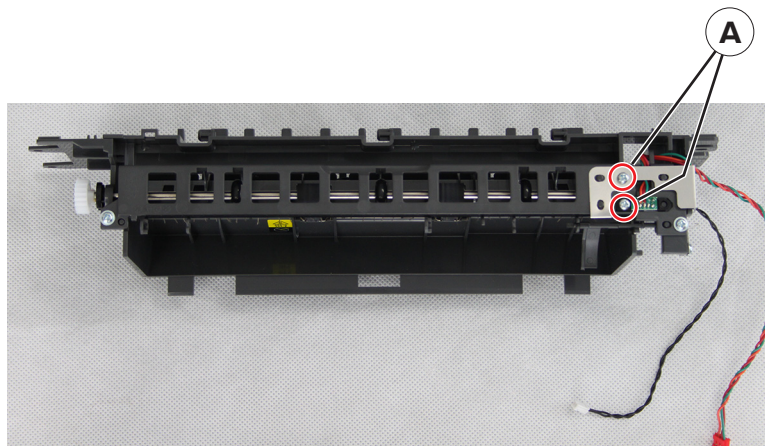


- 4 Pull to remove the cover.

Sensor (bin full) removal

- 1 Remove the right cover. See [“Right cover removal” on page 236.](#)
- 2 Remove the left cover. See [“Left cover removal” on page 222.](#)
- 3 Remove the rear cover. See [“Rear door and cover removal” on page 297.](#)
- 4 Remove the top cover. See [“Top cover removal” on page 301.](#)
- 5 Remove the redrive assembly. See [“Redrive assembly removal” on page 299.](#)

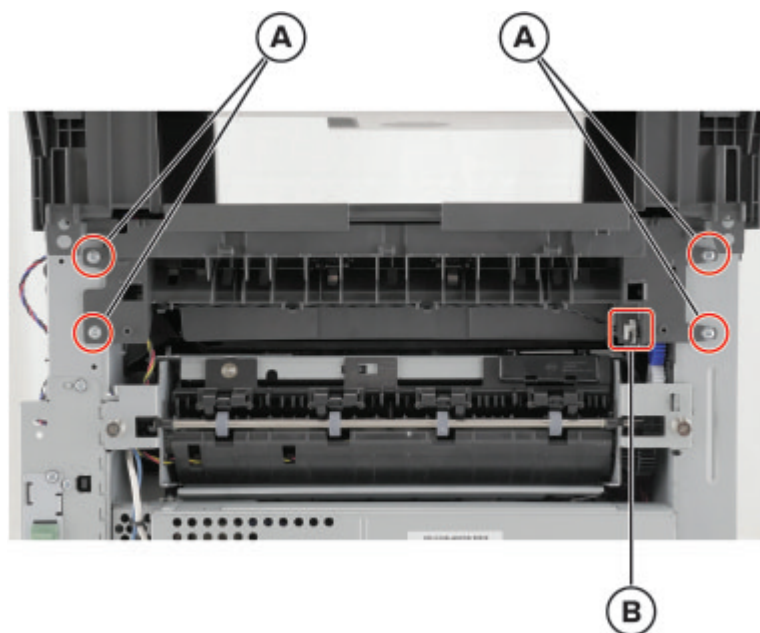
- 6 Remove the two screws (A), and then remove the plate.



- 7 Remove the sensor.

Redrive assembly removal

- 1 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).
- 2 Remove the scanner rear cover. See [“Scanner rear covers removal” on page 297](#).
- 3 Remove the right cover. See [“Right cover removal” on page 236](#).
- 4 Remove the four screws (A), and then disconnect the cable (B).

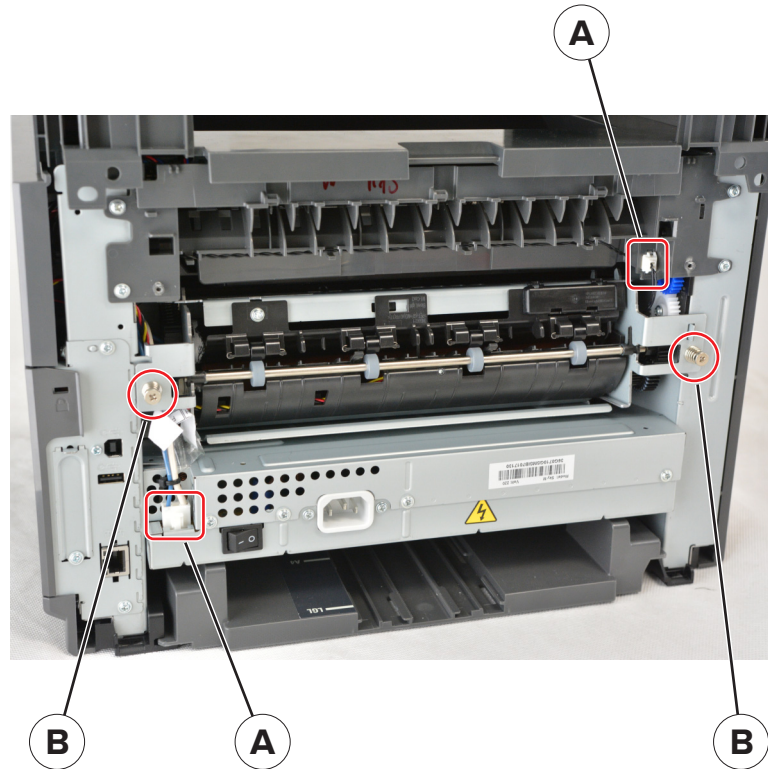


- 5 From the controller board, disconnect the redrive cable.
- 6 Flex and hold the top cover, and then remove the redrive assembly.

Fuser removal

Note: For a video demonstration, see [Fuser removal](#).

- 1 Remove the right cover. See [“Right cover removal” on page 236](#).
- 2 Remove the scanner rear covers. See [“Scanner rear covers removal” on page 297](#).
- 3 Remove the rear cover. See [“Rear door and cover removal” on page 297](#).
- 4 Disconnect the two cables (A), and then remove the two screws (B).



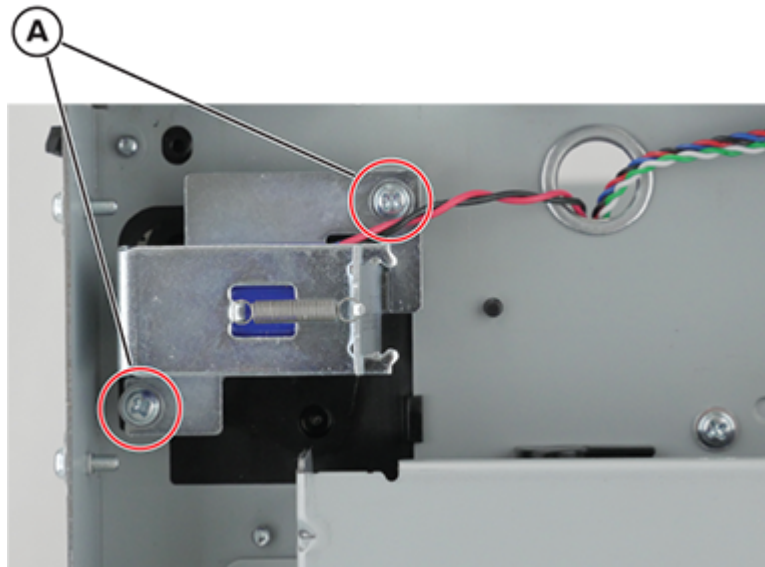
- 5 Open the controller board access cover, and then disconnect the fuser cable from the board.
- 6 Remove the fuser.

Note: For a video demonstration, see [Fuser removal](#) at infoserve.lexmark.com/ids/sma.

Redrive gear assembly removal

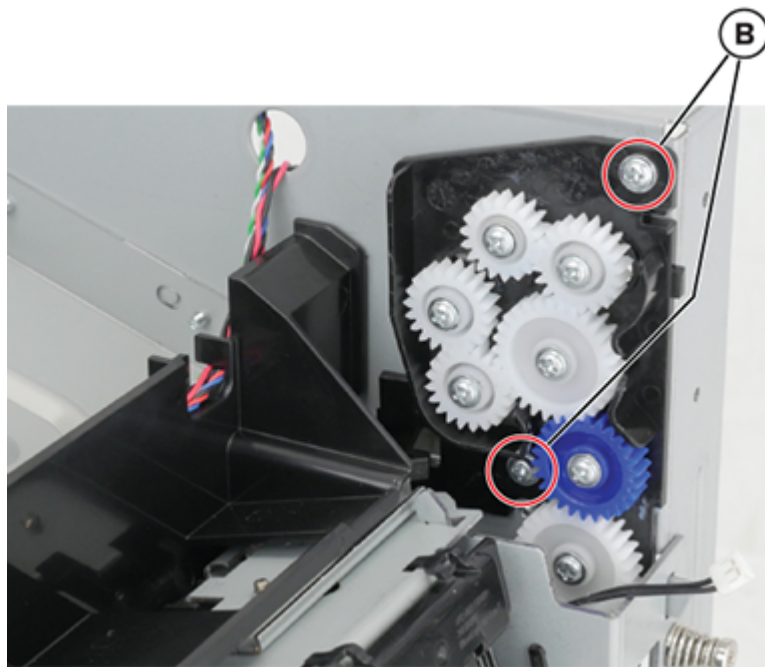
- 1 Remove the top cover. See [“Top cover removal” on page 301](#).
- 2 Remove the left cover. See [“Left cover removal” on page 222](#).
- 3 Remove the redrive assembly. See [“Redrive assembly removal” on page 299](#).
- 4 Remove the two screws (A), and then detach the reverse solenoid.

Note: Do not disconnect the reverse solenoid cable from the controller board.



5 Remove the fuser. See [“Fuser removal” on page 300](#).

6 Remove the two screws (B).



7 Remove the redrive gear assembly.

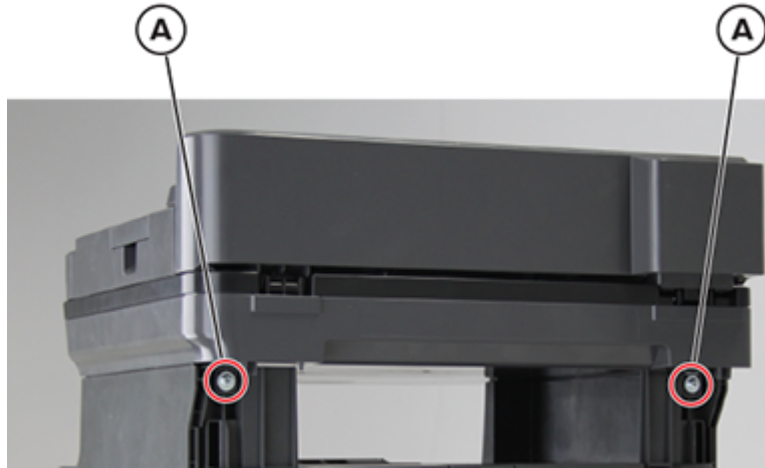
Top side removals

Top cover removal

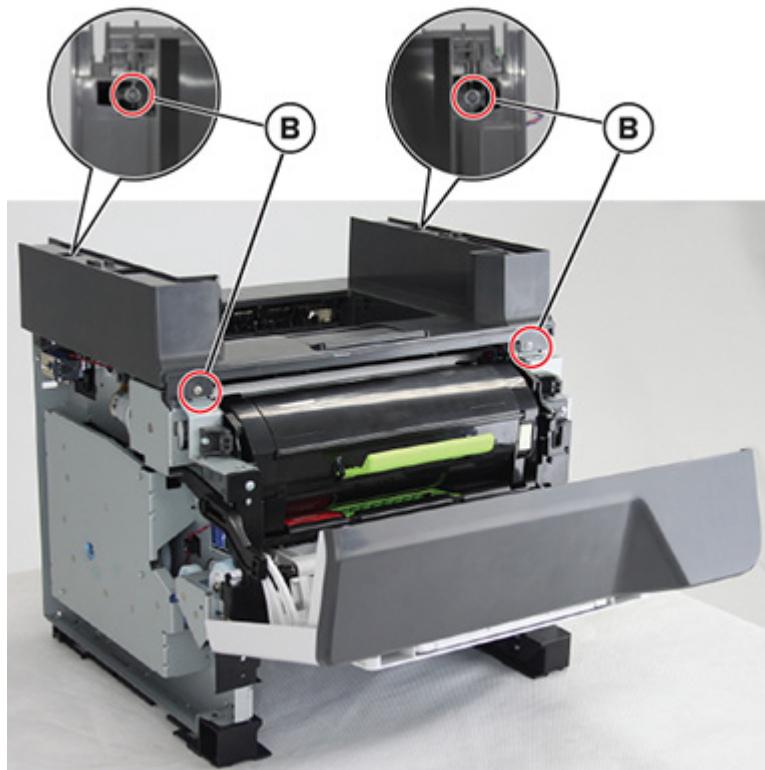
1 Remove the left cover. See [“Left cover removal” on page 222](#).

2 Remove the right cover. See [“Right cover removal” on page 236](#).

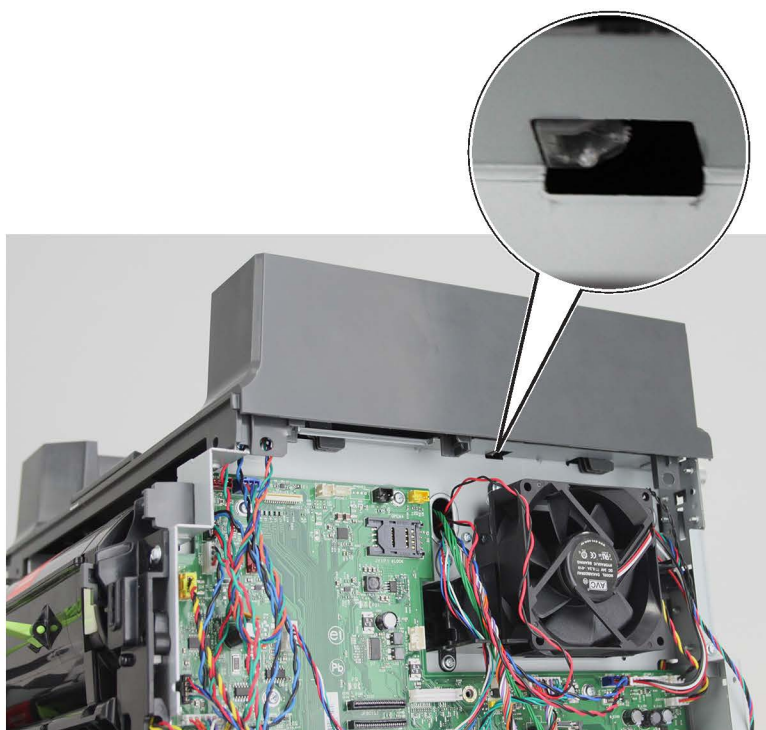
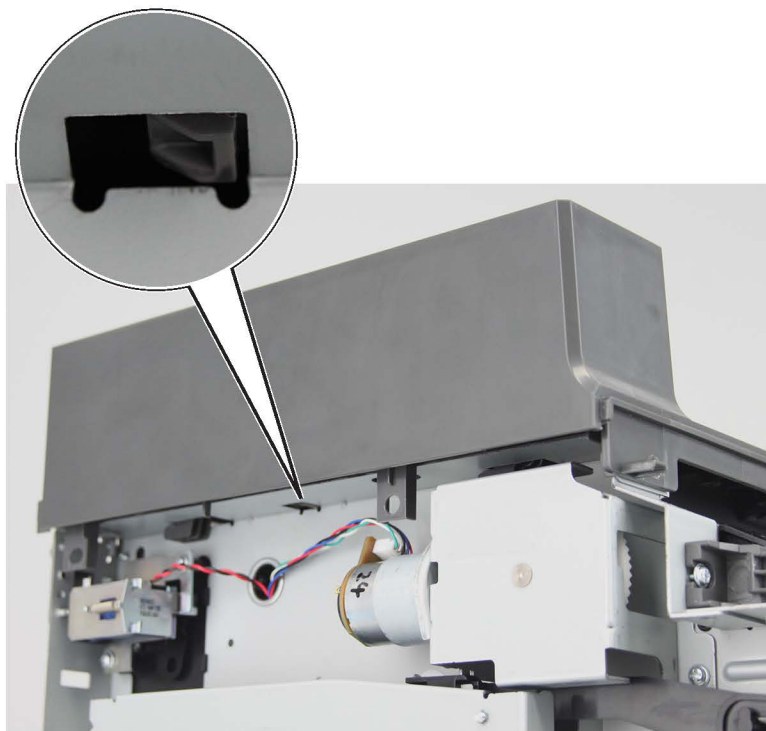
- 3** Remove the scanner rear covers. See [“Scanner rear covers removal” on page 297](#).
- 4** Remove the two screws (A).



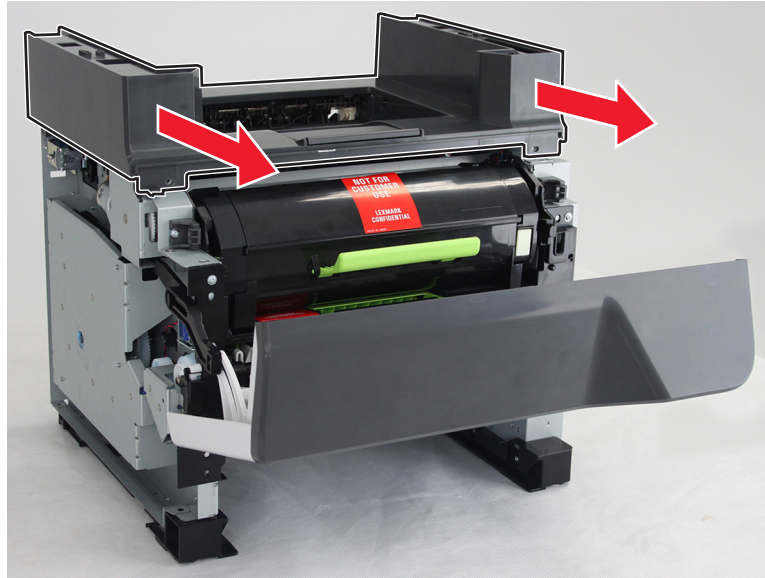
- 5** Remove the scanner assembly. See [“Scanner assembly removal” on page 308](#).
- 6** Remove the four screws (B).



- 7 Release the latch on the left and right sides of the cover.



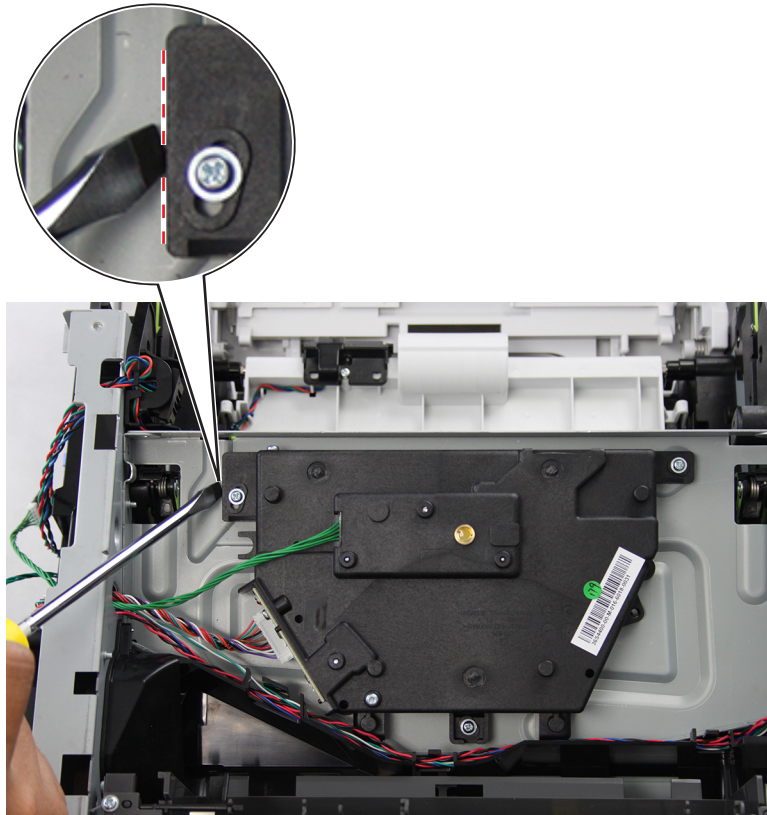
- 8 Slide the cover to the front, and then pull up to remove.



Printhead removal

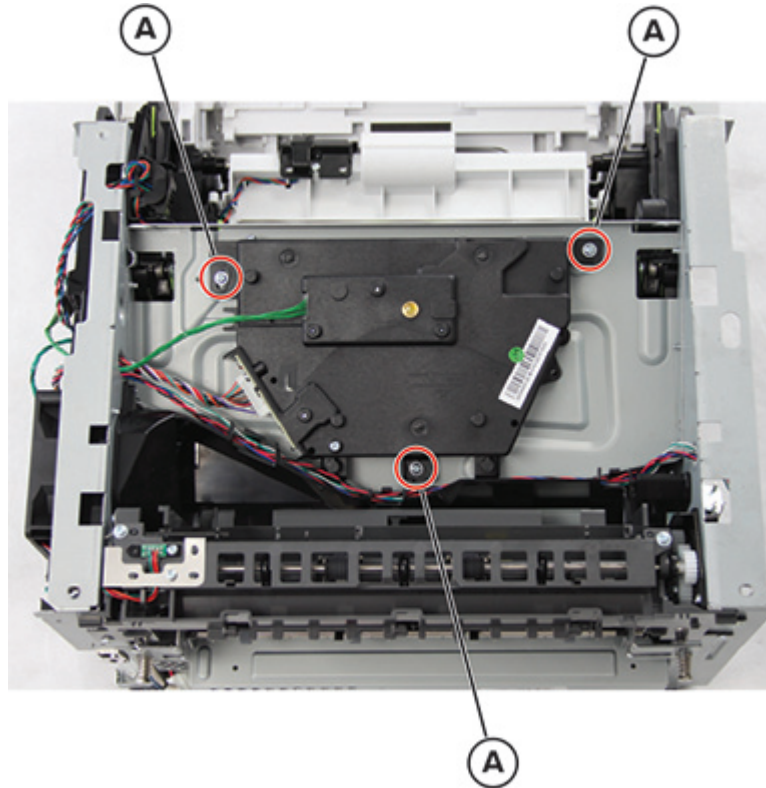
- 1 Remove the right cover. See [“Right cover removal” on page 236.](#)
- 2 Remove the left cover. See [“Left cover removal” on page 222.](#)
- 3 Remove the rear cover. See [“Rear door and cover removal” on page 297.](#)
- 4 Remove the top cover. See [“Top cover removal” on page 301.](#)

- 5** Using a small, flat-blade screwdriver or a sharp pencil, mark the location of the printhead on the printer frame.



- 6** Disconnect the printhead cable from the controller board.

7 Remove the three screws (A).



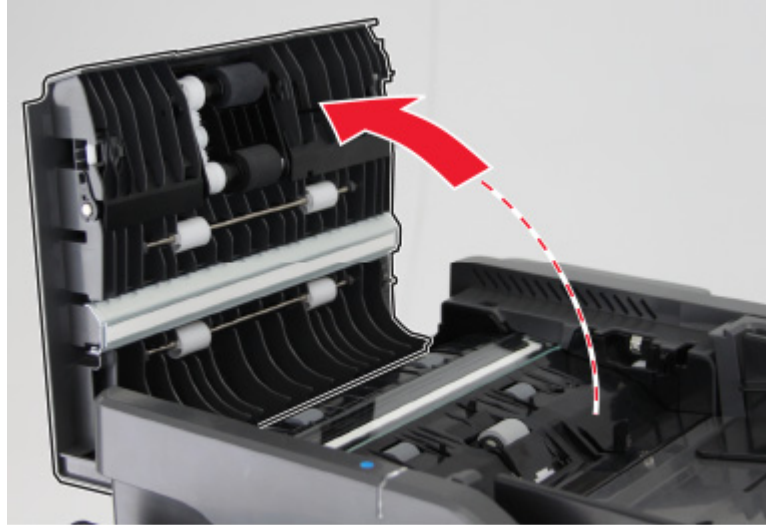
8 Remove the printhead.

Installation note: Perform all the mechanical and electronic adjustments to the printhead after replacing it.
See [“Printhead assembly adjustment” on page 220](#).

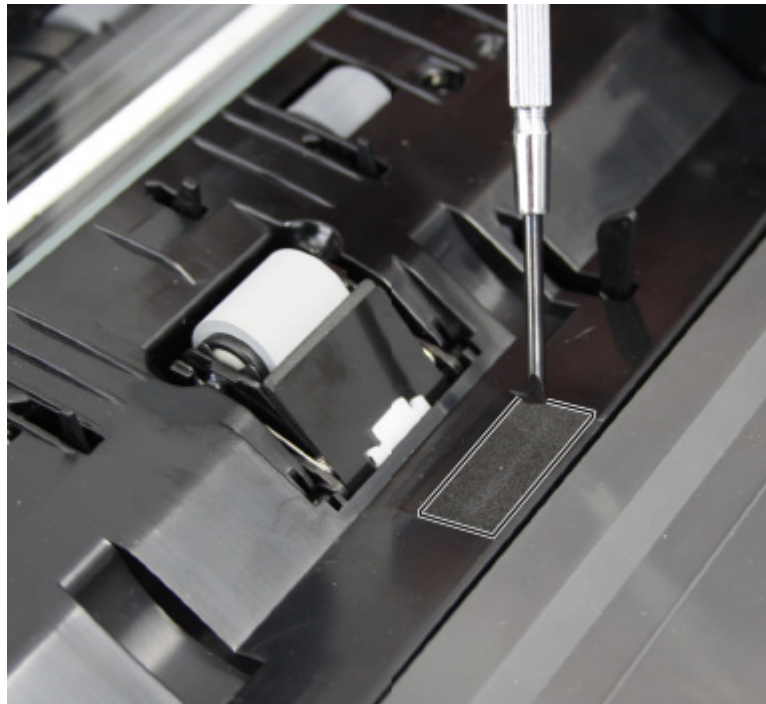
ADF/scanner removals

ADF restraint pad removal

- 1 Open the ADF top cover.



- 2 Remove the restraint pad.



ADF tray removal

- 1 Open the ADF top cover.
- 2 Release the left latch, and then remove the tray.

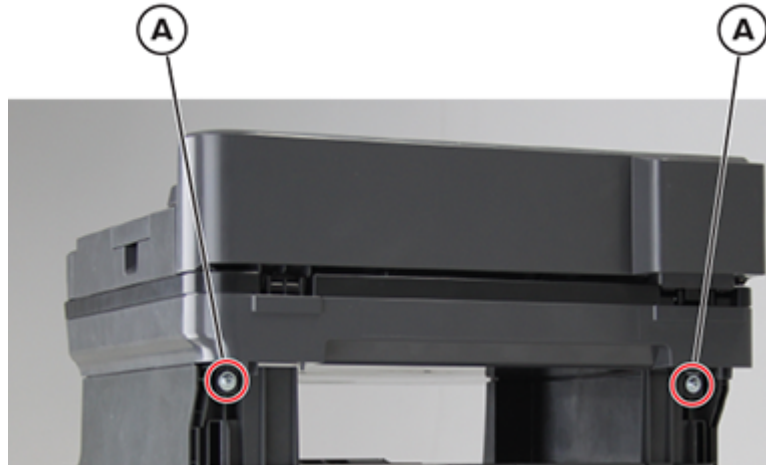


Scanner assembly removal

Note: This part is not a FRU.

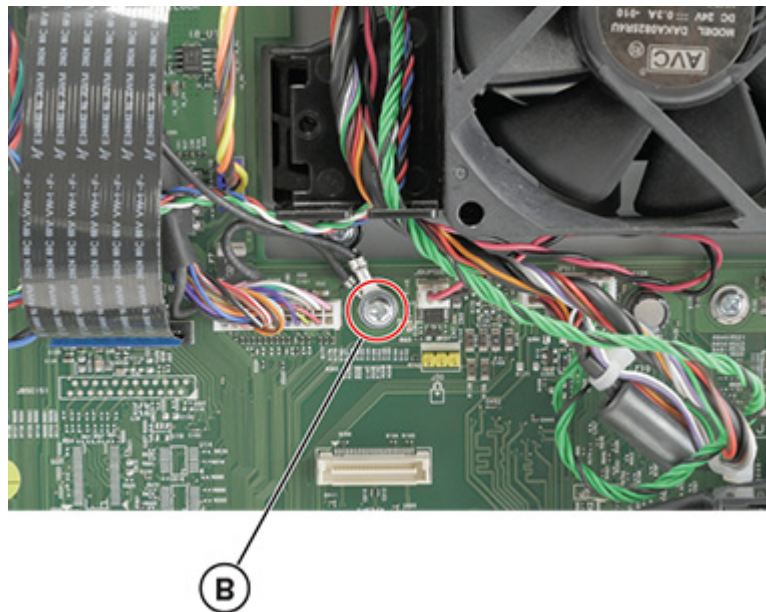
- 1 Remove the right cover. See [“Right cover removal” on page 236](#).
- 2 Remove the scanner rear covers. See [“Scanner rear covers removal” on page 297](#).

3 Remove the two screws (A).

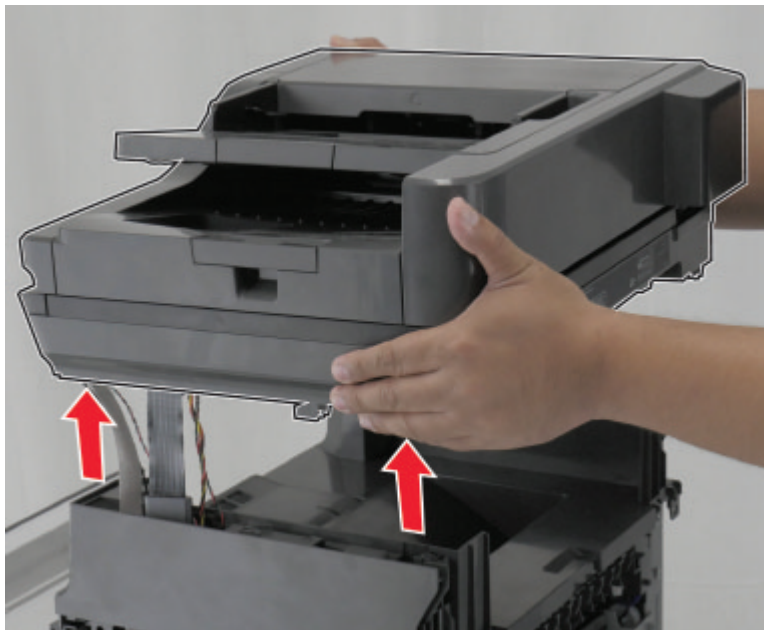


4 From the controller board, remove the screw (B), and then disconnect the following cables:

- Control panel cable
- Speaker cable
- ADF cable
- ADF scanner cable



- 5 Remove the scanner assembly.



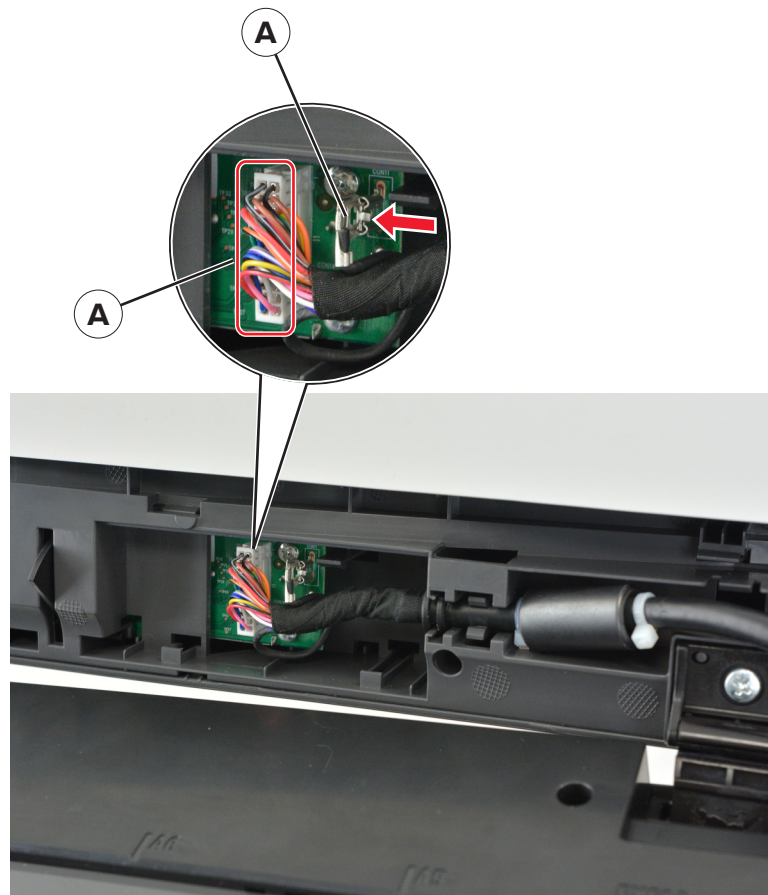
ADF assembly removal

- 1 Remove the ADF tray. See [“ADF tray removal” on page 308](#).
- 2 Open the ADF.
- 3 Using a flat-blade screwdriver, remove the ADF controller board access cover.



- 4 Disconnect the two cables (A).

Note: To disconnect the grounding cable, press the tab first and then pull.



5 Release the cables off the assembly, and then remove the ADF.

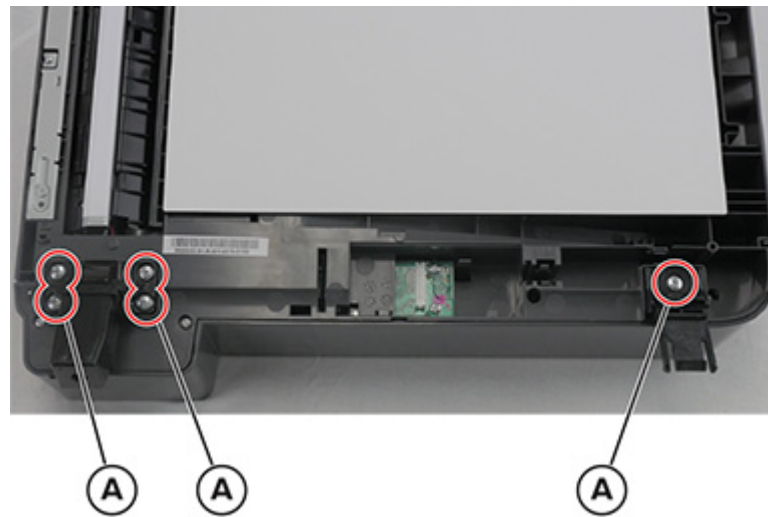
Installation note: Pay attention to the routing of the cables.

ADF hinge removal

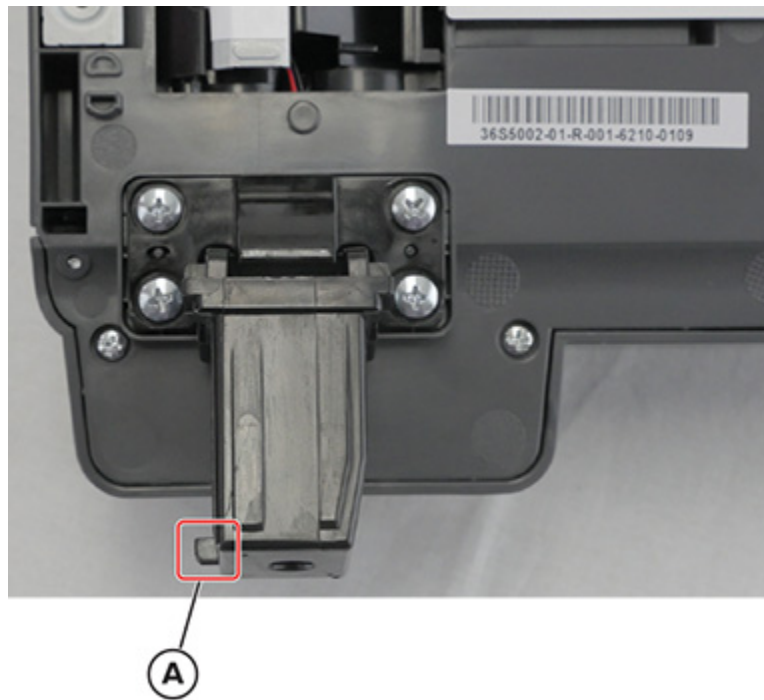
1 Remove the ADF assembly. See [“ADF assembly removal” on page 310](#).

2 Remove the five screws (A).

Note: The hinges are two separate FRUs. Remove only the damaged hinge.

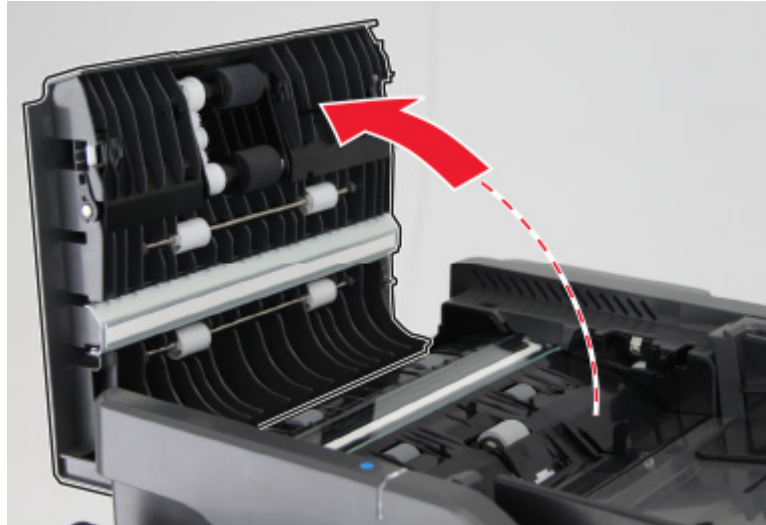


Installation note: When installing the left hinge, make sure that the extension (A) is facing to the left.

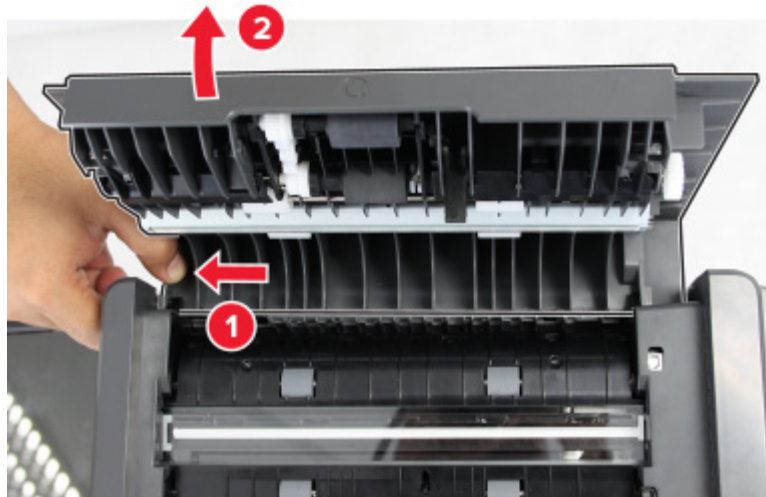


ADF access door removal

- 1 Open the ADF access door.



- 2 Pull and then release the latch on the right side of the door. Do the same to release the latch on the other side.

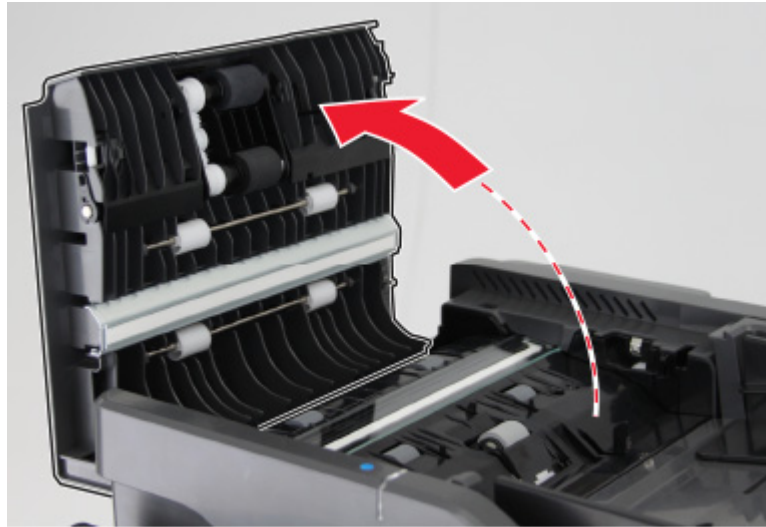


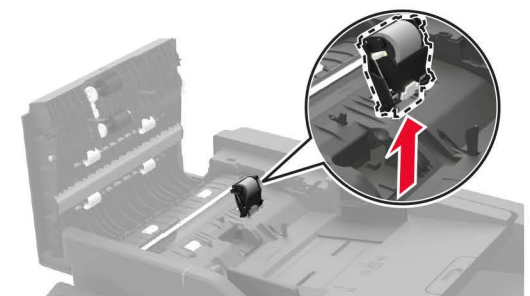
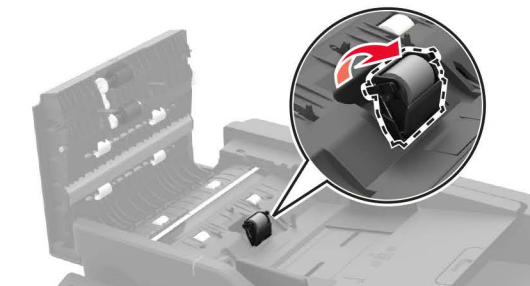
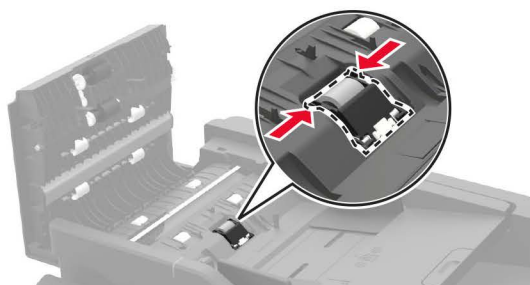
- 3 Remove the door.

ADF separator roller removal

Note: For a video demonstration, see [ADF separator roller removal](#).

- 1 Open the ADF access door.

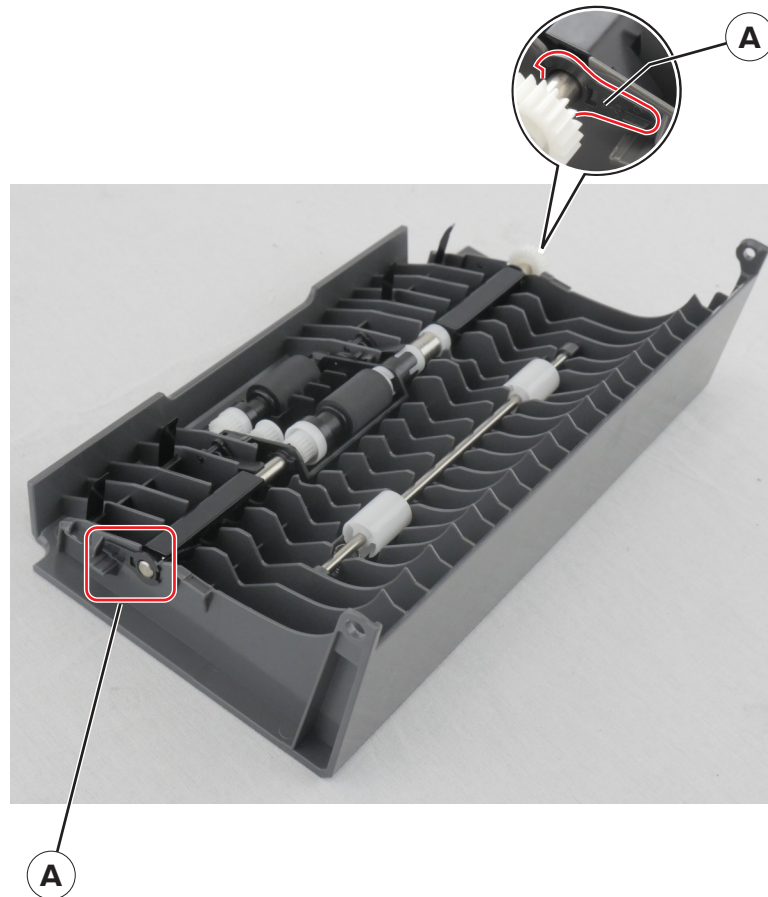


2 Remove the ADF separator roller.

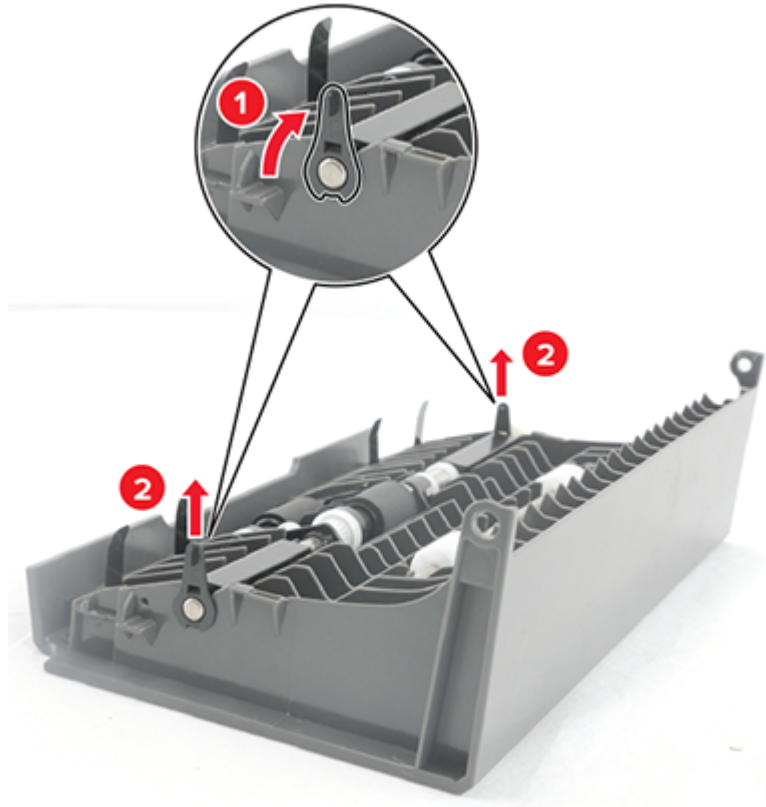
ADF roller removal

Note: For a video demonstration, see [ADF roller removal](#).

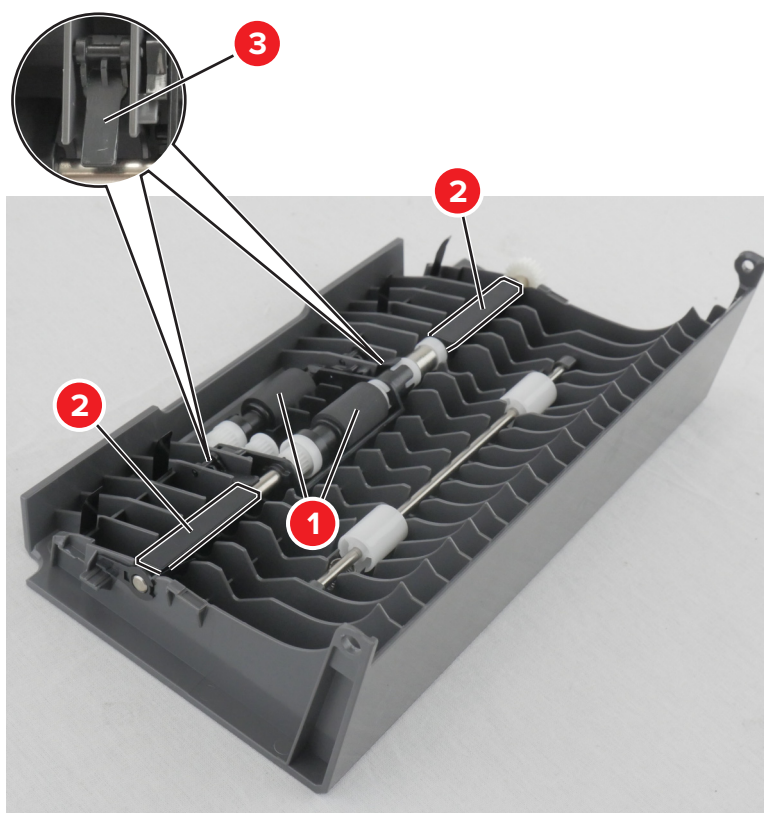
- 1 Remove the ADF access door. See [“ADF access door removal”](#) on page 313.
- 2 Release the latch (A) on both sides of the door.



- 3 Rotate the latches as shown, and then pull up to remove the roller.



Installation note: The roller is properly installed if the following parts are positioned as shown.

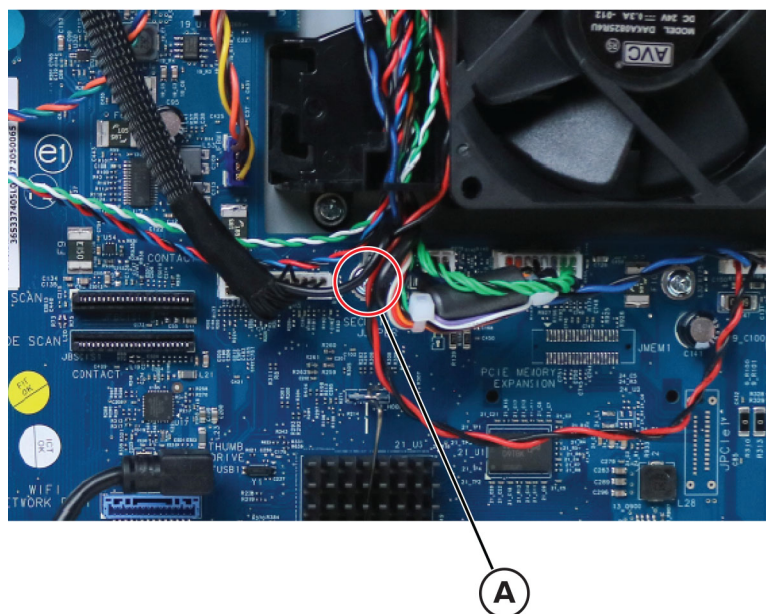


1	Rollers
2	Guides
3	Flags

Note: For a video demonstration, see [ADF roller removal](https://infoserve.lexmark.com/ids/sma) at infoserve.lexmark.com/ids/sma.

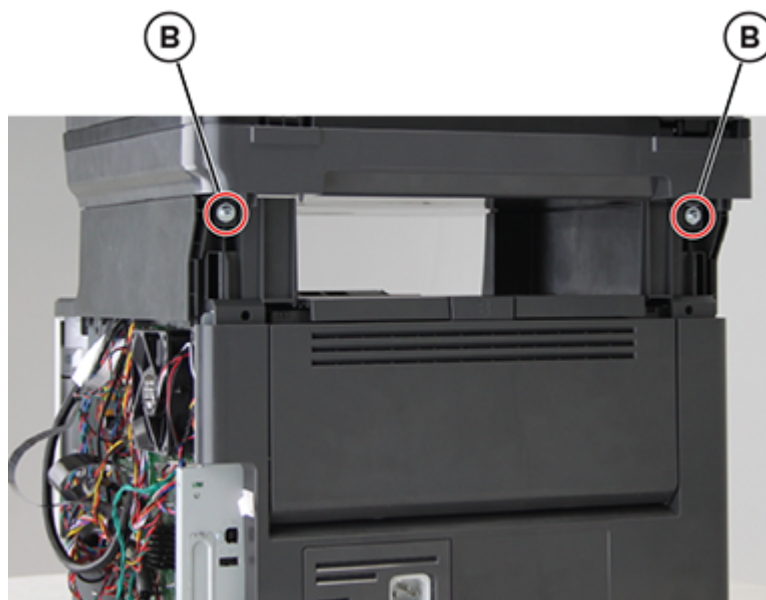
Flatbed scanner removal

- 1 Remove the ADF assembly. See [“ADF assembly removal” on page 310](#).
- 2 Remove the right cover. See [“Right cover removal” on page 236](#).
- 3 From the controller board, remove the screw (A), and then disconnect the following cables:
 - Control panel cable
 - Headphone jack cable
 - Speaker cable
 - ADF cable
 - ADF scanner cable



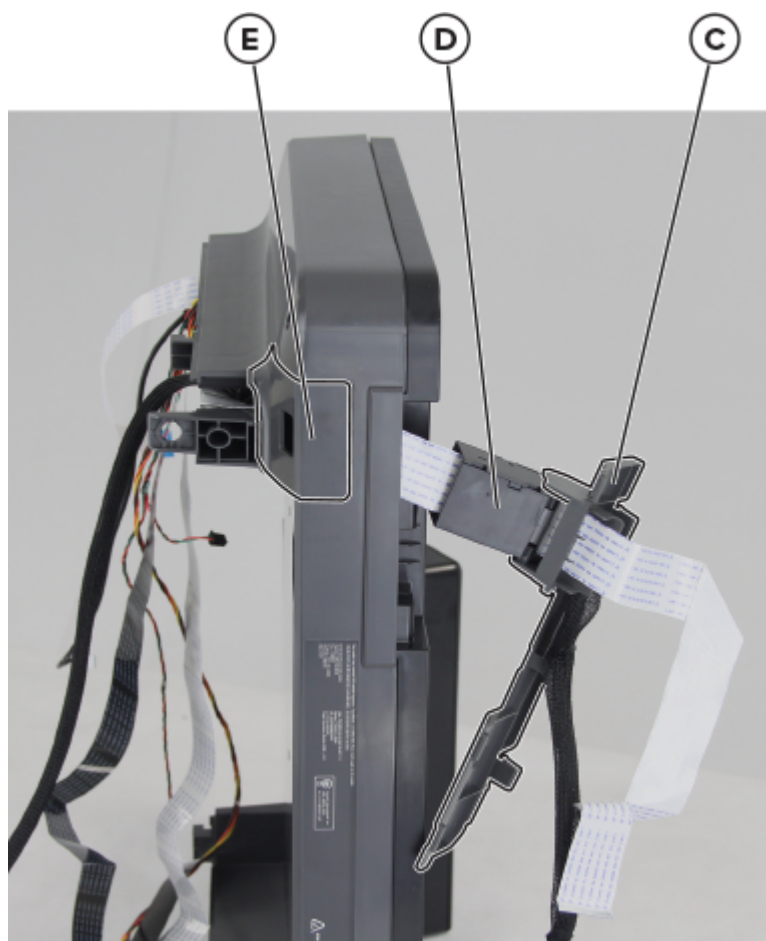
4 Remove the scanner rear covers. See [“Scanner rear covers removal” on page 297](#).

5 Remove the two screws (B).



6 Remove the flatbed scanner assembly.

- 7** Remove the ADF controller board cover (C) and the holder (D), and then remove the scanner cable cover (E).



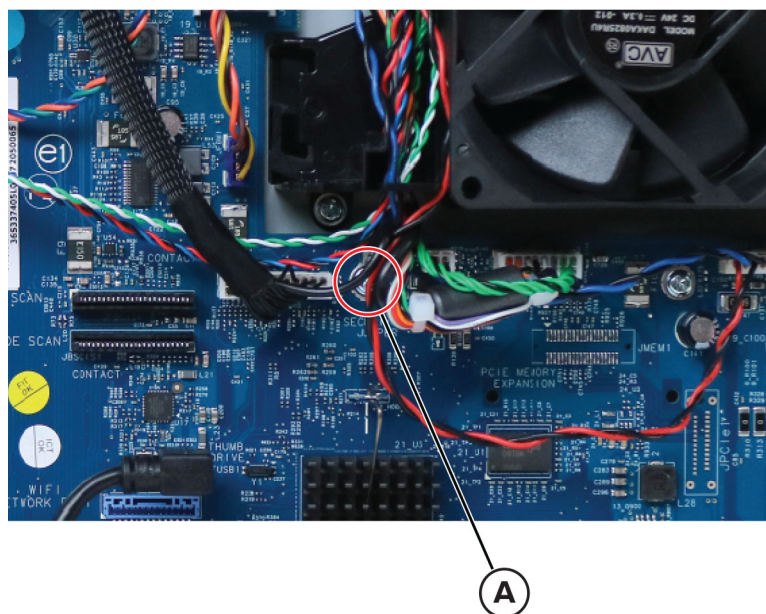
- 8** Route the cables through the flatbed assembly, and then remove them.

Note: Pay attention to the routing of the ADF scanner cable and of double-sided part of the cable.

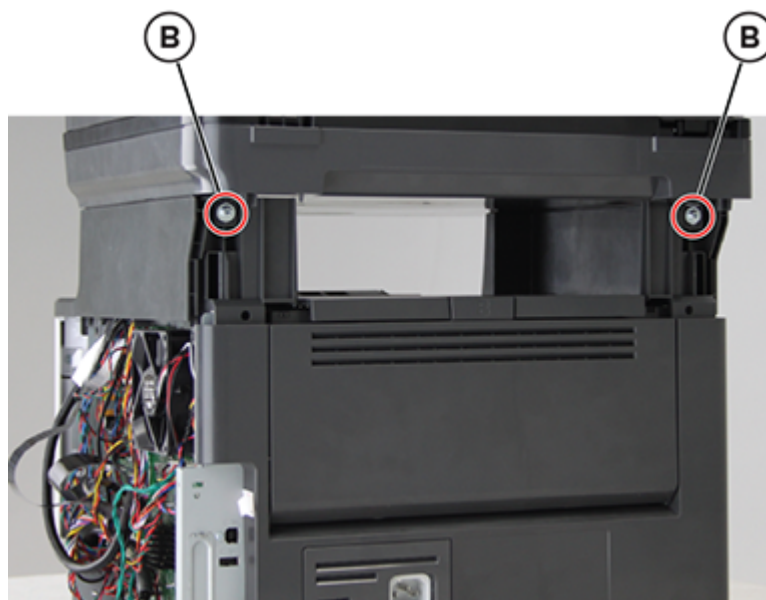
- 9** Remove the control panel from the flatbed scanner. See [“Control panel assembly removal” on page 263](#).

ADF flat cable removal

- 1** Remove the ADF assembly. See [“ADF assembly removal” on page 310](#).
- 2** Remove the right cover. See [“Right cover removal” on page 236](#).
- 3** From the controller board, remove the screw (A), and then disconnect the following cables:
 - Control panel cable
 - Speaker cable
 - ADF cable
 - ADF flat cable



- 4 Remove the scanner rear covers. See [“Scanner rear covers removal” on page 297](#).
- 5 Remove the two screws (B).



- 6 Remove the flatbed scanner assembly.
- 7 Remove the ADF controller board cover (C) and the holder (D), and then remove the cable cover (E).
- 8 Route the flat cable (F) off the flatbed assembly, and then remove.

Note: Pay attention to the routing of the ADF flat cable and of the double-sided part of the cable.



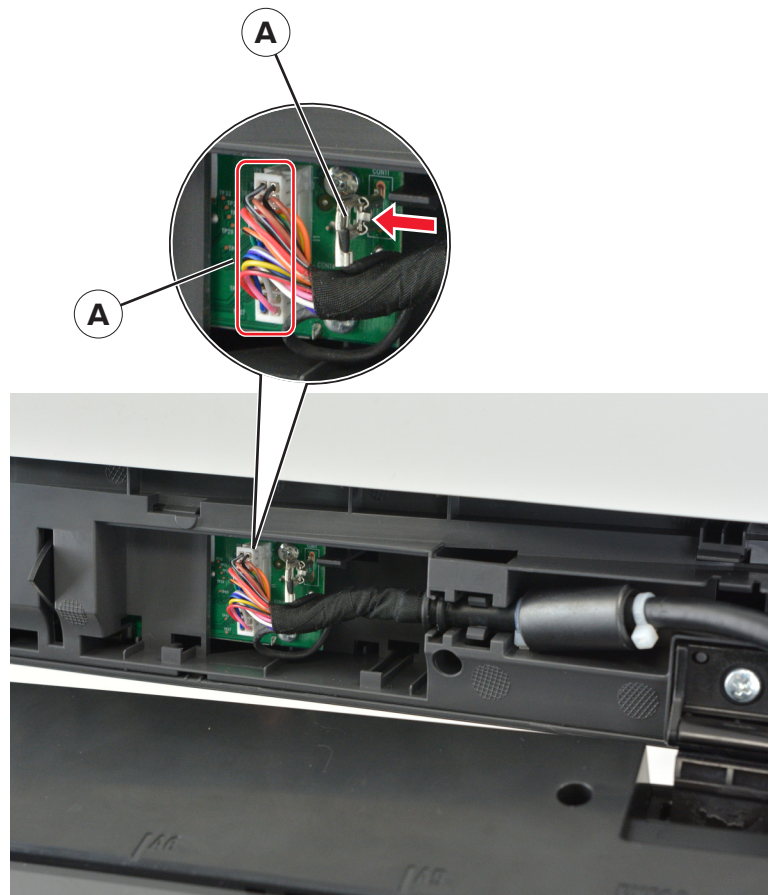
ADF cable removal

- 1 Open the ADF.
- 2 Using a flat-blade screwdriver, remove the ADF controller board access cover.



- 3 Disconnect the two cables (A).

Note: To disconnect the grounding cable, press the tab first and then pull.

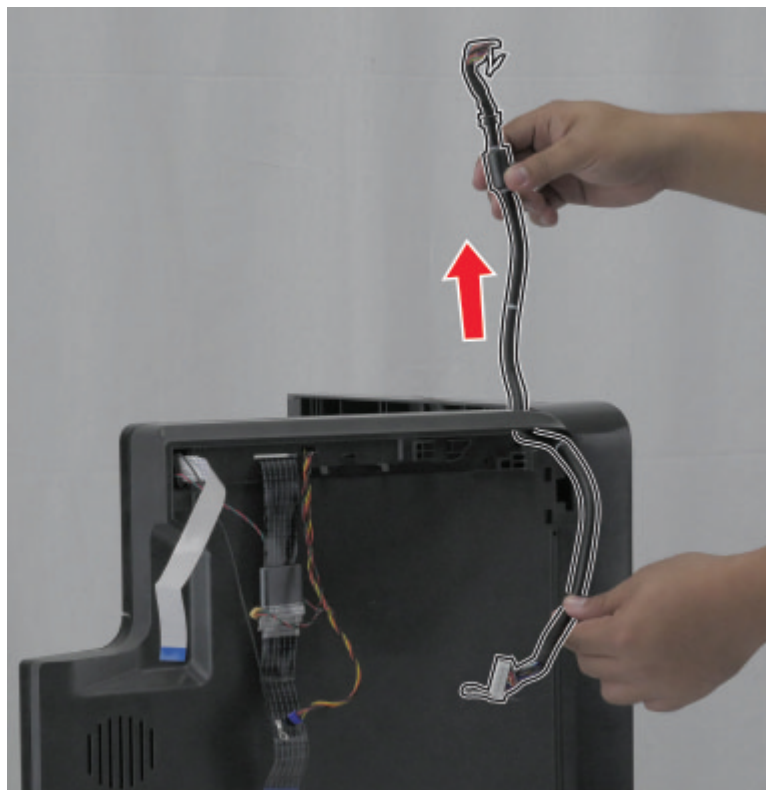


- 4** Close the ADF, and then remove the scanner assembly. See [“Scanner assembly removal” on page 308](#).

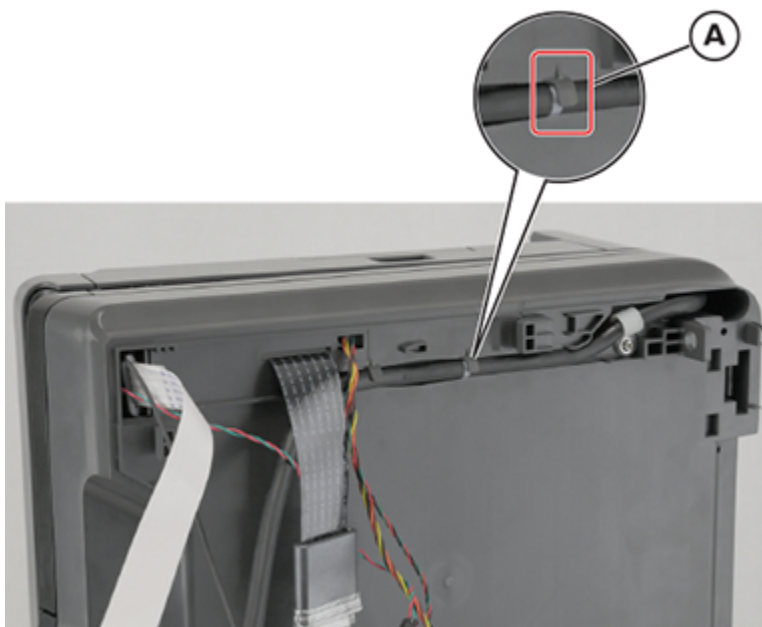
5 Remove the screw (B).



- 6 Release the cable from the clamps, and then remove it.



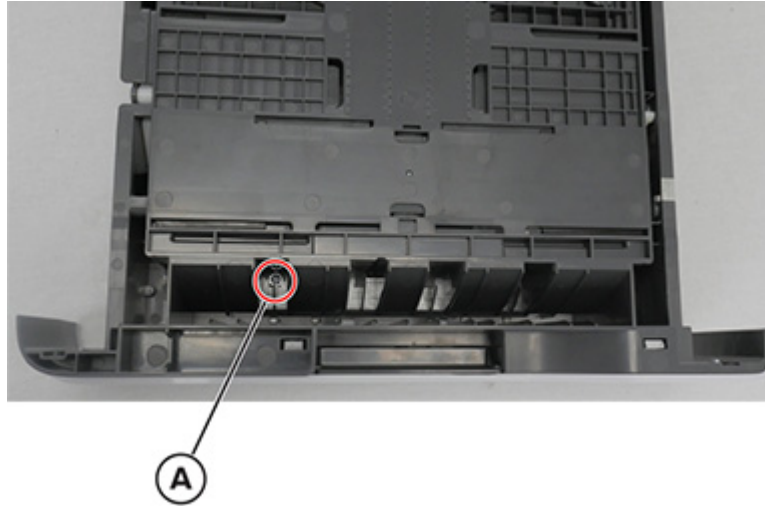
Installation note: Pay attention to where the white marking (A) on the cable is positioned.



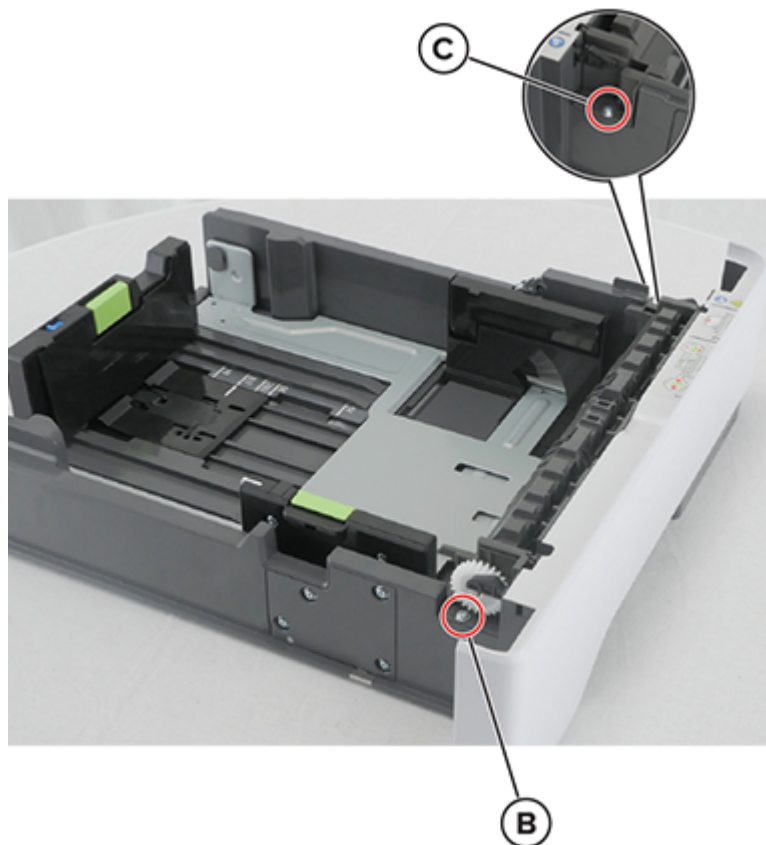
Optional 250/550-sheet tray removals

Separator roller assembly removal

- 1 Remove the tray insert.
- 2 Under the tray, remove the screw (A).



- 3** Remove the screw (B) on the left side. Do the same for the screw (C) on the opposite side.

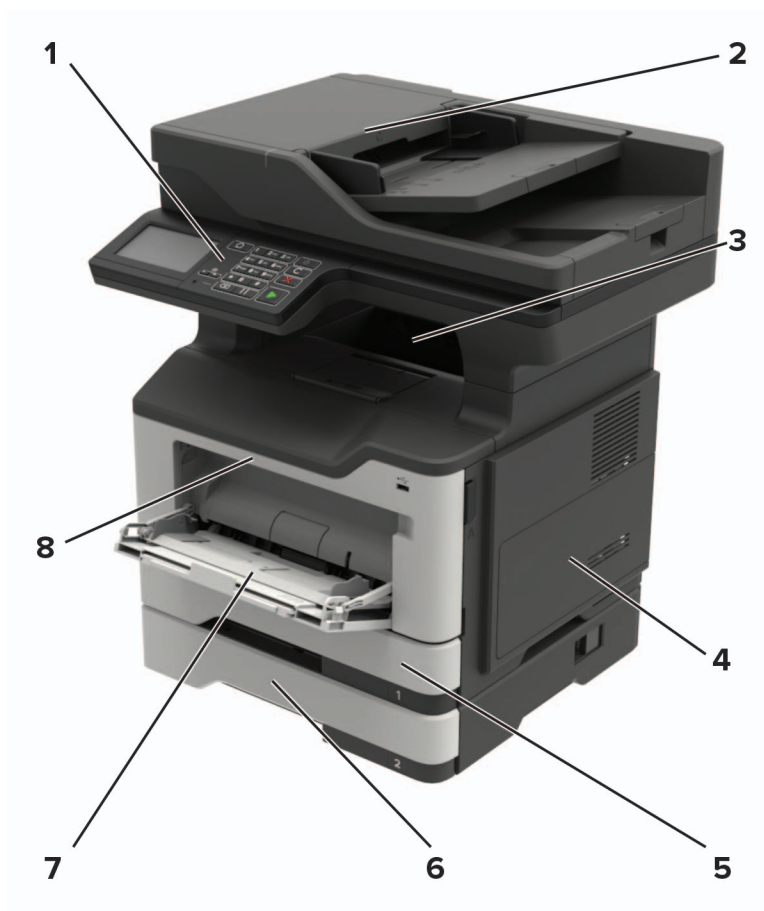


- 4** Remove the roller assembly.

Component locations

Printer configurations

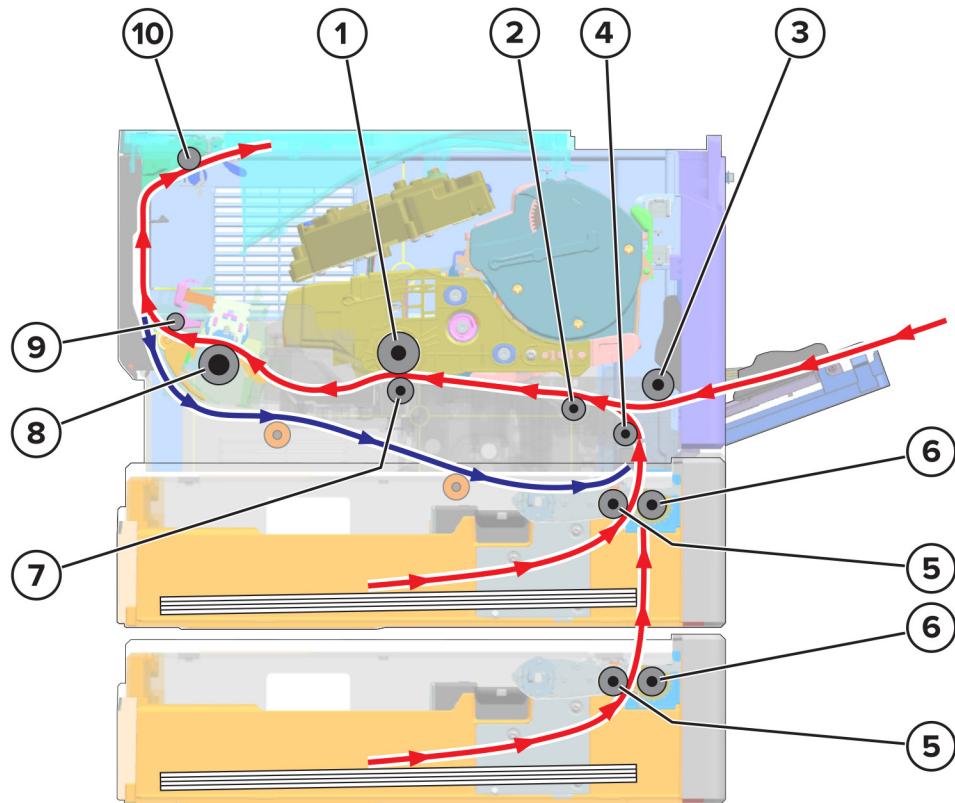
You can configure your printer by adding optional 250- or 550-sheet trays.



1	Control panel
2	Automatic document feeder (ADF)
3	Standard bin
4	Controller board access cover
5	Standard 250-sheet tray
6	Optional 250- or 550-sheet tray
7	Multipurpose feeder
8	Door A

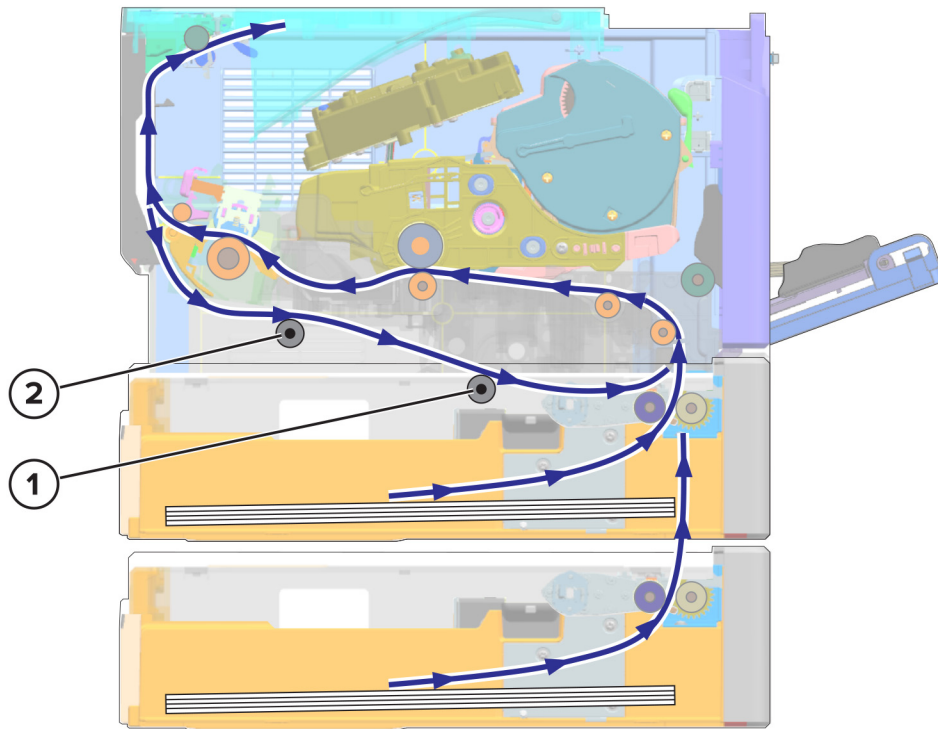
Printer roller locations

Standard path rollers



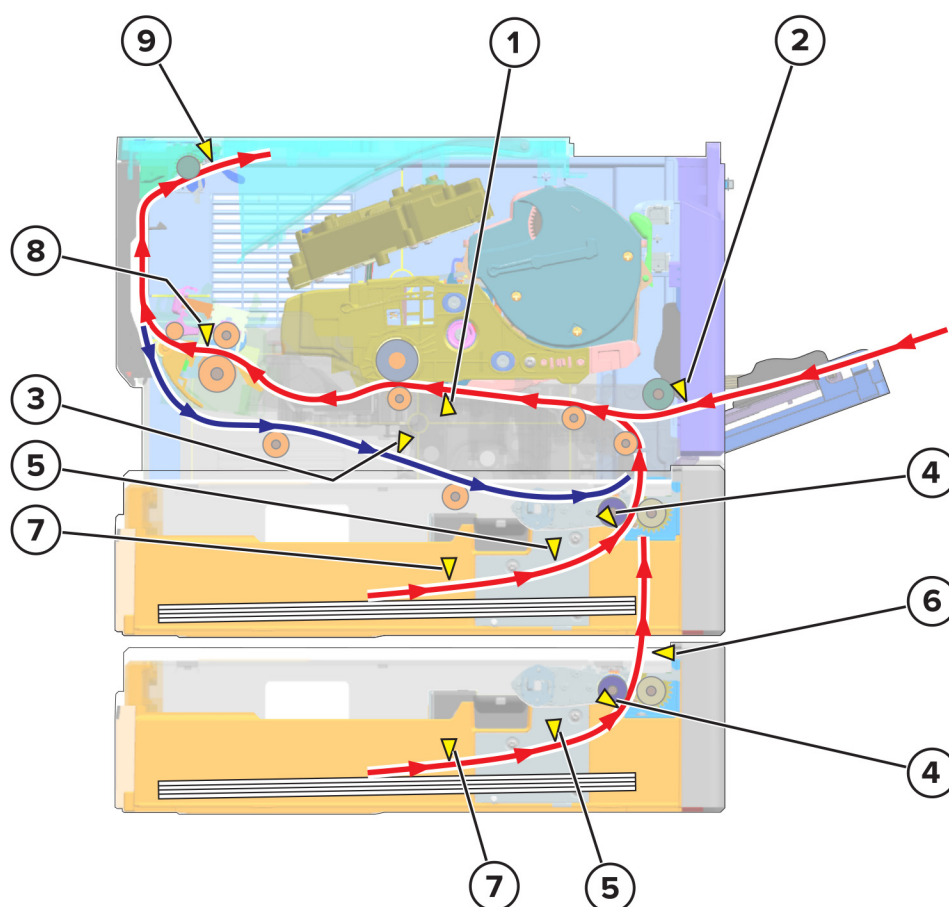
1	Photoconductor drum
2	First input roller
3	MPF pick roller
4	Second input roller
5	Pick roller
6	Separator roller
7	Transfer roller
8	Fuser roller
9	Fuser exit roller
10	Paper exit roller

Duplex path rollers



1	Duplex rear roller
2	Duplex front roller

Printer sensor locations



#	Sensor
1	Sensor (input)
2	Sensor (MPF paper present)
3	Sensor (duplex)
4	Sensor (index)
5	Sensor (trailing edge)
6	Sensor (pass-through)
7	Sensor (media present)
8	Sensor (fuser exit)
9	Sensor (narrow media/bin full)

Controller board connectors

Connector	Connects to	Pin no.	Signal
JDRC1	Cartridge smart chip contact	1	+3.3V
		2	DAT_SC_CN1
		3	CLK_SC_CN1
		4	Ground
JDRC2	Imaging unit smart chip contact	1	3.3V
		2	I2C_DAT_SC_CN2
		3	I2C_CLK_SC_CN2
		4	Ground
JCART1	Motor (toner cartridge)	1	V_5CART_1 +5V
		2	S_CART_ENC_CN
		3	Ground
JBARR1	Sensor (cartridge barrel)	1	V_5V_BARR +5V
		2	S_TONER_LOW
		3	Ground
JDUPSOL1	Reverse solenoid	1	24V
		2	V_DUPSOL_CN_N
JPH1	Printhead	1	LDEN_C
		2	BOOST_CN
		3	VDO_ADJ_C
		4	Ground
		5	LPOWER_C
		6	SHADE_CN
		7	Ground
		8	VIDEO -
		9	VIDEO +
		10	no connection
		11	HSYNC_CN
		12	PH_+5V

Connector	Connects to	Pin no.	Signal
JNRW1	Sensor (narrow media)	1	V_3.3V_TRAY1_P
		2	JNRW1
		3	Ground
JTHM1	Belt fuser	1	A_FUSER_TH_C +2V_ADC
		2	Ground
JFAN1	Cooling fan	1	V_MAIN_FAN24V
		2	Ground
		3	MAIN_FAN_ENC_R
JEXIT1	Sensor (exit)	1	V_5V_PAPER_OUT
		2	S_PAPER_OUT_C
		3	Ground
JUSBD1	USB connector with flange	1	V_USBD_5V
		2	USB_DEV_N
		3	USB_DEV_N
		4	USB_DEV_GND
JRIP1	Debug port	1	Ground
		2	RXD0_RIP_CN
		3	TXD0_RIP_CN
		4	JRIP_100_+5V
JOPT1	Resettable fuse	1	24V_F_OPT
		2	S_OPT_TXR
		3	S_INPUT_FDT
		4	S_OPT_RXR
		5	Ground
		6	5V_PHD
JTDS1	Sensor (toner density)	1	S_TDS_LED_PWM
		2	S_A_TDS_C
		3	no connection
		4	V_TDS+5V_C

Connector	Connects to	Pin no.	Signal
JDUPPI1	Sensor (duplex and input)	1	V_5V_DUPLEX
		2	S_DUPLEX_C
		3	no connection
		4	V_5V_DUPLEX
		5	S_PAPER_IN_C
		6	Ground
JFEED1	Feed solenoid	1	V_FDSOL +24V_MSF
		2	V_FDSOL
JP_PRE1	Sensor (paper present)	1	V_5V_PAPER_P
		2	S_PAPER_P_C
		3	Ground
JMPFPP1	Sensor (MPF)	1	V_3.3V_MPF_PP
		2	S_MPF_SNS_R
		3	Ground
JMPFSOL1	MPF solenoid	1	V_MPF SOL +24V_MSF
		2	V_MPF SOL-
JPSU1	Power supply	1	NC_JPSU1
		2	PSU_DET_CN
		3	CHARGE_C
		4	SERVO_OUT_C
		5	DEV_C
		6	TXENABLE_C
		7	TX_C
		8	FUSER_RELAY
		9	TAR_C
		10	FUSER_ON_C
		11	ZEROX_C
		12	SHUTOFF_24V
		13	24V_CONT
		14	Ground
		15	24V
		16	Ground
		17	24V
		18	Ground

Connector	Connects to	Pin no.	Signal
JMTR1	Motor (main)	1	MAIN_HALL_U_CN
		2	MAIN_HALL_V_CN
		3	MAIN_HALL_W_CN
		4	MAIN_FG_CN
		5	Ground
		6	5V_ENG
		7	V_MAINC1_U
		8	V_MAINC1_V
		9	V_MAINC1_W
JRESET1	not used	--	not used
JCVR1	Cover open	1	V_5V_INDEX
		2	S_INDEX_C
		3	Ground
JFUSB1	Thumb drive	1	V_FUSB_L
		2	USB_FRONT_N
		3	USB_FRONT_P
		4	NC_JFUSB_P4
		5	Ground
JSPKR1	External speaker	1	SPEAKER1
		2	SPEAKER2
JHOME1	Sensor (flatbed home)	1	+3V_HOME
		2	Ground
		3	BHOME_FBR
JVIP2	Secure element SIM	1	G_TXD
		2	+3.3v
		3	G_TXD
		4	Ground
		5	G_CS
		6	G_RXD
JFBM1	Motor (flatbed)	1	FBM_A-
		2	FBM_A+
		3	FBM_B+
		4	FBM_B-
JFBCIS1	Flatbed CIS FFC	N/A	N/A

Connector	Connects to	Pin no.	Signal
JADF1	ADF FFC	N/A	N/A
J30	Security jumper	1	+3.3V
		2	Ground
		3	Ground
JBINS1	Sensor (bin full)	1	V_3.3V_BINS
		2	PAPER_FULL_S_R
		3	Ground
		4	Ground
JT_PRE1	Sensor (tray present)	1	V_3.3V_TRAY1
		2	S_TRAY1_C
		3	Ground
JACM1	Sensor (ACM)	1	+5V_ENG
		2	S_ACM_SEN_C
		3	Ground
JPHONE2	not used	--	--
JUICC1	Control panel FFC	N/A	N/A

Connector	Connects to	Pin no.	Signal
JBSCIS1	Backside CIS FFC	N/A	N/A

Maintenance

Inspection guide

The purpose of this inspection guide is to aid you in identifying the intervals, based on page count, at which parts must be inspected (for visible physical damage), cleaned, or replaced.

If any unsafe conditions exist, find out how serious the hazard could be and if you can continue before you correct the hazard.

As you service the machine, check for the following:

- Damaged, missing, or altered parts, especially in the area of the On/Off switch and the power supply
- Damaged, missing, or altered covers, especially in the area of the top cover and the power supply cover
- Possible safety exposure from any non-Lexmark attachments

Use the following table to determine when specified parts should be inspected:

PART	EVERY SERVICE CALL	EVERY 200K
Fuser	Inspect	Replace
MPF pick roller and separator pad	Inspect	Replace
Pick tires	Inspect	Replace
Transfer roller	Inspect	Replace

Scheduled maintenance

The control panel displays an 80.xy error when it reaches 200K page counts. It is necessary to install the appropriate maintenance kit to maintain the print quality and reliability of the printer. Reset the maintenance counter after replacing the maintenance kit.

Maintenance kits

Part number and kit	Contents
MXB46KA1—Maintenance Kit (110 V)	<ul style="list-style-type: none"> • 0SP41X1178///—Fuser (110 V) • 0SP41X1197///—MPF pick roller and separator pad • 0SP41X0918///—Pick tires • 0SP40X8393///—Transfer roller

Part number and kit	Contents
MXB46KA—Maintenance Kit (220 V)	<ul style="list-style-type: none"> • 0SP41X1179///—Fuser (220 V) • 0SP41X1197///—MPF pick roller and separator pad • 0SP41X0918///—Pick tires • 0SP40X8393///—Transfer roller


When performing the 200K scheduled maintenance procedure, the following areas should be cleaned of media dust and toner contamination:

- Media trays
- Imaging unit area
- Transfer roller area
- Duplex area
- Standard bin

Resetting the maintenance counter

Always reset the maintenance counter after installing the maintenance kit.

To reset the maintenance counter:

- 1 POR into the Configuration menu, and navigate to **Reset Maintenance Counter**.
- 2 Depending on the printer model, press **OK** or touch  to reset the counter, or press **X** to exit without resetting the counter.





Once initiated, the operation cannot be canceled.

Lubrication specification

Lubricate only when the parts are replaced or if necessary, not on a scheduled basis. The use of lubricants other than those specified in this service manual may cause premature failure. Some unauthorized lubricants may chemically attack polycarbonate parts. Use Grease P/N 99A0394 Nyogel 744.

Cleaning the printer

Cleaning the printer

-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.
-  **ATTENTION—RISQUE D'ELECTROCUTION :** pour éviter tout risque d'électrocution lors du nettoyage de l'extérieur de l'imprimante, débranchez le cordon d'alimentation électrique de la prise et déconnectez tous les câbles de l'imprimante avant de continuer.
-  **PRECAUCIÓN: PELIGRO DE DESCARGAS ELÉCTRICAS:** Para evitar el riesgo de descarga eléctrica al limpiar el exterior de la impresora, desconecte el cable de alimentación de la toma eléctrica y desconecte todos los cables de la impresora antes de realizar la operación.
-  **VORSICHT – STROMSCHLAGGEFAHR:** Um das Risiko eines elektrischen Schlags beim Reinigen des Druckergehäuses zu vermeiden, ziehen Sie das Netzkabel aus der Steckdose, und ziehen Sie alle Kabel vom Drucker ab, bevor Sie fortfahren.

Notes:

- Perform this task after every few months.
- Damage to the printer caused by improper handling is not covered by the printer warranty.

- 1 Turn off the printer, and then unplug the power cord from the electrical outlet.
- 2 Remove paper from the standard bin and multipurpose feeder.
- 3 Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
- 4 Wipe the outside of the printer with a damp, soft, lint-free cloth.

Notes:

- Do not use household cleaners or detergents, as they may damage the finish of the printer.
- Make sure that all areas of the printer are dry after cleaning.

- 5 Connect the power cord to the electrical outlet, and then turn on the printer.

Cleaning the scanner

- 1 Open the scanner cover.



- 2 Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass



- ADF glass pad



- Scanner glass



- Scanner glass pad

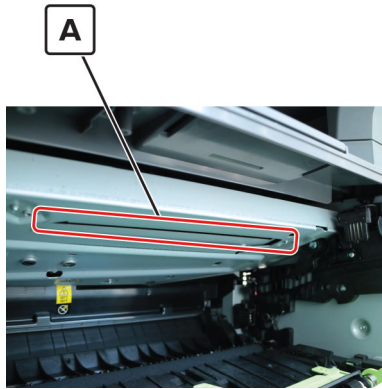


3 Close the scanner cover.

Cleaning the printhead lenses

- 1** Open the front door.
- 2** Remove the toner cartridge and imaging unit.

- 3** From the printhead access opening (A) in the top of the frame at the front of the printer, find the printhead lens.



- 4** Insert a soft, lint-free cloth in the opening, and gently move the cloth back and forth along the surface of the lens to clean it.
- 5** Repeat step 4.
- 6** Reinstall the imaging unit and toner cartridge.
- 7** Close the front door.

Parts catalog

Legend

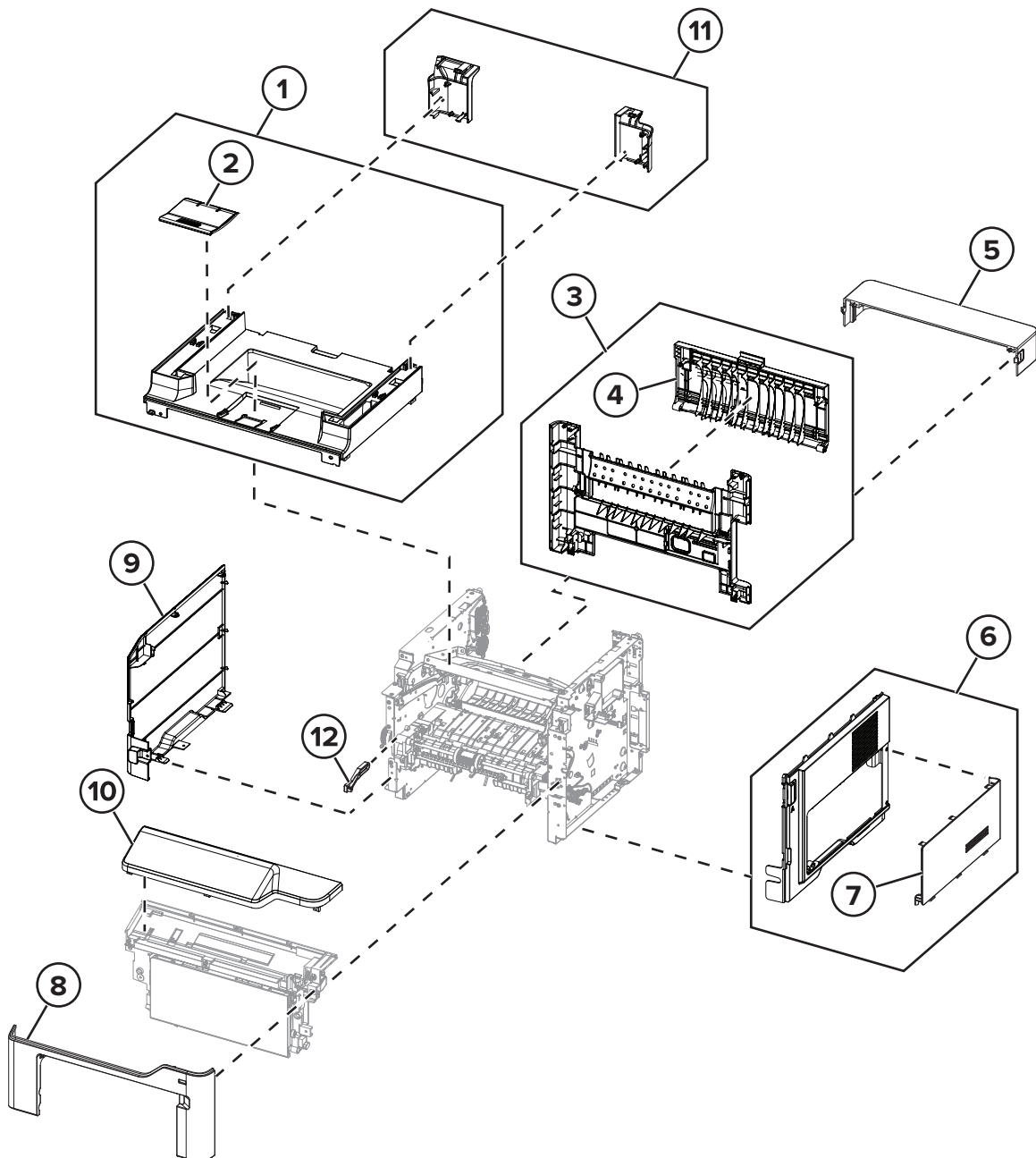
The following column headings are used in the parts catalog:

- **ASM-index**—Identifies the assembly and the item in the diagram. For example, 3-1 indicates Assembly 3 and item 1 in the table.
- **Part number**—Identifies the unique number that correlates with the part. (Manufacture parts number)
- **Units/mach**—Refers to the number of units actually used in the base machine or product.
- **Units/option**—Refers to the number of units in a particular option.
- **Units/FRU**—Refers to the number of units in a particular FRU.
- **Description**—A brief description of the part.

The following abbreviations are used in the parts catalog:

- **NS** (not shown) in the Asm-index column indicates that the part is procurable but is not pictured in the illustration.
- **PP** (parts packet) in the Description column indicates that the part is contained in a parts packet.

Assembly 1: Covers



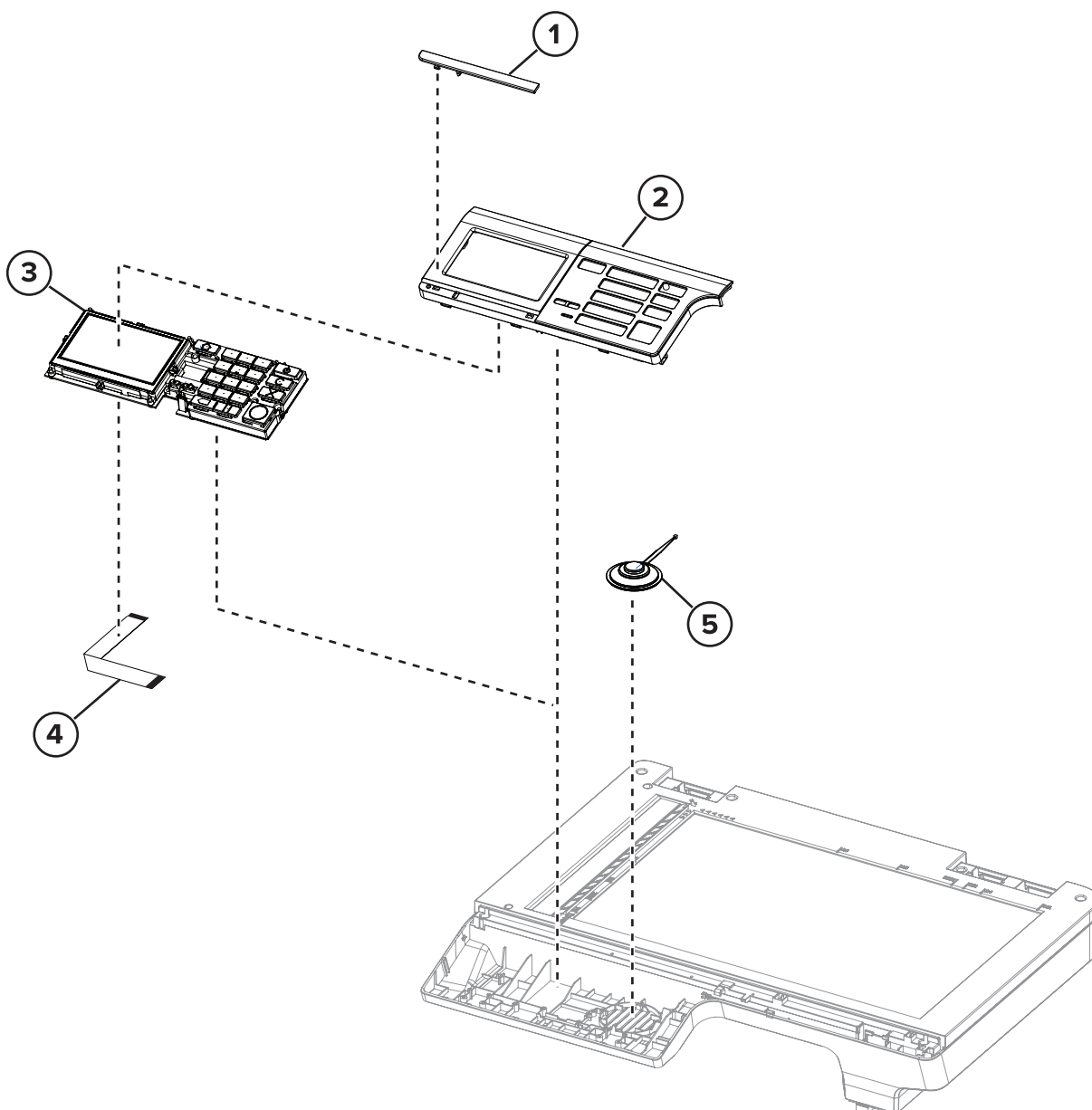
Assembly 1: Covers

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1342	1	1	Top cover (MX521, MB2546, MX522, and XM1246)	“Top cover removal” on page 301
2	40X9075	1	1	Output extender	--
3	41X1169	1	1	Rear door and cover	--
4	41X2263	1	1	Rear access door	--
5	40X8520	1	1	Dust cover	--
6	41X2272	1	1	Right cover (MX521, MB2546, MX522, and XM1246)	“Right cover removal” on page 236
7	41X1233	1	1	Right access cover	--
8	41X2273	1	1	Nameplate (MX421, MB2442, XM1242, MX521, MB2546, MX522, and XM1246)	“Nameplate removal” on page 254
9	41X1167	1	1	Left cover	“Left cover removal” on page 222
10	41X1355	1	1	Top access cover	“Top access cover removal” on page 256
11	41X2867	1	1	Scanner rear covers (MX521, MB2546, MX522, and XM1246)	“Scanner rear covers removal” on page 297
12	41X2300	1	1	Access cover link	--

Assembly 2:

Assembly 2:

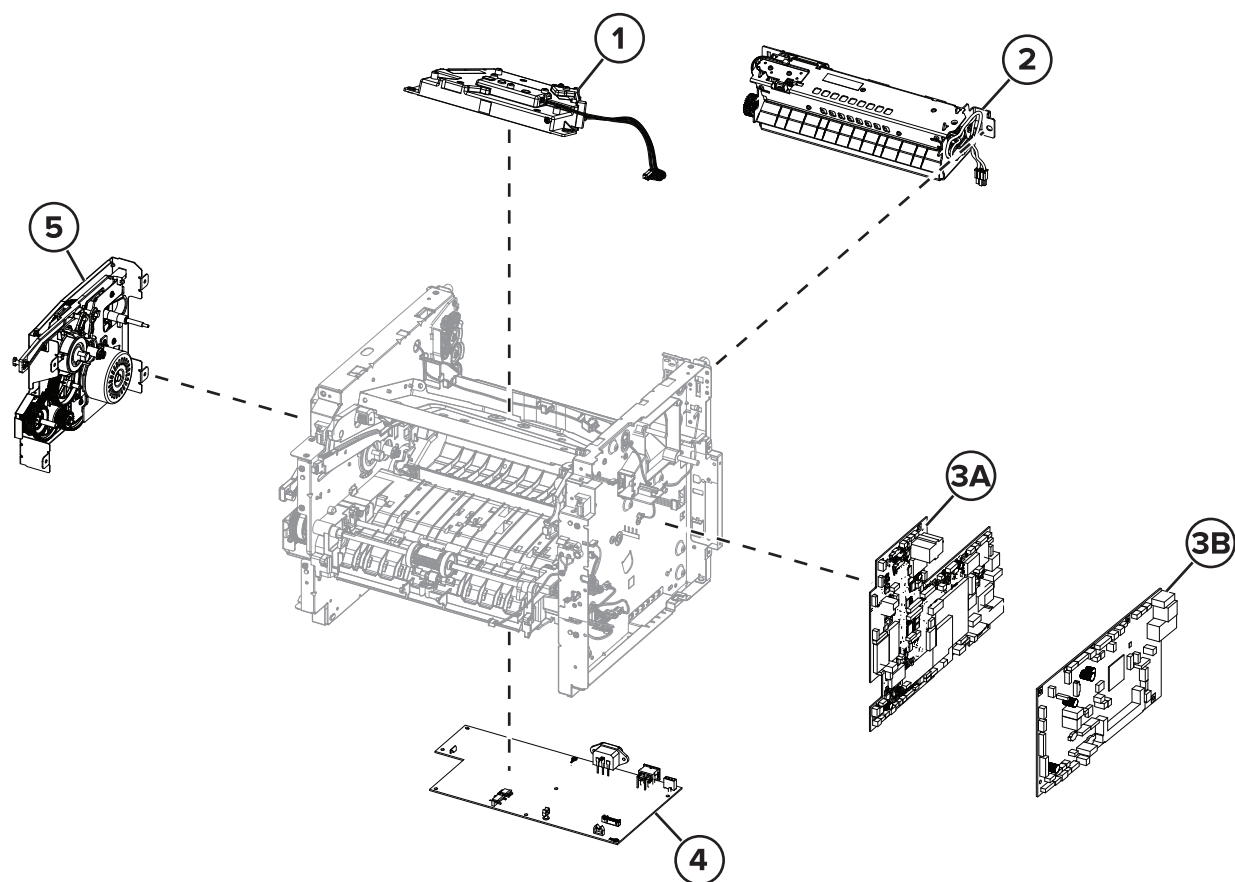
Assembly 3: Control panel



Assembly 3: Control panel

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X2699	1	1		
2	41X1353	1	1	Control panel front cover (MX421, MB2442, XM1242, MX521, MB2546, MX522, and XM1246)	“Control panel cover and board removal” on page 265
3	41X1359	1	1	Control panel (MX421, MB2442, XM1242, MX521, MB2546, MX522, and XM1246)	--
4	41X2525	1	1	Control panel flat cable (MX521, MB2546, MX522, and XM1246)	--
5	41X2529	1	1	Speaker	“Speaker removal” on page 260

Assembly 4: Electronics 1

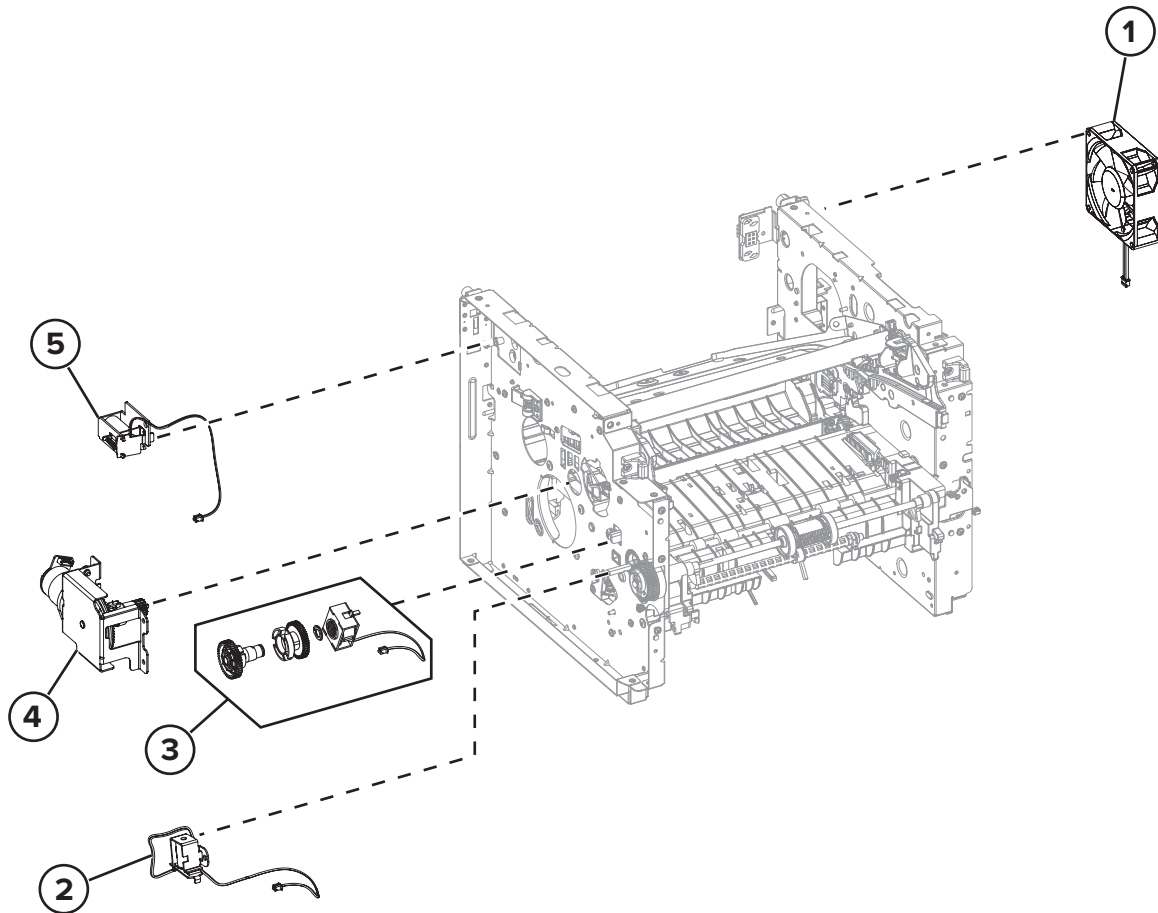


Assembly 4: Electronics 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1185	1	1	Printhead	“Printhead removal” on page 304
2	41X1178	1	1	Fuser, 110V	“Fuser removal” on page 300
2	41X1179	1	1	Fuser, 220V	“Fuser removal” on page 300
3A	50X0758	1	1	Controller board	“Controller board removal” on page 243
4	41X1201	1	1	Power supply, 100V/110V	“Power supply removal” on page 280
4	41X1202	1	1	Power supply, 220V	“Power supply removal” on page 280
5	41X1224	1	1	Main drive gearbox	“Main drive gearbox removal” on page 224

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
NS	41X2518	1	1	Cable conversion kit <ul style="list-style-type: none"> • 41X2530—Flatbed home sensor extension cable • 41X2529—Speaker 	--

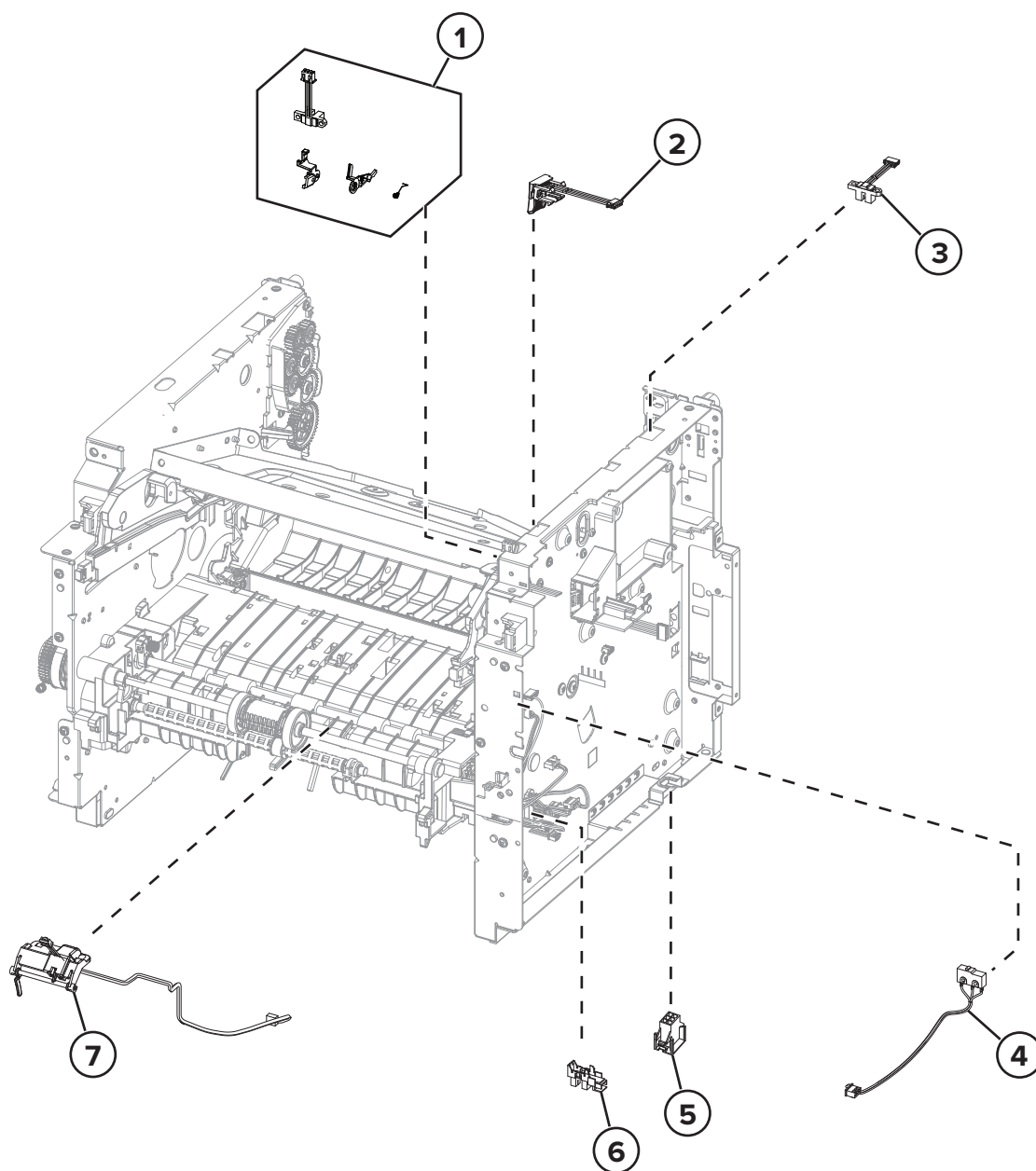
Assembly 5: Electronics 2



Assembly 5: Electronics 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X2259	1	1	Cooling fan	“Cooling fan removal” on page 240
2	41X1213	1	1	MPF solenoid	“MPF solenoid removal” on page 232
3	41X2391	1	1	Pick roller clutch	“Pick roller clutch removal” on page 234
4	41X1237	1	1	Motor (cartridge)	“Cartridge gearbox removal” on page 233
5	41X1214	1	1	Reverse solenoid	“Reverse solenoid removal” on page 229

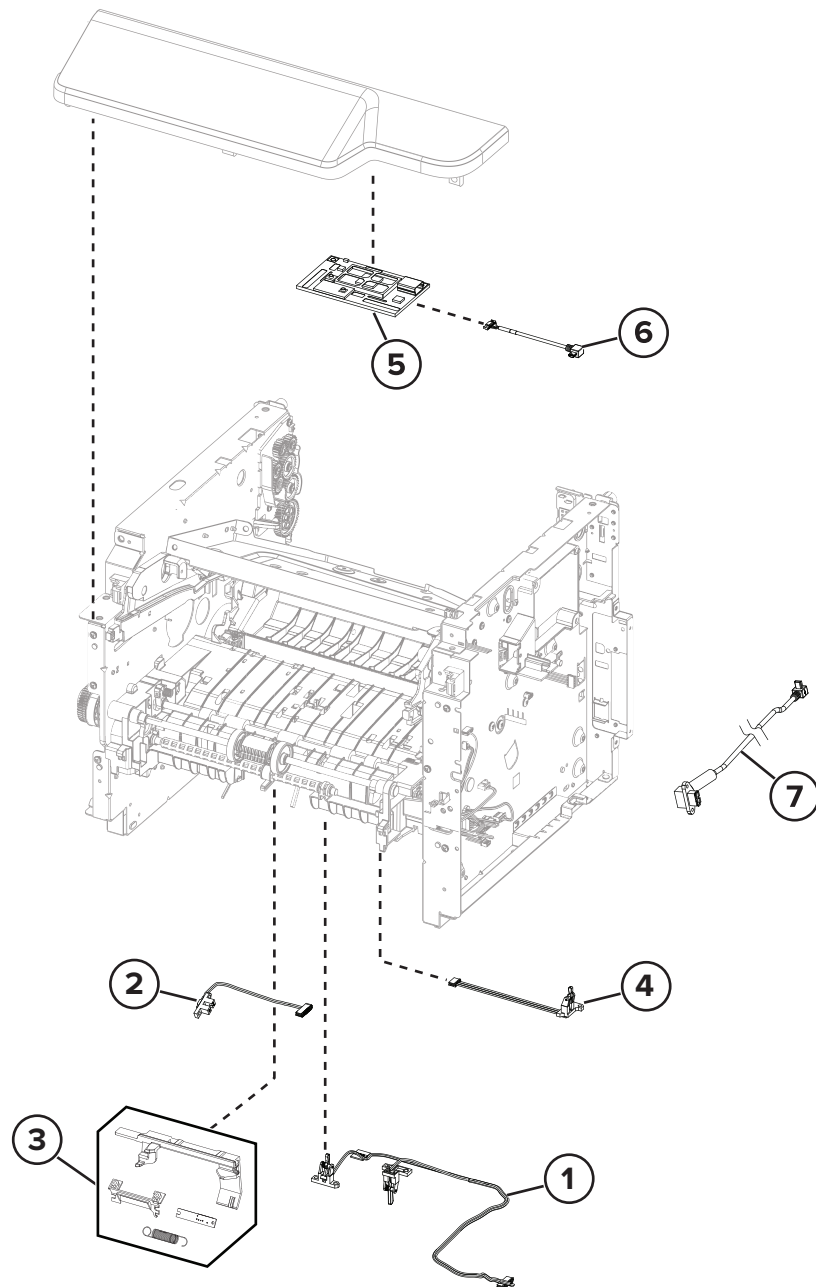
Assembly 6: Electronics 3



Assembly 6: Electronics 3

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1988	1	1	Sensor (cartridge barrel)	“Cartridge barrel shutter sensor kit removal” on page 250
2	41X1162	1	1	Toner cartridge smart chip contact	“Toner cartridge smart chip contact removal” on page 247
3	41X2260	1	1	Sensor (bin full)	--
4	41X1209	1	1	Sensor (front door)	“Sensor (front door) removal” on page 269
5	41X1236	1	1	Interconnect cable	“Interconnect cable removal” on page 238
6	41X1238	1	1	Sensor (tray present)	“Sensor (tray present) removal” on page 240
7	41X1210	1	1	Sensor (MPF paper present)	“Sensor (MPF paper present) removal” on page 275

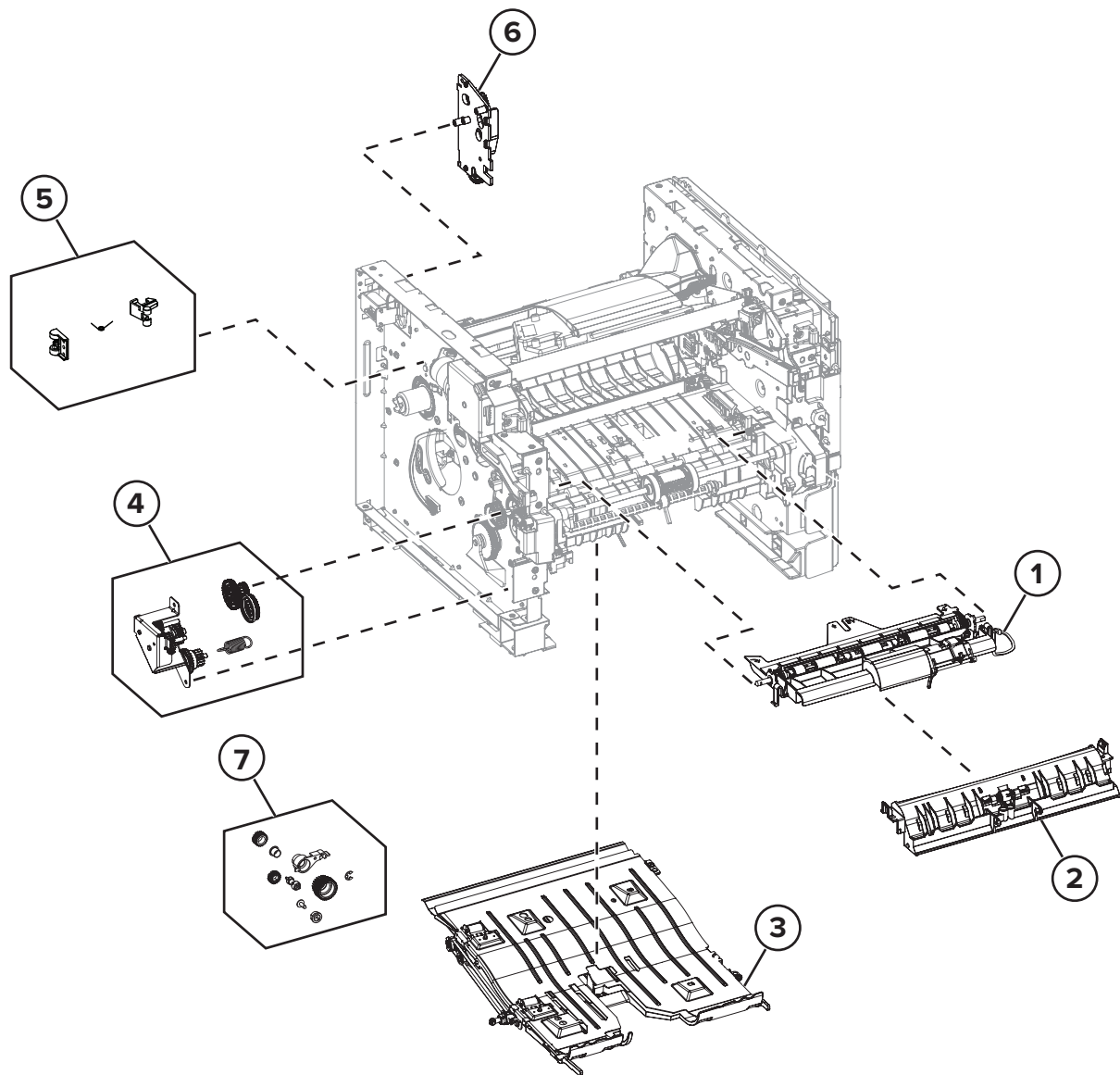
Assembly 7: Electronics 4



Assembly 7: Electronics 4

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1206	1	1	Sensor (duplex and input)	“Sensors (duplex and input) removal” on page 284
2	41X1240	1	1	Sensor (trailing edge)	“Sensor (trailing edge) removal” on page 285
3	41X4456	1	1	Toner density sensor kit <ul style="list-style-type: none"> • Toner density sensor and bracket • Spring • Screw • Grease 	“Sensor (toner density) and media present sensor flag removal” on page 290
4	41X1241	1	1	Sensor (narrow media)	--
5	41X1873	1	1	Wireless module	--
6	41X2270	1	1	Wireless module cable	--
7	41X2630	1	1	Front USB host cable	“Front USB host cable removal” on page 276

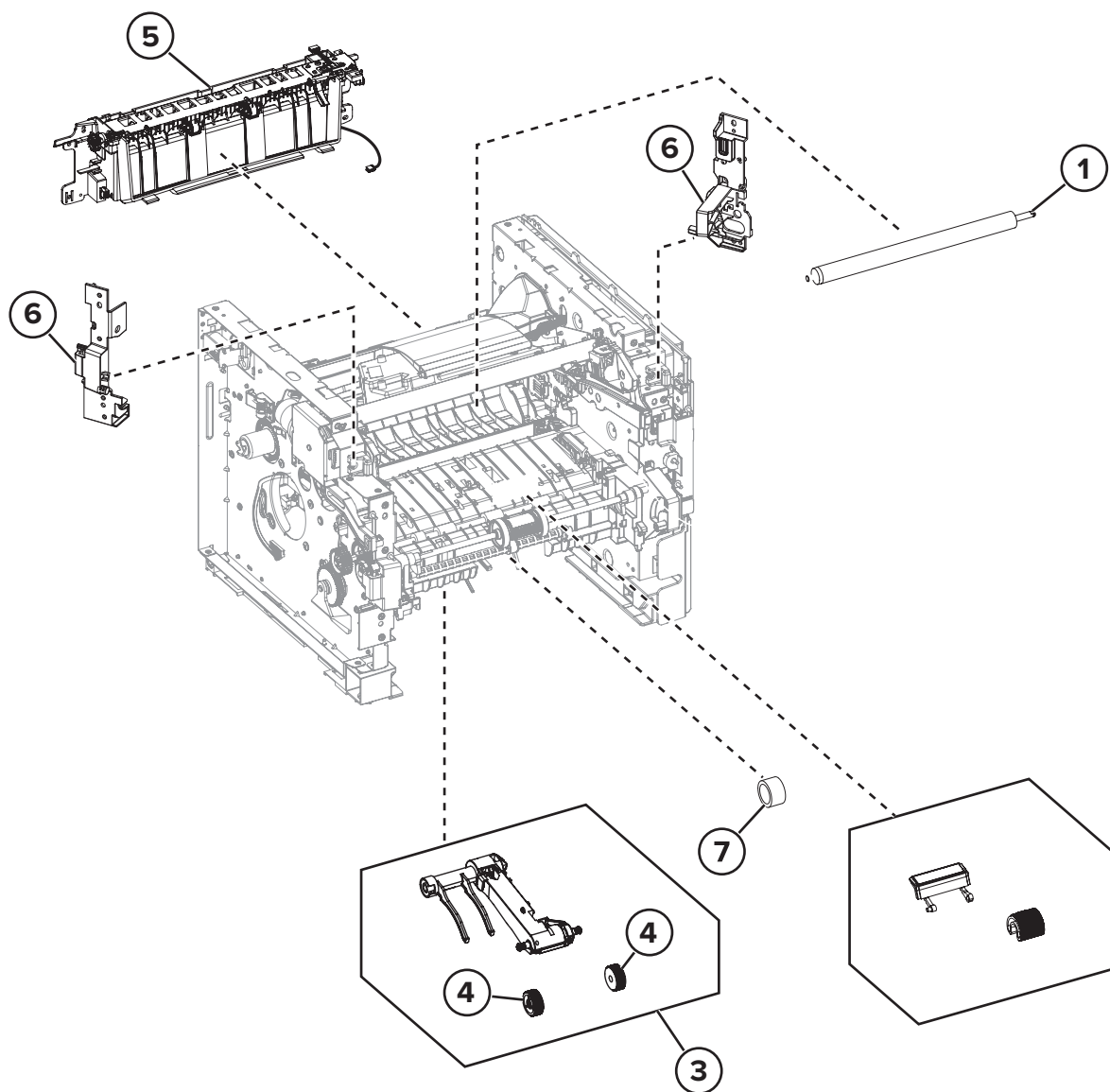
Assembly 8: Paper transport 1



Assembly 8: Paper transport 1

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1183	1	1	Jam access cover	--
2	41X1184	1	1	Front input guide	“Front input guide removal” on page 276
3	41X1176	1	1	Duplex assembly	“Duplex assembly removal” on page 282
4	41X1182	1	1	MPF gearbox (MX521, MB2546, MX522, and XM1246)	“MPF gearbox removal” on page 225
5	41X2255	1	1	Fuser actuator	“Fuser actuator removal” on page 228
6	41X2268	1	1	Redrive gear plate	--
7	41X4214	1	1	Duplex gear kit	--

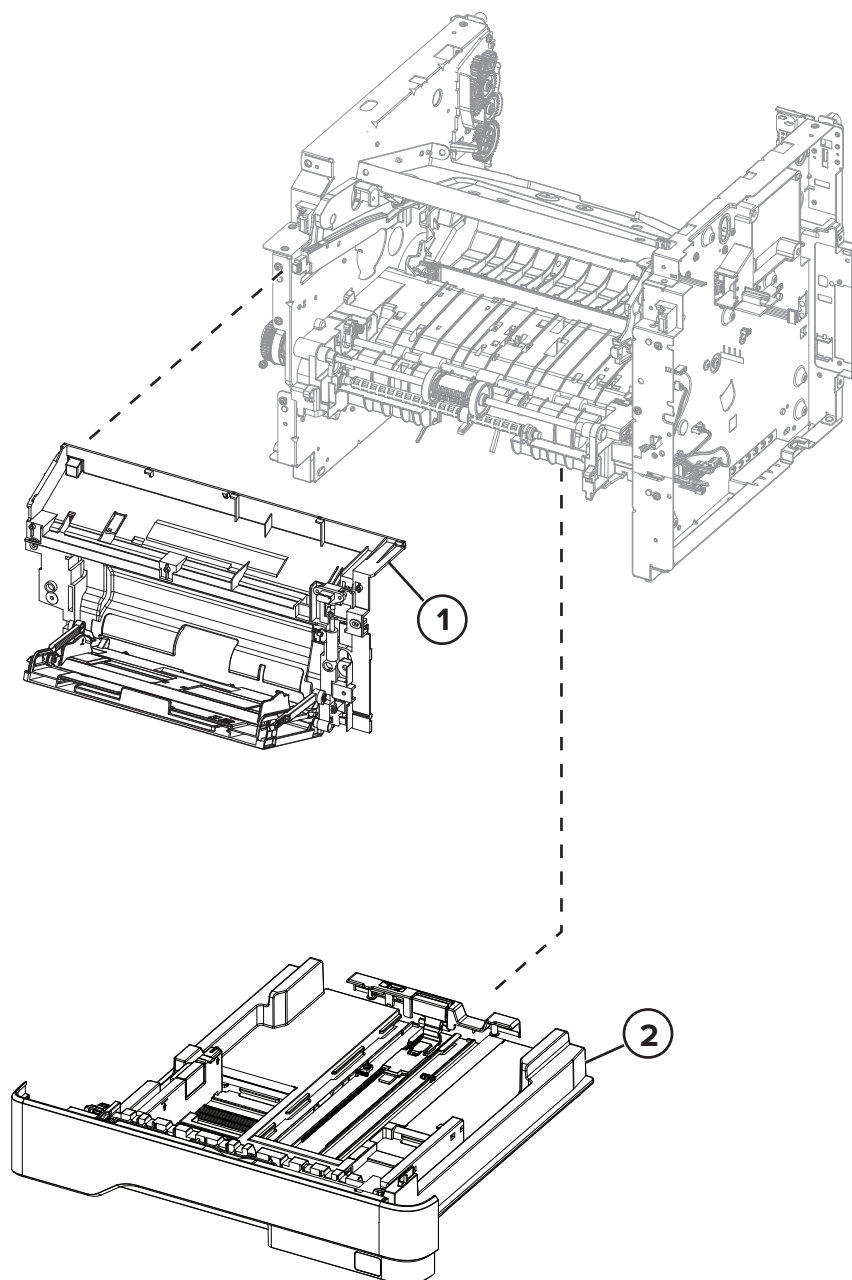
Assembly 9: Paper transport 2



Assembly 9: Paper transport 2

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	40X8393	1	1	Transfer roller	“Transfer roller removal” on page 268
3	41X1223	1	1	Pick roller assembly	“Pick roller assembly removal” on page 286
4	41X0918	2	2	Pick tire	--
5	41X1349	1	1	Redrive assembly	--
6	41X4474	1	1	Mounting bracket	--
7	41X4545	1	1	Isolation roller	“Isolation roller removal” on page 277

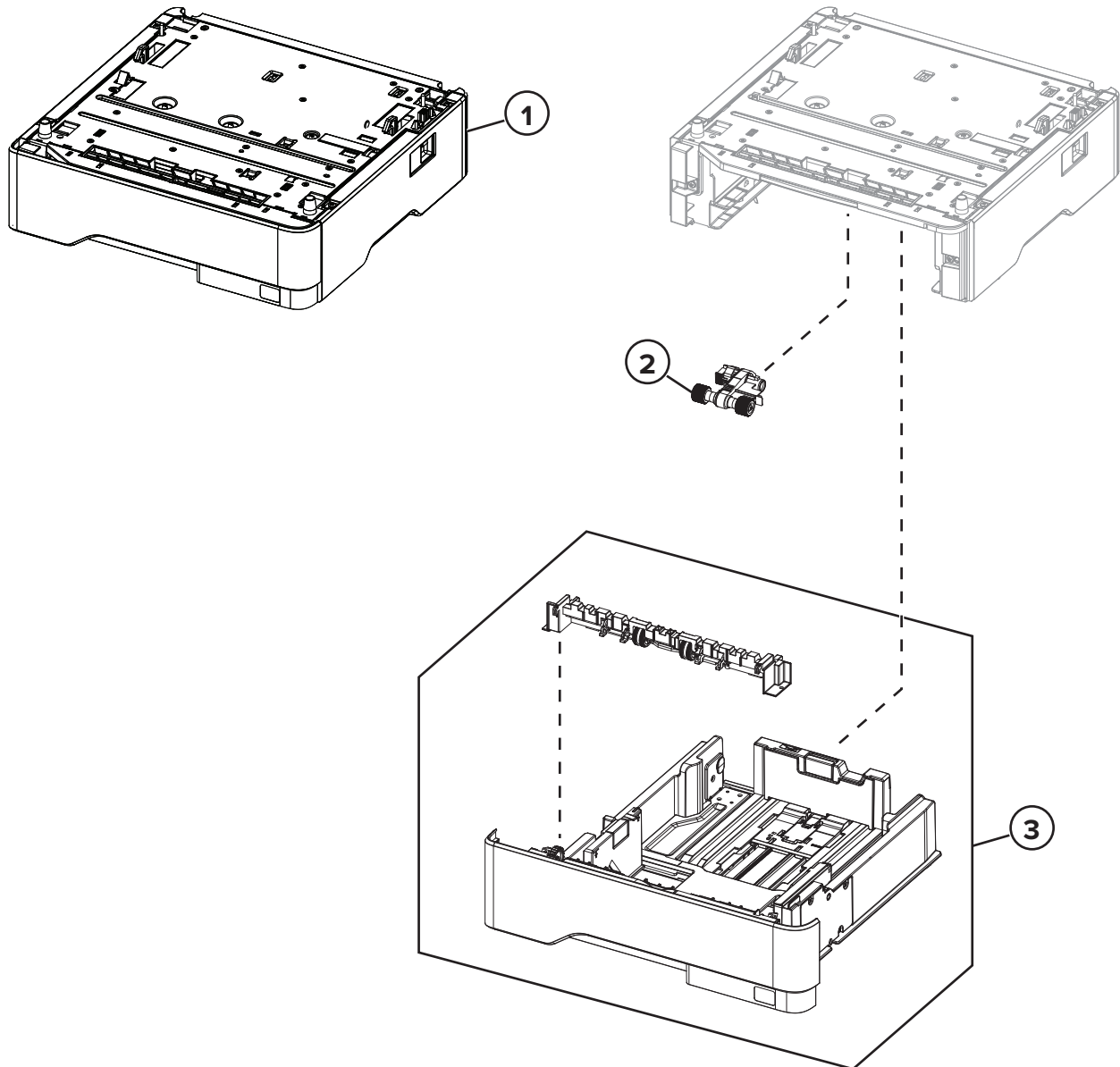
Assembly 10: MPF and standard tray



Assembly 10: MPF and standard tray

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	50X0748	1	1	MPF with front access cover	“MPF with front access cover removal” on page 274
2	41X1220	1	1	Standard 250-sheet tray insert (MX521, MB2546, MX522, and XM1246)	--

Assembly 11: Optional trays



Assembly 11: Optional trays

Asm-index	P/N	Units/opt	Units/FRU	Description	Removal procedure
1	41X1216	1	1	Optional 550-sheet tray	--
1	41X1217	1	1	Optional 250-sheet tray	--
2	41X1239	1	1	Pick roller	--
3	41X1222	1	1	550-sheet tray insert (optional tray)	--
3	41X1221	1	1	250-sheet tray insert (optional tray)	--
NS	40X8033	1	1	Lockable tray key	--

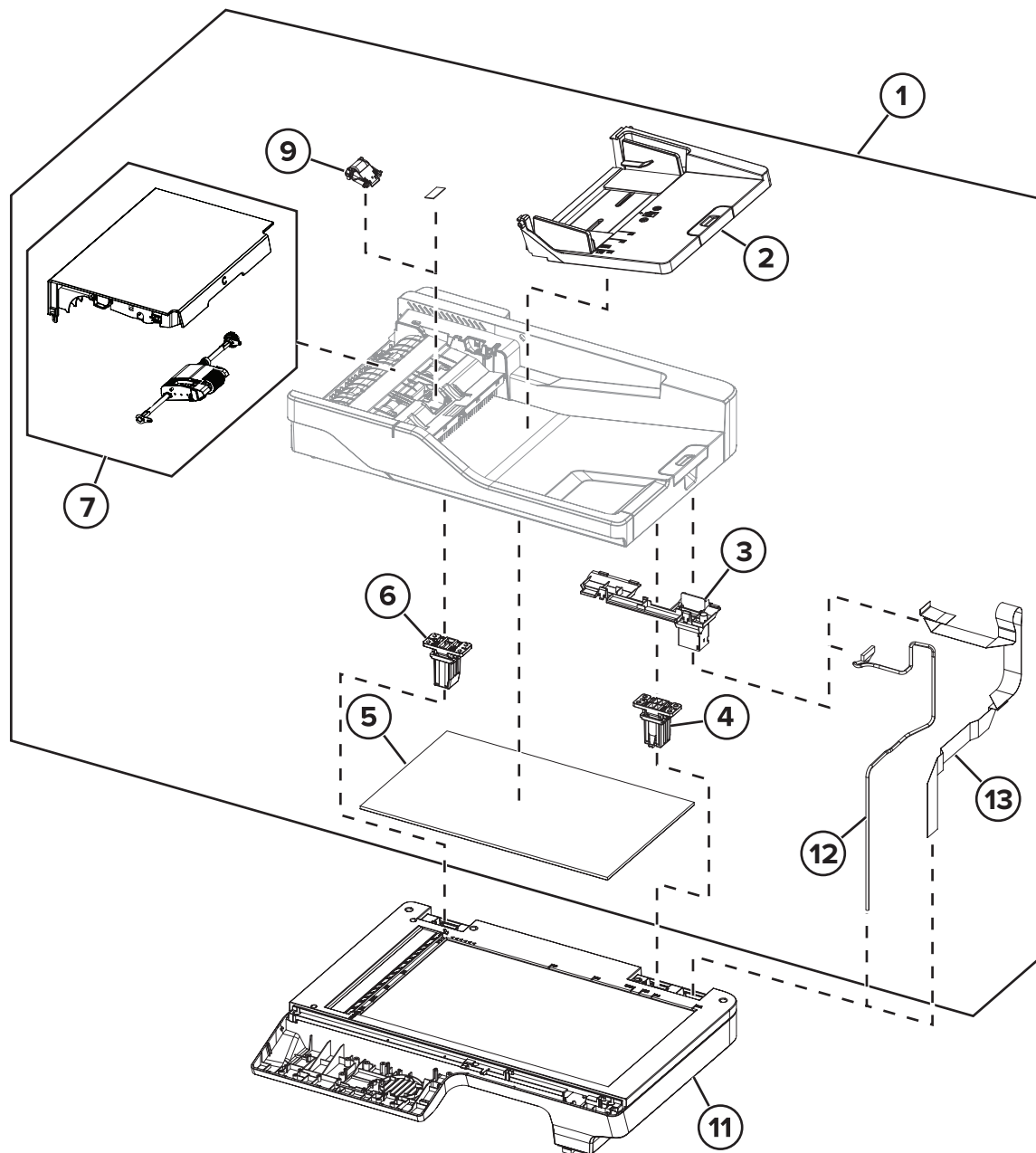
Assembly 12:

Assembly 12:

Assembly 13:

Assembly 13:

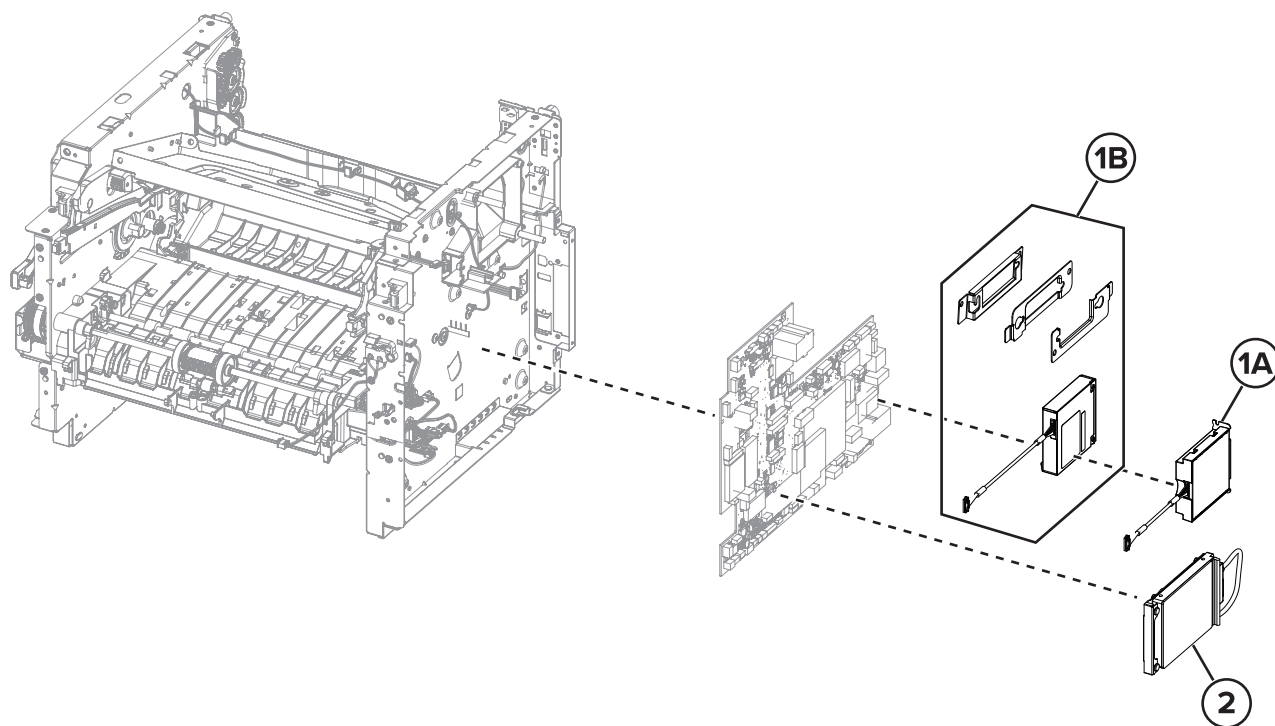
Assembly 14: ADF and Scanner 3



Assembly 14: ADF and Scanner 3

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1	41X1328	1	1	ADF assembly (MX522 and XM1246)	“ADF assembly removal” on page 310
2	41X1334	1	1	ADF tray (MX522 and XM1246)	“ADF tray removal” on page 308
3	41X2221	1	1	ADF cable cover (MX522 and XM1246)	--
4	41X1321	1	1	ADF right hinge (MX522 and XM1246)	“ADF hinge removal” on page 311
5	41X1324	1	1	ADF cushion (MX522 and XM1246)	--
6	40X9129	1	1	ADF left hinge (MX522 and XM1246)	“ADF hinge removal” on page 311
7	41X1318	1	1	ADF access door (MX522 and XM1246)	“ADF access door removal” on page 313
9	41X2855	1	1	High torque ADF separator roller (MX522 and XM1246)	“ADF separator roller removal” on page 314
11	41X1331	1	1	Flatbed scanner (MX522 and XM1246)	“Flatbed scanner removal” on page 318
12	41X1315	1	1	ADF cable (MX522 and XM1246)	“ADF cable removal” on page 323
13	41X1316	1	1	ADF flat cable (MX522 and XM1246)	“ADF flat cable removal” on page 320

Assembly 15: Fax card and hard disk



Assembly 15: Fax card and hard disk

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure
1A	41X1386	1	1	Fax card	“Fax card removal” on page 253
3	40X9934	1	1	Printer hard disk (MX522 and XM1246), 500GB	--

Assembly 16: Maintenance kits

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure

Assembly 17: Power cords

Asm-index	P/N	Units/mach	Units/FRU	Description	Removal procedure

Assembly 18: Miscellaneous

[illegible]

Printer specifications

Power consumption

Product power consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	One-sided: 620 Two-sided: 385
Copy	The product is generating hard-copy output from hard-copy original documents.	630
Scan	The product is scanning hard-copy documents.	20
Ready	The product is waiting for a print job.	14.5
Sleep Mode	The product is in a high-level energy-saving mode.	1.41
Hibernate	The product is in a low-level energy-saving mode.	0.1
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.1

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Values are subject to change. See www.lexmark.com for current values.

Sleep Mode

This product is designed with an energy-saving mode called *Sleep Mode*. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the *Sleep Mode Timeout*.

Factory default Sleep Mode Timeout for this product (in minutes):	15
---	----

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Hibernate Mode

This product is designed with an ultra-low power operating mode called *Hibernate mode*. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes

Factory default Hibernate Timeout for this product in all countries or regions	3 days
--	--------

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total energy usage

It is sometimes helpful to calculate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

Applicability of Regulation (EU) 2019/2015 and (EU) 2019/2020

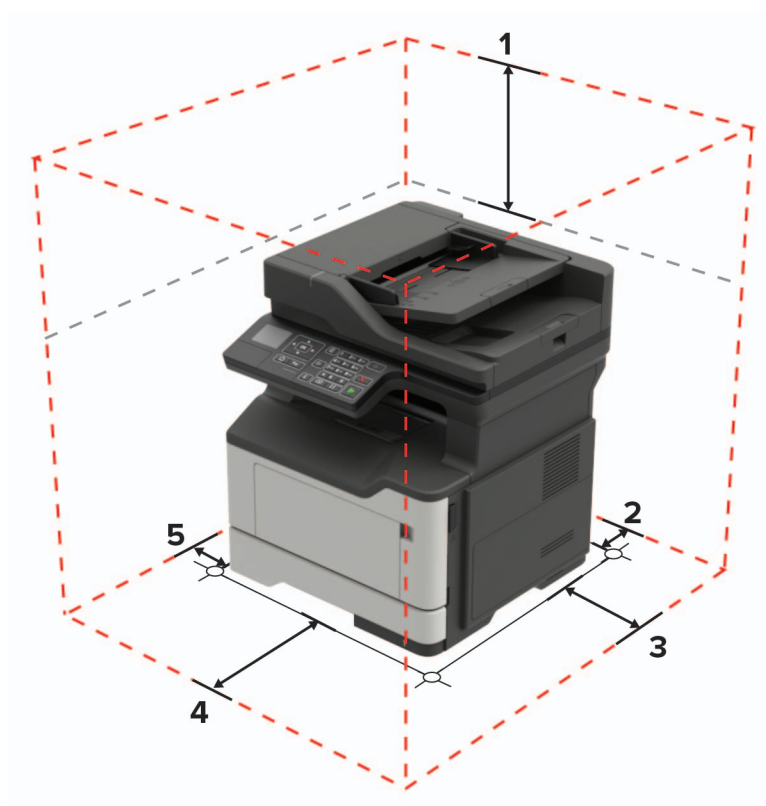
Per Commission Regulation (EU) 2019/2015 and (EU) 2019/2020, the light source contained within this product or its component is intended to be used for Image Capture or Image Projection only, and is not intended for use in other applications.

Selecting a location for the printer

- Leave enough room to open trays, covers, and doors and to install hardware options.
- Make sure that airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
 - Clean, dry, and free of dust
 - Away from stray staples and paper clips
 - Away from the direct airflow of air conditioners, heaters, or ventilators
 - Free from direct sunlight and humidity extremes
- Observe the recommended temperatures and avoid fluctuations.

Ambient temperature	10 to 32°C (50 to 90°F)
Storage temperature	0 to 40°C (32 to 104°F)

- Allow the following recommended amount of space around the printer for proper ventilation:



1	Top	737 mm (29 in.)
2	Rear	203 mm (8 in.)
3	Right side	305 mm (12 in.)
4	Front	510 mm (20 in.)
5	Left side	203 mm (8 in.)

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	55

1-meter average sound pressure, dBA	
Scanning	53
Copying	53
Ready	15

Values are subject to change. See www.lexmark.com for current values.

Temperature information

Ambient operating temperature	10 to 32°C (50 to 90°F)
Shipping temperature	-20 to 40°C (-4 to 104°F)
Storage temperature and relative humidity	0 to 40°C (32 to 104°F) 8 to 80% RH

Options and features

Some of the following options are not available in every country or region.

Available internal options

- 256MB user flash memory
- Firmware Cards (DLEs)
 - Forms and Bar Code Card
 - IPDS card
 - PRESCRIBE Card
- DBCS Font Cards
 - Traditional Chinese Font Card
 - Simplified Chinese Font Card
 - Korean Font Card
 - Japanese Font Card
- Internal Print Server
 - Marknet N8372
- Local Interface Cards
 - RS-232C Serial Interface Card2
 - Parallel 1284-B Interface Card2
 - Marknet N8230 Fiber Ethernet 100BASE-FX(LC), 1000BASE-SX(LC) (Fiber + side cover)

Input/output configurations and capacities

Input sources

Printer model	Number of standard trays	Maximum number of optional trays*	Maximum number of trays
MX-B467F	2	3	5
* The printer can support a maximum of three optional trays in one configuration.			

Input capacities

Printer model	Standard tray	Multipurpose feeder	Total standard capacity	Maximum optional capacity	Maximum input capacity
MX-B467F	250	100	350	1650	2000
Paper capacity means 20-lb xerographic paper at ambient environment per sheet.					

Output destinations

Printer model	Number of standard destinations
MX-B467F	1

Output capacities

Printer model	Standard output capacity	Maximum output capacity
MX-B467F	250	250
Paper capacity means 20-lb xerographic paper at ambient environment per sheet.		

Theory of operation

POR sequence

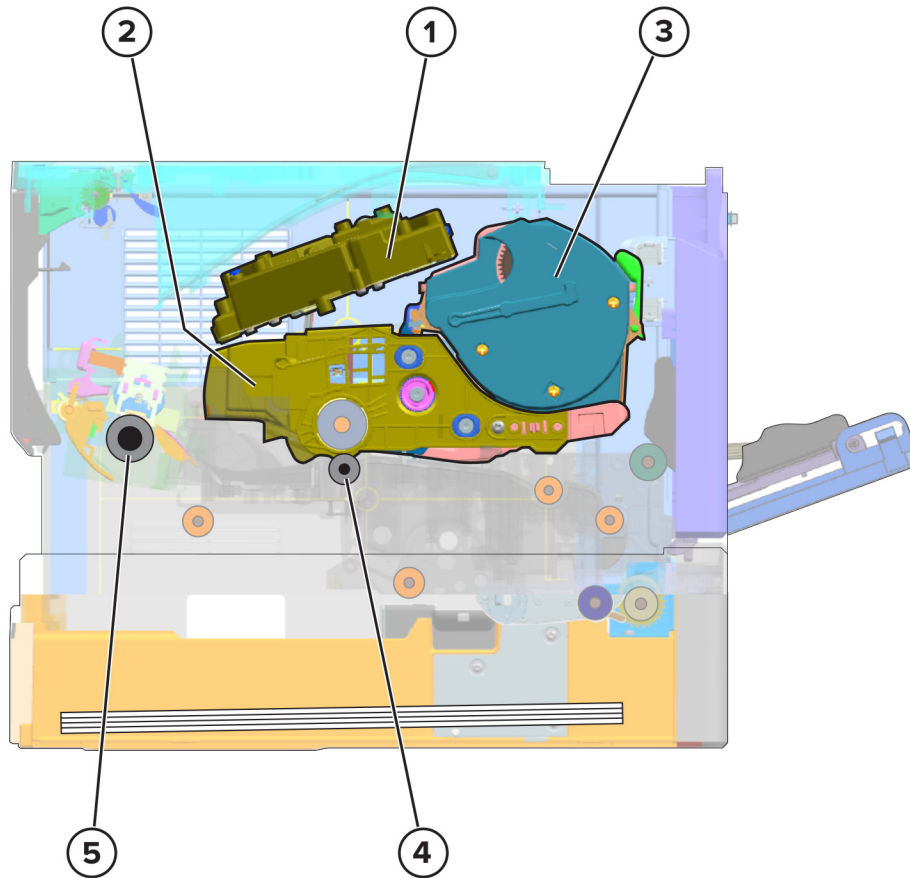
As the printer is turned on, the engine code goes through a series of tests to verify hardware integrity. If a hardware failure is detected, then it is reported to the printer. If the POR sequence cannot be completed successfully, then the printer may post an error message. The message states that service may be needed.

Printer control

The printer uses a single processor for both RIP and engine functions. The raster image processor (RIP) code performs system responsibilities such as PC connection, LAN, ISP attachments, and bitmap generation. The engine code performs tasks related to the operation of the electrical and mechanical device systems such as motors, lasers, power supplies, and fusers. The NVRAMs are located on the controller board and control panel, replacement of either the controller board or control panel will pull or mirror NVRAM data from each other.

Print cycle operation

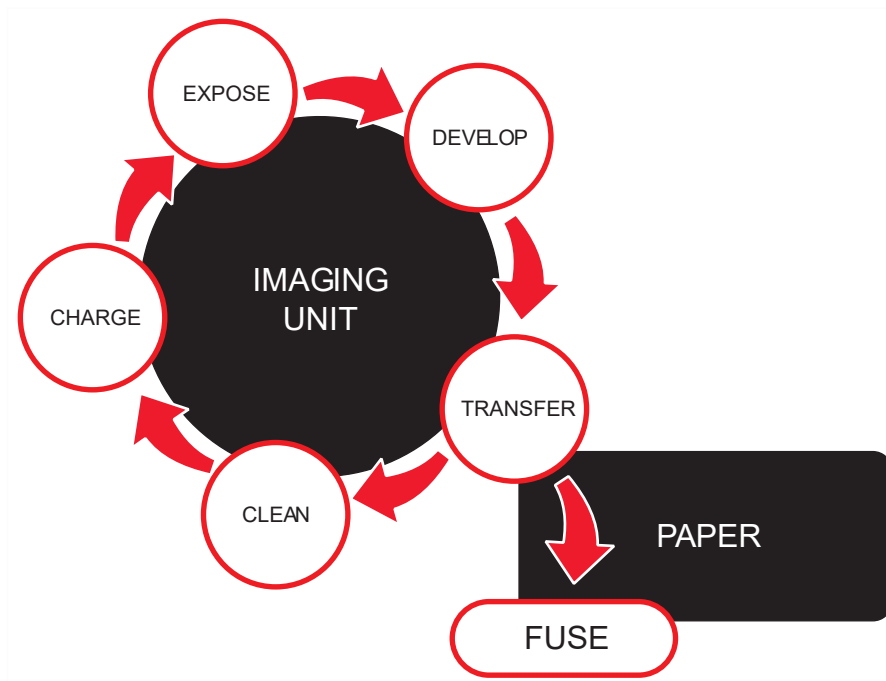
Print engine layout



1	Printhead
2	Imaging unit
3	Toner cartridge
4	Transfer roller
5	Fuser

Print cycle

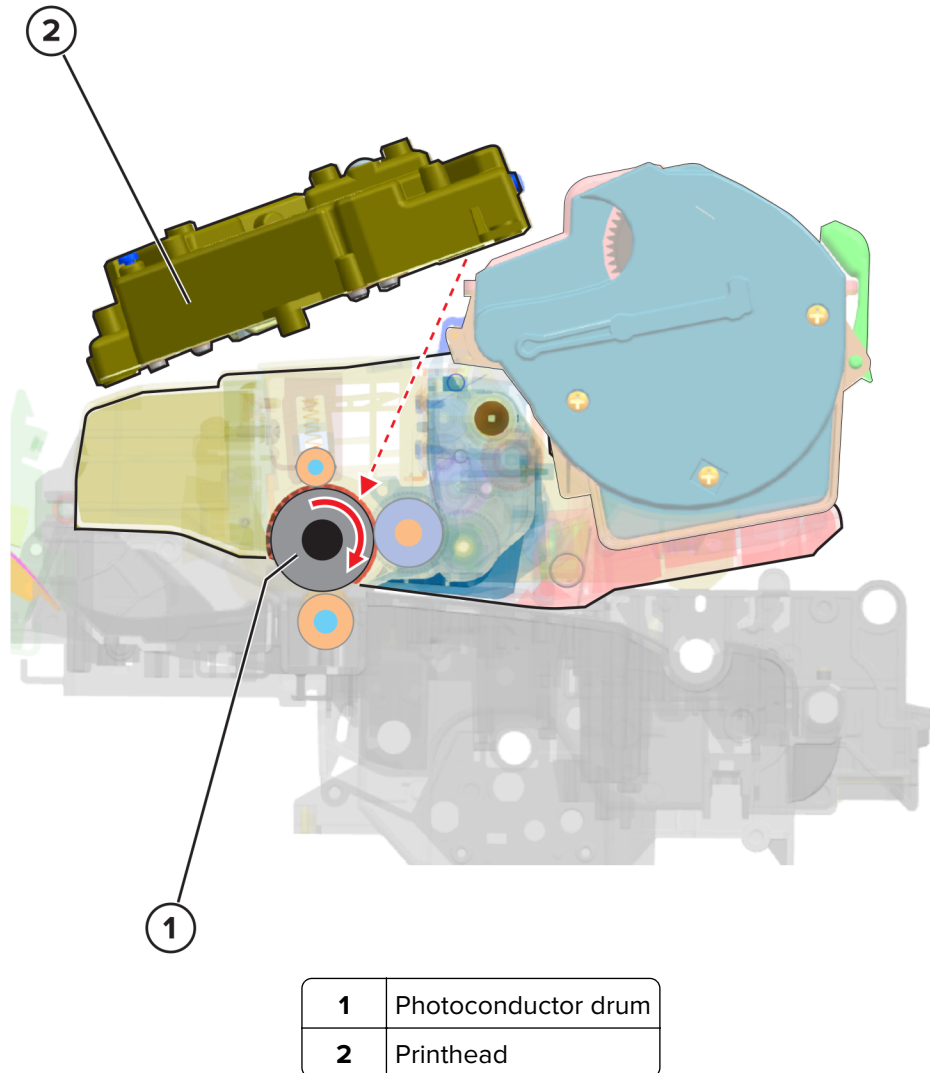
Flowchart



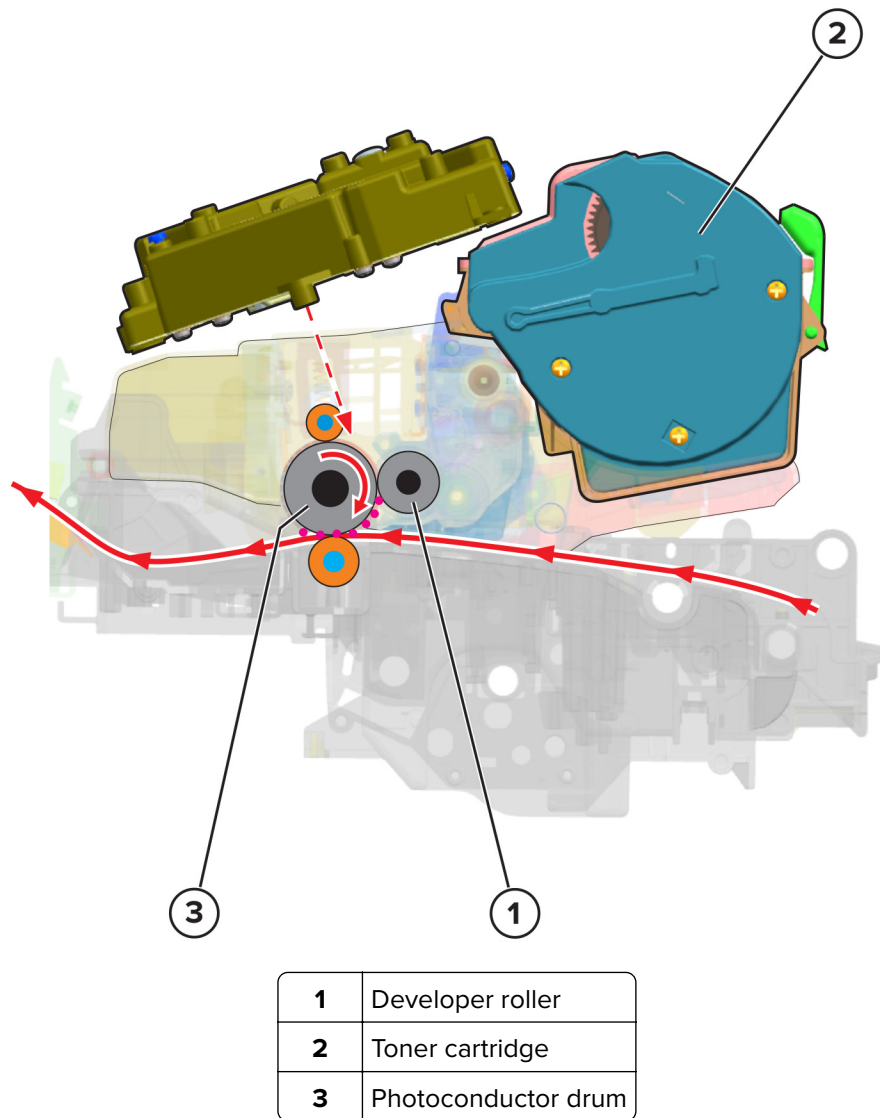
Charge



A uniform negative electrical charge is applied by the charge roller to the surface of the photoconductor drum. The photoconductive properties of the surface material allow it to hold the charge as long as it is not exposed to light.

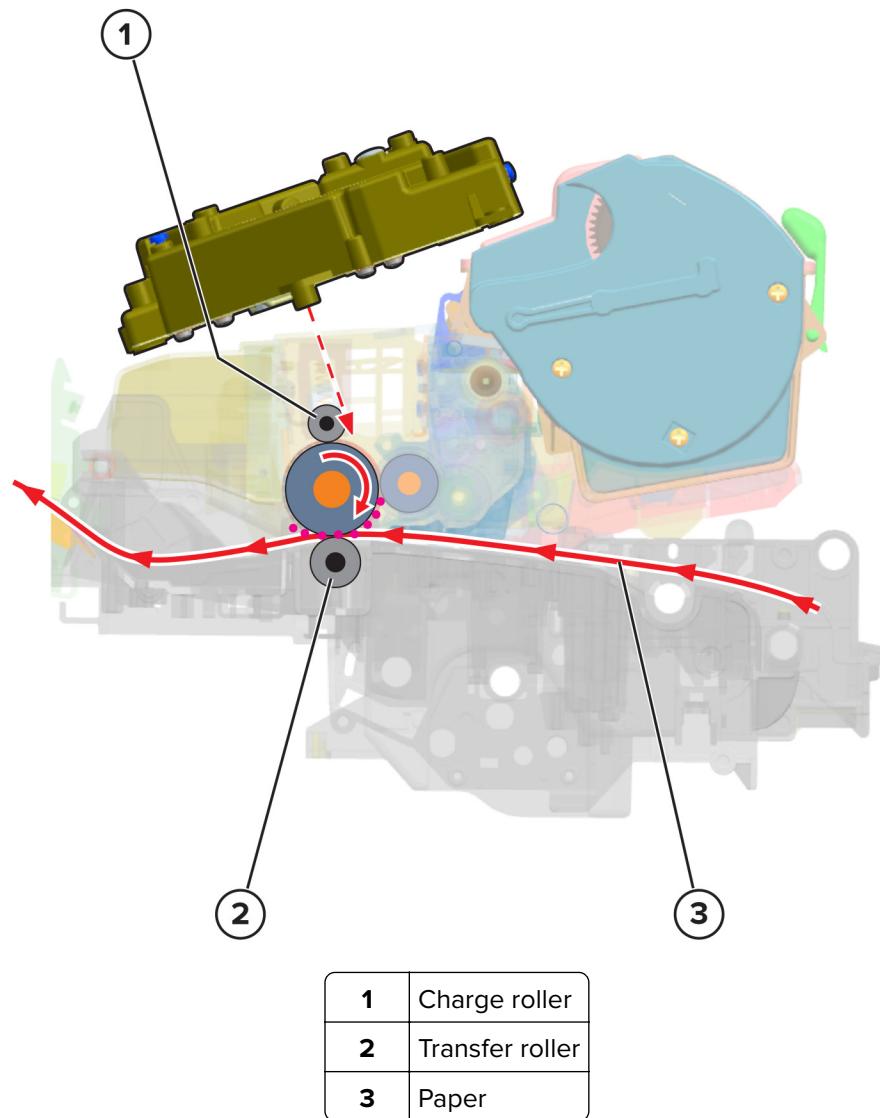
Expose

The printhead emits the light that contacts the surface of the photoconductor drum. The light turns on or off coinciding with the digital latent image. The light causes areas of the photoconductor drum surface to lose charge, resulting in a relative opposite polarity.

Develop

The developer unit applies the toner from the toner cartridge to the photoconductor drum. The difference in charge causes the toner particles to attract to the photoconductor drum areas which are exposed to light.

Transfer

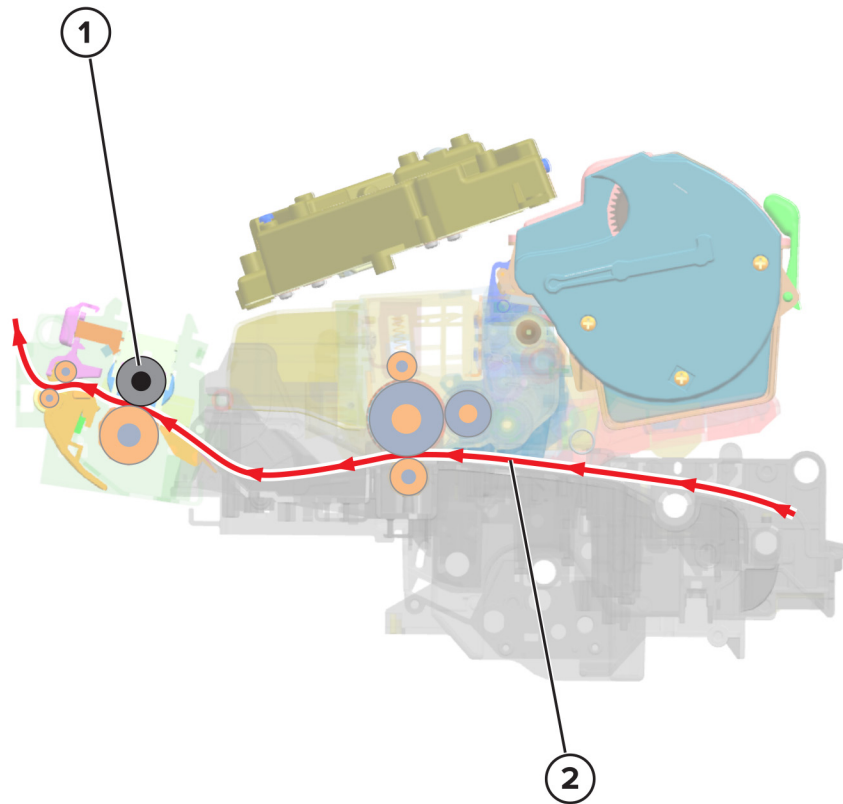


The transfer roller applies a positive charge to the paper, which is pressed between the transfer roller and the photoconductor drum. Due to relative opposite polarities between the paper, from the transfer roller, and the photoconductor drum, from the charge roller, the charge attracts the toner onto the paper.

Clean

The cleaning blade removes the toner residue from the photoconductor drum. The cycle (charge, expose, develop, transfer, and clean) repeats until the whole image is transferred to the paper.

Fuse

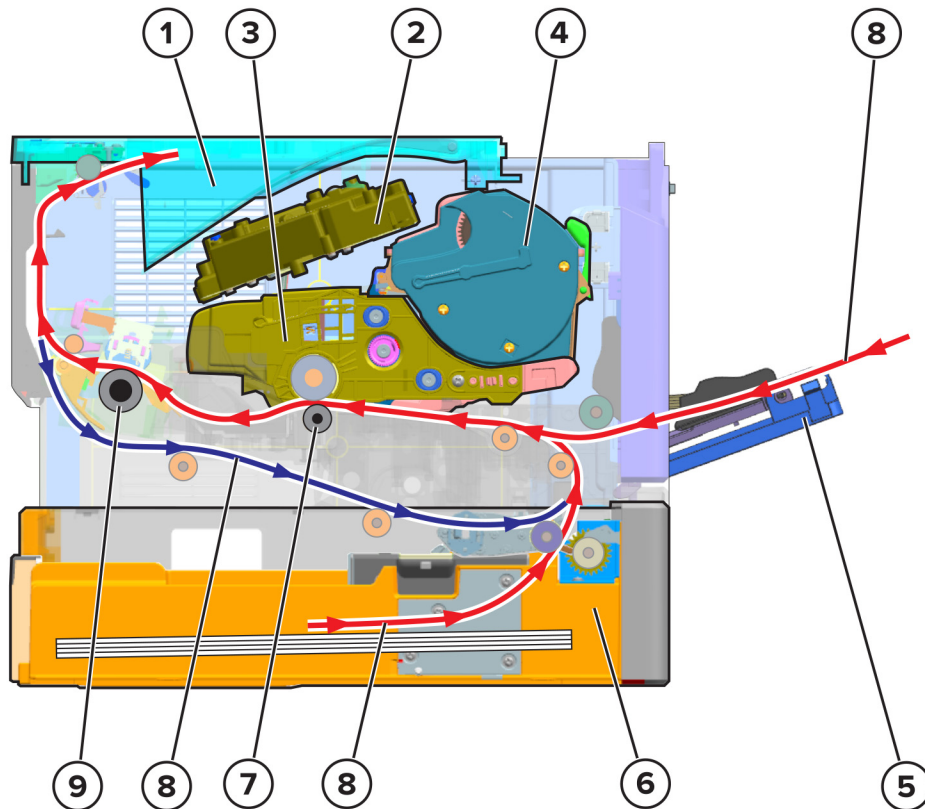


1	Fuser
2	Paper

Even if the toner image is already on the paper, the toner particles are not yet permanently bonded to the surface. For the final part of printing, the paper is transported to the fuser where heat and pressure are applied to it. As a result, the toner particles melt and permanently fuse with the paper, completing the print process. The print cycle repeats for the succeeding pages.

Printer operation

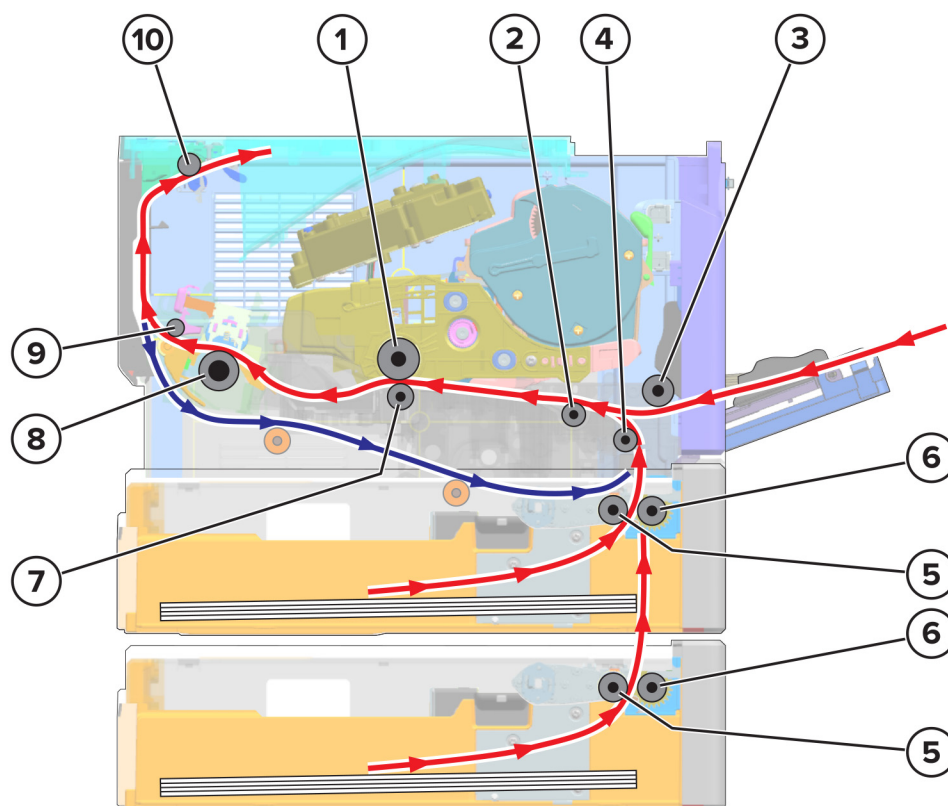
Printer sections



1	Bin
2	Printhead
3	Imaging unit
4	Toner cartridge
5	MPF
6	Tray
7	Transfer roller
8	Paper paths
9	Fuser

Printer paper path

One-sided print job



1	Photoconductor drum
2	First input roller
3	MPF pick roller
4	Second input roller
5	Pick roller
6	Separator roller
7	Transfer roller
8	Fuser
9	Fuser exit roller
10	Paper exit roller

The pick roller picks and feeds the paper to the separator roller. The separator roller feeds the paper to the second input roller, which feeds it to the first input roller. For MPF print jobs, the MPF pick roller picks and feeds the paper to the first input roller.

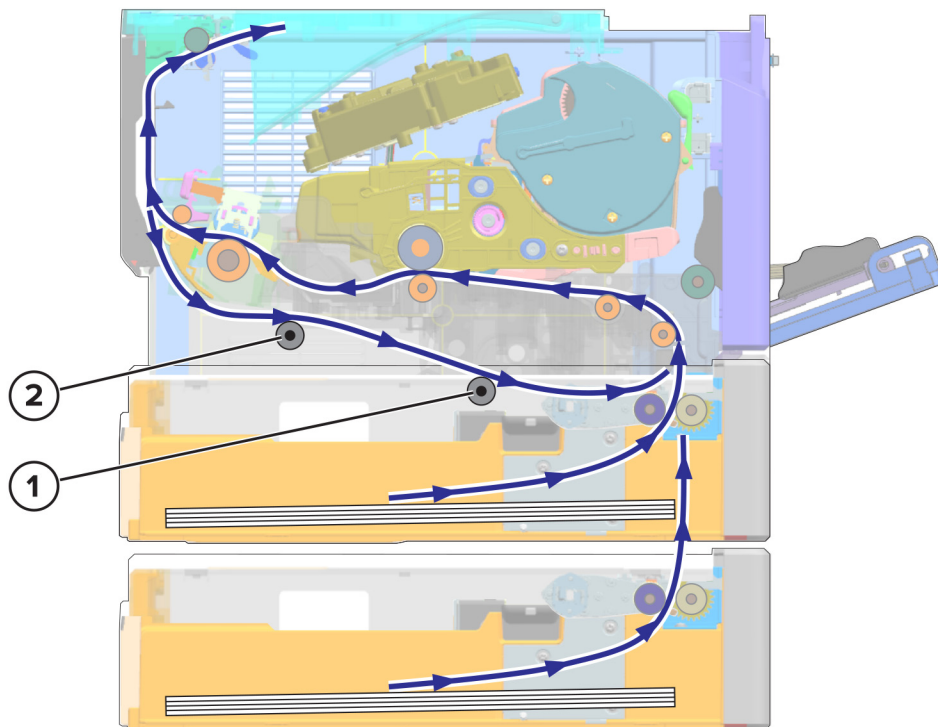
The deskew shutter along the first input roller corrects the skew on the paper.

The first input roller feeds the paper to the transfer roller. At the transfer roller, the photoconductor drum transfers the developed image to the paper to create the printed image.

As the paper passes the fuser, heat and pressure are applied to permanently bond the toner to the paper.

After printing, the printer ejects the paper by the exit roller.

Two-sided print job

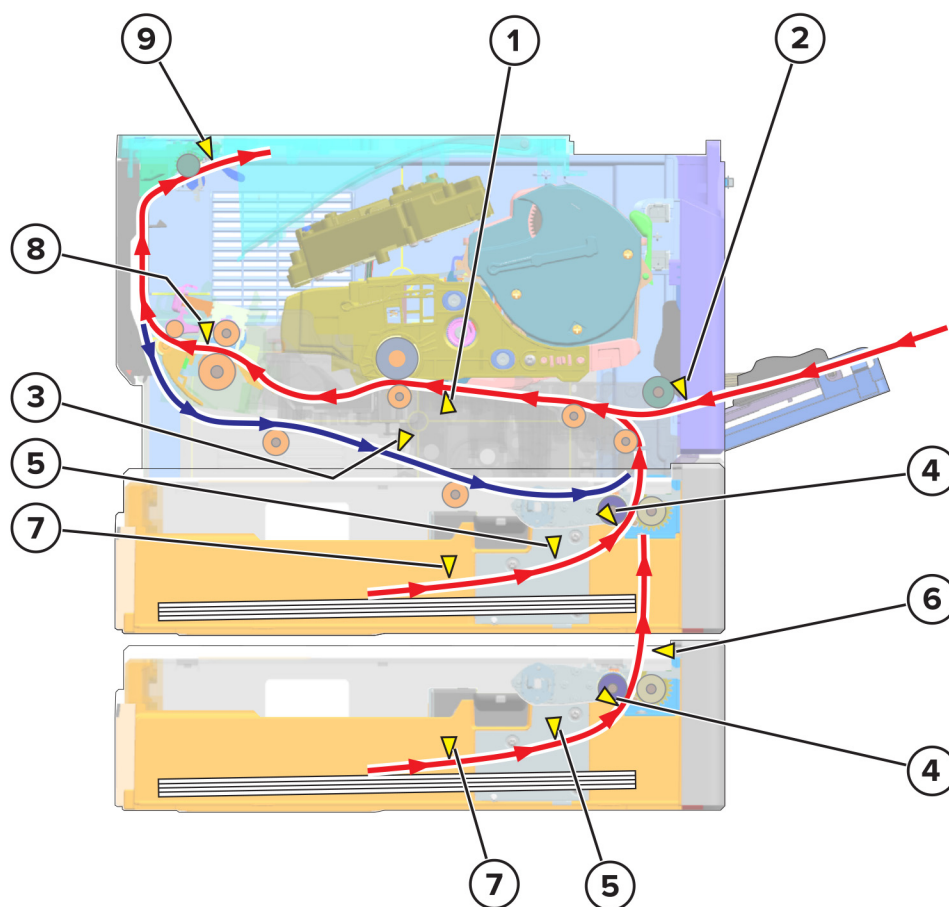


1	Duplex rear roller
2	Duplex front roller

After the first side is printed, the paper is diverted to the top of the paper exit roller. The duplex path opens, and then the paper reverses direction to get its opposite page printed.

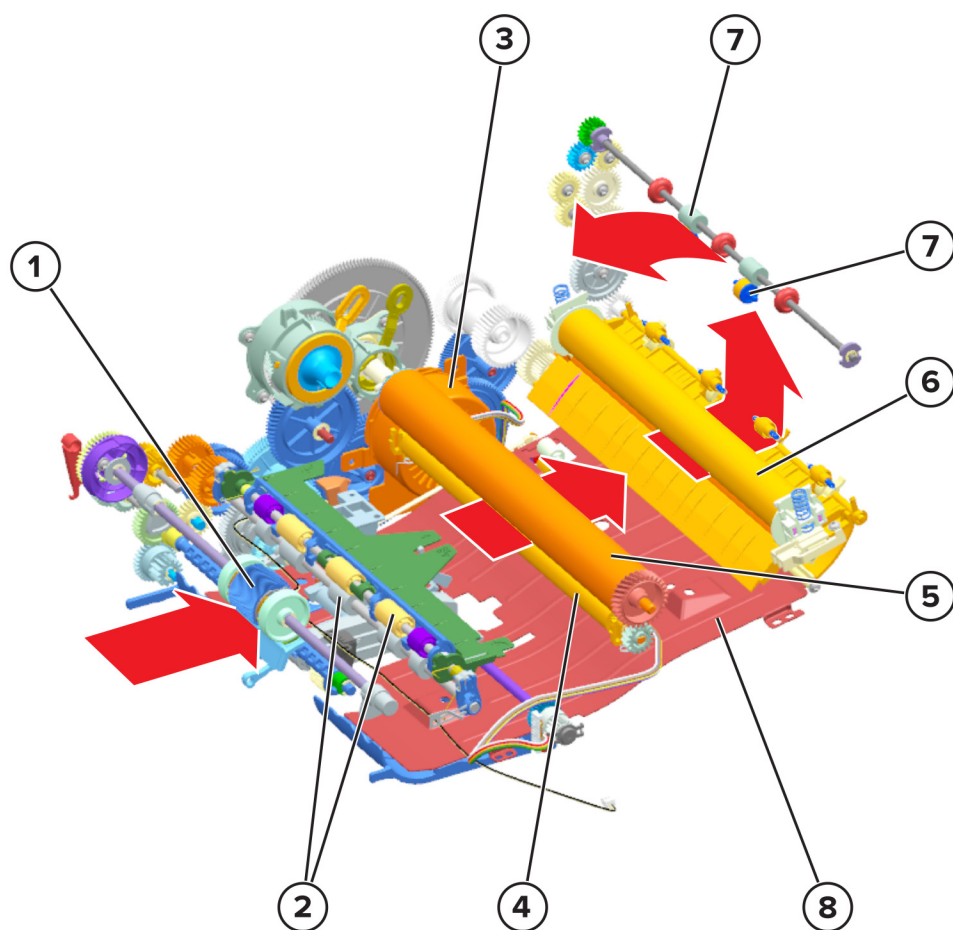
The paper travels along the duplex path until it reenters the second input roller. From there, the paper continues its path until the print job is done.

Printer paper path sensors



#	Sensor	Function
1	Sensor (input)	Detects the paper traveling between the first input roller and the transfer roller
2	Sensor (MPF paper present)	Detects if paper is in the MPF tray
3	Sensor (duplex)	Detects the paper traveling along the duplex path
4	Sensor (index)	Detects if the pick roller is at the correct height to pick paper from the tray Note: The sensor in the standard tray is supported only in some printer models.
5	Sensor (trailing edge)	Detects the trailing edge of the paper fed from the tray
6	Sensor (pass-through)	Detects paper fed from tray 2
7	Sensor (media present)	Detects if paper is in the tray Note: The sensor in the standard tray is supported only in some printer models.
8	Sensor (fuser exit)	Detects the paper exiting the fuser
9	Sensor (narrow media/bin full)	Detects if the paper is narrow and the bin is full

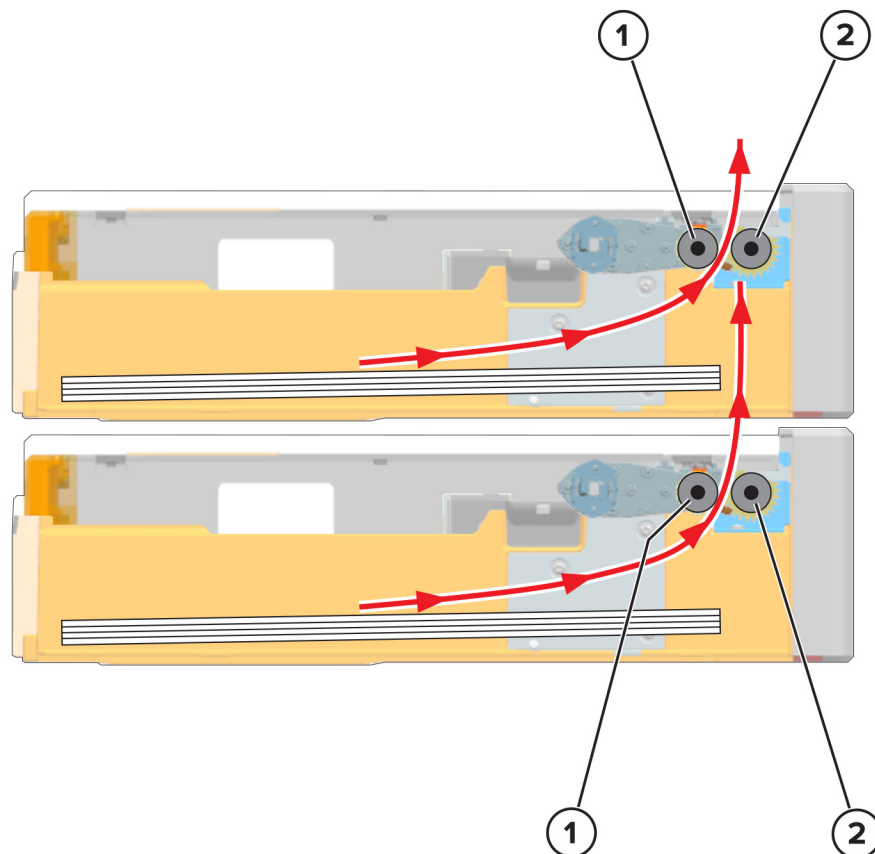
Main drive



1	MPF
2	Paper input
3	Main drive gearbox motor
4	Transfer roller
5	Photoconductor
6	Fuser
7	Paper exit
8	Duplex

The gearbox provides mechanical power to the printer. Its motor transfer power through a number of gears to the following parts: MPF, paper input, transfer roll, photoconductor drum, fuser, paper exit, and duplex.

Tray drive



1	Pick roller
2	Separator roller

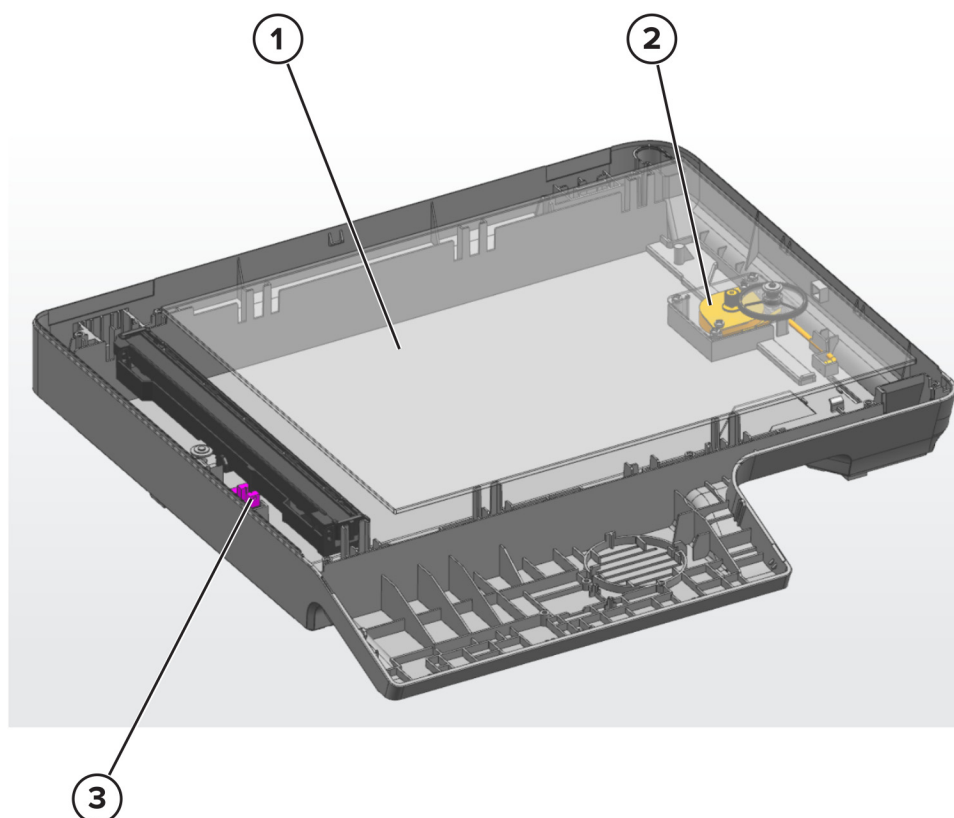
To prepare for feeding, the lift plate raises to push the paper against the pick roller. The lift plate stops pushing at the point where the pick roller is at the proper height for picking. After the pick roller is in position, it feeds the topmost paper to the separator roller. The separator roller rotates in a direction opposite to the pick roller to ensure that only one sheet is fed at a time.

The motor (pick/lift) controls the pick roller and lift plate.

The lift plate in the standard tray is supported only in some printer models.

ADF and scanner operation

Flatbed scanner drive



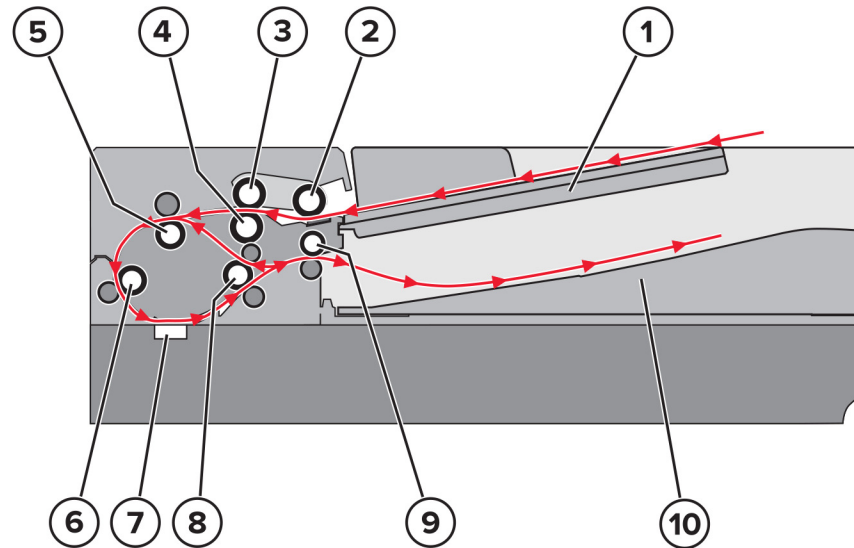
1	Scanner glass
2	Motor (FB scanner)
3	Sensor (FB CIS home)

The flatbed scanner has a scanner lamp that is used to illuminate the surface of the document. The reflections produced are processed to create the scan image.

For flatbed scan jobs, the flatbed scanner moves across the scanner glass area to scan the front side of the document (facedown). The motor (FB scanner) controls the scanner position. The scanner is detected at its home position by the sensor (FB CIS home).

For ADF scan jobs, the flatbed scanner stays at the left to scan the document.

ADF paper path



1	ADF tray
2	Pick roller
3	Feed roller
4	Separator roller
5	Deskew roller
6	Transport roller
7	Scan area
8	Exit roller 1
9	Exit roller 2
10	ADF bin

After the sensor (ADF paper present) detects paper in the ADF tray, the pick roller drops and advances the paper into the ADF.

The paper passes through the feed roller and separator roller. The separator roller minimizes the possibility of feeding multiple sheets.

The paper then actuates the sensors (pick and deskew). The sensor (pick) detects the leading edge of the paper and adjusts the pick/feed timings while the sensor (deskew) detects the paper for any skews. The deskew roller slows down the paper to perform the skew correction.

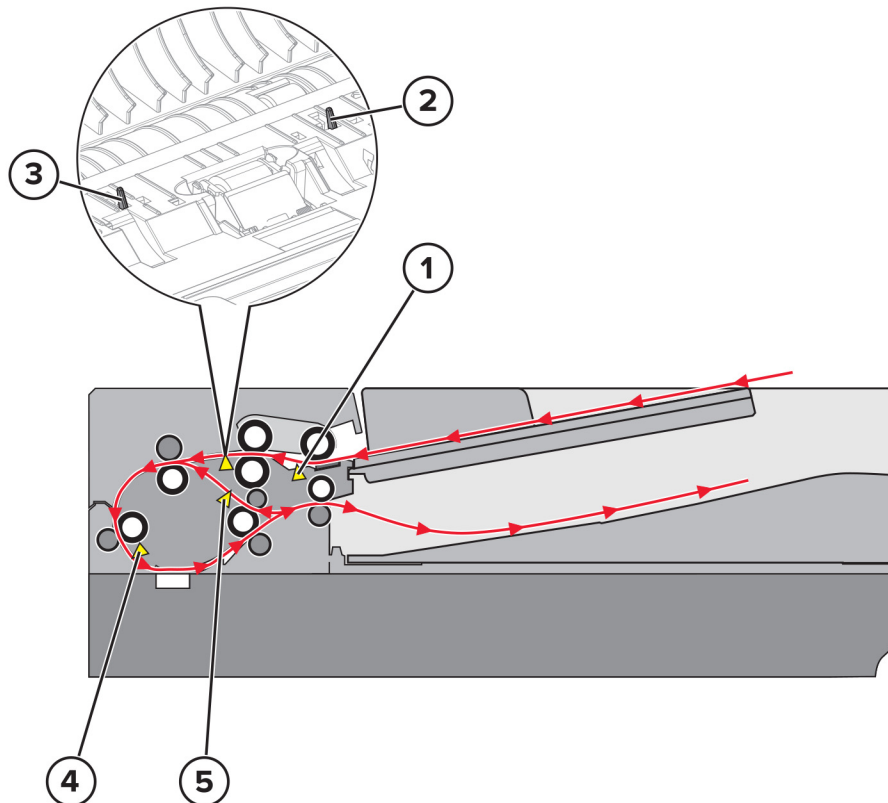
Note: The motor (pick) runs the pick and feed rollers.

After the skew correction is completed, the transport roller advances the paper to the scan area. But before the image acquisition process could start, the paper has to actuate the sensor (ADF scan). Failure to actuate the sensor results to a paper jam. The first side of the document is scanned.

If the scan job is simplex, exit roller 1 advances the paper until it is picked up and moved by the exit roller 2 into the ADF bin. The motor (transport) runs the transport, deskew, and exit rollers.

If the scan job is duplex, then the motor (pick) rotation is reversed such that exit roller 2 pulls the paper back into the ADF. The paper actuates the sensor (ADF pick), and then moves until it reaches the scan area for the second time. Like the first pass of the paper, the image acquisition process is repeated for the second side of the paper. Before the paper exits, it goes back again to the ADF for the third time, but no imaging occurs. This pass is to turn the paper over to the original side up. On the third pass of the paper, exit roller 2 does not reverse and the paper passes out of the ADF.

ADF paper path sensors



#	Sensor	Function
1	Sensor (ADF paper present)	<ul style="list-style-type: none"> • Detects paper presence in the ADF tray • Raises the pick arm after the last sheet to prepare for the next batch of scanning
2	Sensor (ADF pick)	Detects the leading edge of the incoming sheet and adjusts pick/feed timings
3	Sensor (ADF deskew)	Detects skew of the incoming sheet and applies necessary deskew algorithm
4	Sensor (ADF 1st scan)	Detects the paper about to be scanned
5	Sensor (ADF 2nd scan)	Detects the leading edge of the paper for duplex scanning

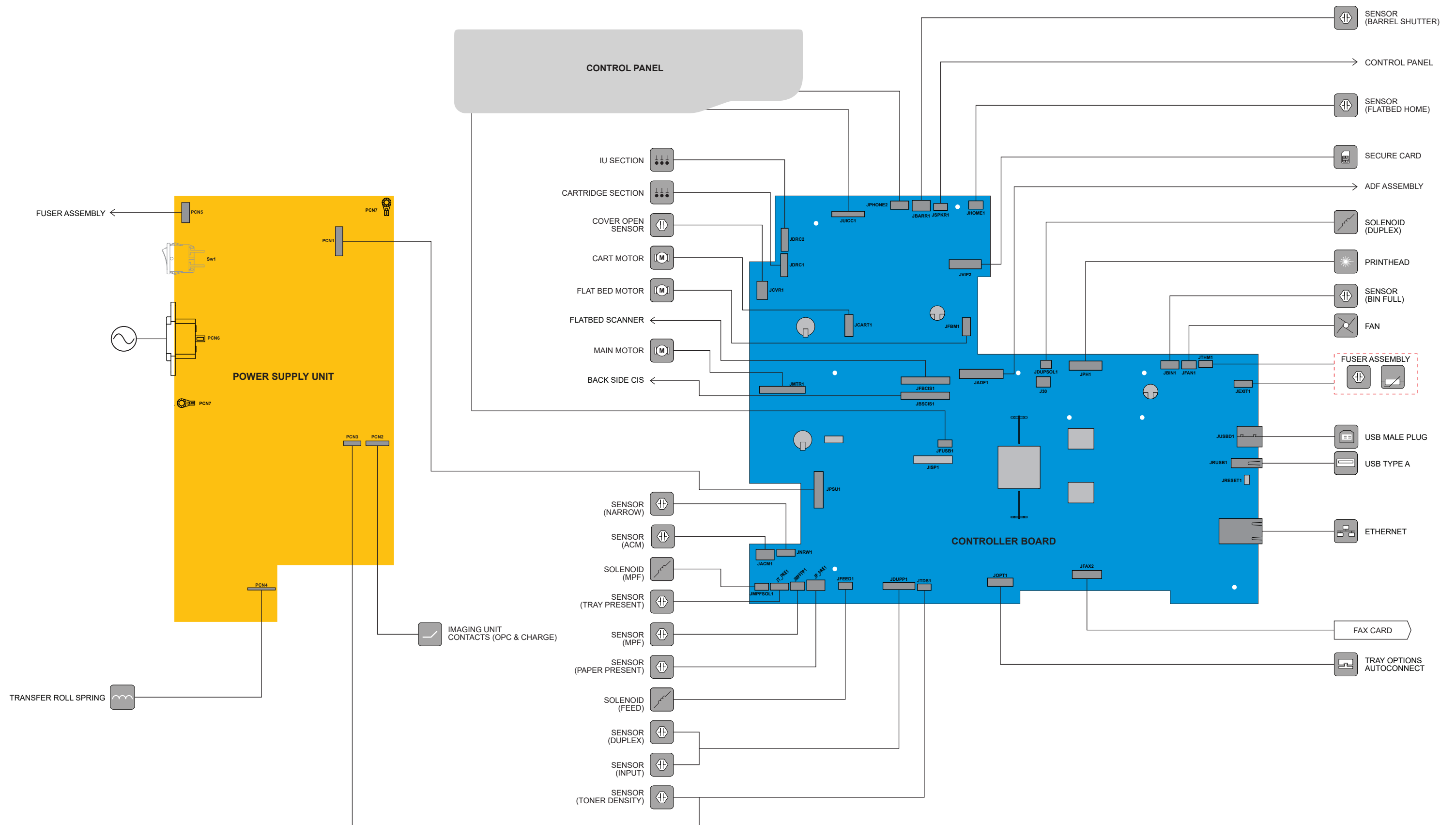
Acronyms

Acronyms

ASIC	Application-Specific Integrated Circuit
BLDC	Brushless DC Motor
BOR	Black Only Retract
C	Cyan
CCD	Charge Coupled Device
CCP	Carbonless Copy Paper
CIS	Contact Image Sensors
CRC	Cyclic Redundancy Check
CSU	Customer Setup
CTLS	Capacitance Toner Level Sensing
DIMM	Dual Inline Memory Module
DRAM	Dynamic Random Access Memory
EDO	Enhanced Data Out
EP	Electrophotographic Process
EPROM	Erasable Programmable Read-Only Memory
ESD	Electrostatic Discharge
FRU	Field Replaceable Unit
GB	Gigabyte
HCF	High-Capacity Feeder
HCIT	High-Capacity Input Tray
HCOF	High-Capacity Output Finisher
HVPS	High Voltage Power Supply
K	Black
LCD	Liquid Crystal Display
LDAP	Lightweight Directory Access Protocol
LED	Light-Emitting Diode
LVPS	Low Voltage Power Supply
M	Magenta
MB	Megabyte
MFP	Multifunction Printer
MPF	Multipurpose Feeder
MROM	Masked Read Only Memory

MS	Microswitch
NVM	Non-volatile Memory
NVRAM	Non-volatile Random Access Memory
OEM	Original Equipment Manufacturer
OPT	Optical Sensor
PC	Photoconductor
pel, pixel	Picture element
POR	Power-On Reset
POST	Power-On Self Test
PSD	Position Sensing Device
PWM	Pulse Width Modulation
RIP	Raster Imaging Processor
ROM	Read Only Memory
SDRAM	Synchronous Dual Random Access Memory
SIMM	Single Inline Memory Module
SRAM	Static Random Access Memory
TPS	Toner Patch Sensing
UICC	User Interface Controller Card
UPR	Used Parts Return
V ac	Volts alternating current
V dc	Volts direct current
VTB	Vacuum Transport Belt
Y	Yellow

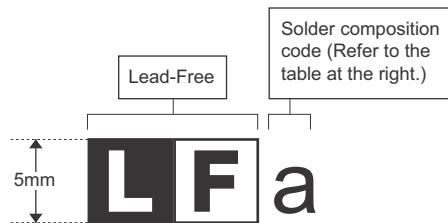
WIRING DIAGRAM



LEAD-FREE SOLDER

The PWB's of this model employs lead-free solder. The "LF" marks indicated on the PWB's and the Service Manual mean "Lead-Free" solder. The alphabet following the LF mark shows the kind of lead-free solder.

Example:



<Solder composition code of lead-free solder>

Solder composition	Solder composition code
Sn-Ag-Cu	a
Sn-Ag-Bi Sn-Ag-Bi-Cu	b
Sn-Zn-Bi	z
Sn-In-Ag-Bi	i
Sn-Cu-Ni	n
Sn-Ag-Sb	s
Bi-Sn-Ag-P Bi-Sn-Ag	p

(1) NOTE FOR THE USE OF LEAD-FREE SOLDER THREAD

When repairing a lead-free solder PWB, use lead-free solder thread.

Never use conventional lead solder thread, which may cause a breakdown or an accident.

Since the melting-point of lead-free solder thread is about 40°C higher than that of conventional lead solder thread, the use of the exclusive-use soldering iron is recommended.

(2) NOTE FOR SOLDERING WORK

Since the melting-point of lead-free solder is about 220°C, which is about 40°C higher than that of conventional lead solder, and its soldering capacity is inferior to conventional one, it is apt to keep the soldering iron in contact with the PWB for longer time. This may cause land separation or may exceed the heat-resistive temperature of components. Use enough care to separate the soldering iron from the PWB when completion of soldering is confirmed.

Since lead-free solder includes a greater quantity of tin, the iron tip may corrode easily. Turn ON/OFF the soldering iron power frequently.

If different-kind solder remains on the soldering iron tip, it is melted together with lead-free solder. To avoid this, clean the soldering iron tip after completion of soldering work.

If the soldering iron tip is discolored black during soldering work, clean and file the tip with steel wool or a fine filer.

CAUTION FOR BATTERY REPLACEMENT

(Danish)

ADVARSEL !

Lithiumbatteri – Eksplosionsfare ved fejlagtig håndtering.

Udskiftning må kun ske med batteri
af samme fabrikat og type.

Levér det brugte batteri tilbage til leverandoren.

(English)

Caution !

Danger of explosion if battery is incorrectly replaced.

Replace only with the same or equivalent type
recommended by the manufacturer.

Dispose of used batteries according to manufacturer's instructions.

(Finnish)

VAROITUS

Paristo voi räjähtää, jos se on virheellisesti asennettu.

Vaihda paristo ainoastaan laitevalmistajan suosittelemaan
tyyppiin. Hävitä käytetty paristo valmistajan ohjeiden
mukaisesti.

(French)

ATTENTION

Il y a danger d'explosion s' il y a remplacement incorrect
de la batterie. Remplacer uniquement avec une batterie du
même type ou d'un type équivalent recommandé par
le constructeur.

Mettre au rebut les batteries usagées conformément aux
instructions du fabricant.

(Swedish)

VARNING

Explosionsfara vid felaktigt batteribyte.

Använd samma batterityp eller en ekvivalent
typ som rekommenderas av apparattillverkaren.

Kassera använt batteri enligt fabrikantens
instruktion.

(German)

Achtung

Explosionsgefahr bei Verwendung inkorrektter Batterien.

Als Ersatzbatterien dürfen nur Batterien vom gleichen Typ oder
vom Hersteller empfohlene Batterien verwendet werden.

Entsorgung der gebrauchten Batterien nur nach den vom
Hersteller angegebenen Anweisungen.

CAUTION FOR BATTERY DISPOSAL

(For USA, CANADA)

"BATTERY DISPOSAL"

THIS PRODUCT CONTAINS A LITHIUM PRIMARY
(MANGANESE DIOXIDE) MEMORY BACK-UP BATTERY
THAT MUST BE DISPOSED OF PROPERLY. REMOVE THE
BATTERY FROM THE PRODUCT AND CONTACT YOUR
LOCAL ENVIRONMENTAL AGENCIES FOR INFORMATION
ON RECYCLING AND DISPOSAL OPTIONS.

"TRAITEMENT DES PILES USAGÉES"

CE PRODUIT CONTIENT UNE PILE DE SAUVEGARDE DE
MÉMOIRE LITHIUM PRIMAIRE (DIOXYDE DE MANGANESE)
QUI DOIT ÊTRE TRAITÉE CORRECTEMENT. ENLEVEZ LA
PILE DU PRODUIT ET PRENEZ CONTACT AVEC VOTRE
AGENCE ENVIRONNEMENTALE LOCALE POUR DES
INFORMATIONS SUR LES MÉTHODES DE RECYCLAGE ET
DE TRAITEMENT.



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